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### 1) INTRODUCTION

- a) Contingency procedure for all information interchanges handled by the epuertobilbao platform will be activated 15 minutes after detecting a system accessibility failure.
- b) The epuertobilbao Customer Service Centre (C.A.U) will activate the procedure by sending an email to all epuertobilbao users, indicating the cause and type of problem together with its expected time of duration.
- c) The C.A.U telephone, 902 10 16 14, will be available for inquiries or to give relevant information about the problem.
- d) During the period system access is non-operational, a third contact channel will be made available through mobile telephone 608 794 425 (only active while problems exist).
- e) Once the problem has been solved, C.A.U-Bilbao will send an email to inform of service re-commencement

## 2) PROCEDURE FOR DEONENTS

One request per tariff item should be made out (divided into 1-n goods) or per container (with 1-n items).

Once notification to activate contingency procedure for request to manage B.I.P positioning has been received, deponents will proceed as follows:

- The request should be sent **by fax** to 94 483 97 76 using the model available on the B.P.A website. ([www.bilbaoport.es](http://www.bilbaoport.es)).

### Observations:

- Deponents should only send those requests for **positioning in the B.I.P area** that are for the following working day.
- Terminal inspections are not subject to this emergency procedure, so if they are necessary, the deponent should contact the corresponding organism **directly**.
- The deadline for presentation on the following working day will be **16.00 hours**.

## 3) B.I.P MANAGEMENT PROCEDURE

The B.I.P management system will take in the requests that are presented and draw up a positioning list, but will not acknowledge deponents for receipt of the same. The date / time requested by the deponent will be subject to the workings inside the B.I.P area itself.