



SFE NOTICE NO.

10/07

Date of Issue: 17 January 2007

Effective Date: 17 January 2007

Standardised Format to Report Austraclear System Technical Issues

To ensure Austraclear System technical incidents are appropriately captured and resolved Participants are requested to report all incidents to the Austraclear Service Desk by telephone and in the attached standardised form.

The form will ensure that all information required to resolve the incident and to minimise the potential for recurrence is captured. The attached form is to be completed and sent to the Austraclear Service Desk email address as soon after the incident as possible. Participants should liaise with their own technology personnel to ensure the correct client logs are captured (details in attached form) and provided to Austraclear to allow effective investigation and resolution.

The Austraclear Service Desk will contact all Participants registering a technical incident with updates on resolution or work-around.

Link to the Standardised Template on SFE website,

<http://www.sfe.com.au/content/austraclear/operations/incidentreport.pdf>

If you have any questions regarding this new process please contact the Austraclear Service Desk on 1300 362 257 or servicedesk@asx.com.au

A handwritten signature in black ink that reads "David Raper".

David Raper
General Manager – Derivatives & Austraclear Operations

ASX Limited
20 Bridge Street
Sydney NSW 2000
Australia



Austraclear System Technical Incident Report Form

Date: _____

Participant:

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User ID:

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Contact Name: _____

Connectivity type: ANNI / Internet

Contact Phone Number: _____

Deployment method: File / Browser

Time of Incident: _____

If File Deployment: What version of software is installed? _____

What action was being performed at time of incident?

Austraclear System Error message(s) received:

Provision by email of the following (please tick if provided),

* Client Compatibility Log file

* EXIGO Log file

* Screen shot of the error message

Please e-mail all relevant screen shots and log files to: servicedesk@asx.com.au