Advisory No. KTC021_2026

CUSTOMER ADVISORY

Date: **November 12, 2026**
To: **ALL VALUED CUSTOMERS**
Subject: **OFFICIAL LAUNCH OF OUR NEW AND IMPROVED WEBSITE**

Dear Valued Customers,

We are pleased to announce the official launch of our newly redesigned website, **www.ktcport.com**, developed to provide easier access to terminal information, operational updates, and customer support services.

As part of our continuing commitment to improving customer convenience and service efficiency, our website now offers the following features:

1. **Vessel Schedules** – View updated vessel arrival and departure schedules.
2. **Container X-Ray Status** – Check container X-ray status online.
3. **Customer Helpdesk** – Submit inquiries, concerns, and service requests.
4. **Payment Assistance** – Access payment instructions and submit proof of payment.
5. **Announcements and Advisories** – Stay informed of important notices and operational updates.
6. **Terminal Information** – Access our services, operating hours, office locations, and contact details.

We encourage all customers and business partners to visit **www.ktcport.com** and utilize these features for a more convenient and efficient transaction experience.

Further enhancements, including our upcoming **KTC Online Portal**, will be introduced as part of our ongoing digital transformation initiatives.

We remain committed to improving our services and providing a more accessible, transparent, and reliable customer experience.

Thank you for your continued trust and support.

Respectfully yours,

THE MANAGEMENT
KTC CONTAINER TERMINAL CORPORATION