

U.S. Department of Homeland Security  
U.S. Customs and Border Protection  
200 East Bay Street  
Charleston, SC 29401



U.S. Customs and  
Border Protection

DATE: May 25, 2007

**PORT OF CHARLESTON NOTICE NO: FY2007-21**

TO: Brokers, Importers, Carriers and Other Interested Parties

SUBJECT: Customhouse Phone Problems

U.S. Customs and Border Protection (CBP) is experiencing telephone system problems at the U.S. Customhouse, 200 East Bay Street. We have had reports of various types of system errors and we are unable to transfer telephone between offices. This is a major system problem which may take some time to resolve. We ask for your patience when attempting to contact the offices of the Port Director and Assistant Port Directors for Trade and Tactical; Chief Officers; Import Specialists; Mission Support; Fines, Penalties and Forfeitures and Entry.

The system errors occur randomly. Accordingly on some occasions you may experience no problems at all. You may however get a message indicating that we are experiencing a high volume of calls; you may get a message indicating the number is not a working number; or you may not get a voice mail greeting instruction. If any of these situations occur, please hang up and call back. The central number, 843-579-6500 is also affected by these problems.

We apologize for any inconvenience caused by this problem and are doing our best to resolve it as quickly as possible. Thank you for your understanding and cooperation.

A handwritten signature in black ink that reads "Pamela M. Zaresk". The signature is written in a cursive, flowing style.

Pamela M. Zaresk  
Area Port Director