

Date: 18 APRIL 2013

TO ALL OUR VALUED CUSTOMERS AND PORT USERS



NORTHPORT

**NORTHPORT CONTAINER TRACKING SYSTEM (CONTRAK) SERVICE OUTAGE
ON THURSDAY, 18th APRIL 2013**

Please be informed that Northport (Malaysia) Bhd' Container Tracking System (CONTRAK) experienced a system outage at 2.20 p.m. This outage has impacted container systems and applications response time and therefore has affected all internal and external port users, especially Northport Client Access System users.

The Information Services team is carrying work rectification work and expect all system and services to be restored by 6.00 p.m. Clients are advised to plan their operations accordingly.

For further information on this maintenance, please contact:

Customer Service Centre: 03-3169 8000
Container Operations CT1: 03-3169 8609
Container Operations CT2: 03-3169 8929

We apologize for any inconvenience caused.

Thank you.

Yours sincerely,
NORTHPORT (MALAYSIA) BHD

M. SURESH KUMAR K. MADEVAN
General Manager, Information Services

