

Ref No.: JPB/401/1/2 EC 40-26

Date: 7TH August 2026

To: All Our Valued Customers and Port Users

Dear Sir/Madam,

NOTICE OF PLANNED TERMINAL OPERATING SYSTEM (TOS) UPGRADE: Advance Notification of Temporary Suspension of Main Gate and Container Terminal Operations.

Johor Port Berhad (JPB) wishes to inform all valued customers and port users that we will be implementing a major upgrade to our **Terminal Operating System (TOS)** as part of our continuous efforts to enhance operational efficiency, improve system reliability and provide better customer service.

To facilitate the system migration and cutover activities, a **temporary suspension of Main Gate and Container Terminal operations** is tentatively scheduled as follows:

Operations	Date	Suspension Period
Main Gate & Container Terminal Operations	Sunday, 4 th October 2026	0001 hrs to 0700 hrs

During the above period, Main Gate and Container Terminal operations are planned to be temporarily suspended to facilitate the successful implementation of the new Terminal Operating System (TOS). Subject to the successful completion of the upgrade, operations under the new TOS are expected to commence from **0700 hours on Sunday, 4 October 2026**.

Please note that **Free Zone** and **Bulk & Breakbulk (BBT)** operations are expected to continue as normal during the planned TOS upgrade and will not be affected by the temporary suspension.

As this notice is issued in advance, customers and port users are kindly requested to review and plan their operational activities, including vessel schedules, container deliveries, collections and

related logistics arrangements, to minimise any inconvenience during the planned suspension period.

Johor Port Berhad is committed to ensuring a smooth transition to the new TOS while minimising disruption to port operations and customer services. For any enquiries regarding the planned TOS upgrade, please contact the respective departments below:

Department / Function	Type of Enquiries	Email Address	Contact No.
Container Local Cargo	Pre-Gate, Pre-Advice, Booking & ITT	jctcsc@johorport.com.my	+607 253 5888 (Ext: 208) / +6019 787 0495
Container Shift Manager	Vessel Schedules	jctopt@johorport.com.my	+607 253 5888 (Ext: 425) / +6019 717 1301
Container Vessel Planning	Load List, BAPLIE, COPRAR & EDI	jctplanning@johorport.com.my	+607 253 5888 (Ext: 507) / +6019 729 6695
Bulk & Breakbulk (BBT)	MOST System	csc@johorport.com.my zainudin.zakaria@johorport.com.my	+607 253 5888 Ext: 462 / 422 / +019-760 8232 WhatsApp: 019-777 1433
Free Zone	eFZIPS System	freezone@johorport.com.my	+607 253 5888 Ext: 437 / 470 / 489
ICT Team	General Enquiries, System Access & User ID	jpbnewtos@johorport.com.my helpdesk@johorport.com.my newtosadmin@johorport.com.my (User Credential Registration)	+607 253 5888 Ext: 1297 / 1298 / 1299 After Office Hours: +6019-717 2001

Please note that the above schedule is **tentative and subject to final confirmation**. A detailed advisory containing the confirmed implementation schedule, operational arrangements, affected services, customer guidelines and any necessary actions will be issued closer to the implementation date.

Johor Port Berhad apologies for any inconvenience this planned activity may cause and sincerely appreciates your understanding, cooperation and continued support as we implement this important system enhancement.

Thank you.

Yours faithfully,

JOHOR PORT BERHAD



Omar Othman

Head of Information & Communication Technology