

Important Dock Notification
Monday, June 14, 2010 11:05 AM

Dear Customer:

This is a second reminder to advise you that the planned dock repairs, as stated below, are on schedule to begin on Monday, July 12, 2010.

Best regards,
John Everett
Phone: 281-884-0323
Cell: 713-824-3578
Email: jeverett@iterm.com

Sent: Monday, May 24, 2010 10:33 AM
Subject: Important Dock Notification

Dear Customer,

This is a reminder to let you know that the planned dock repairs, as stated in the email below, are on schedule to begin on Monday, July 12, 2010.

Another reminder will be sent later in June.

Please advise if you should have any questions.

Best regards,
John Everett
Phone: 281-884-0323
Cell: 713-824-3578
Email: jeverett@iterm.com

Sent: Thursday, April 22, 2010 2:47 PM
Subject: Important Dock Notification

Dear Customer,

On January 21, 2010, a ship collided with ITC's 7 & 8 docks, causing damage which unfortunately requires substantial repairs. After having performed the necessary inspections, estimates for repairs have now been completed and the work is being planned.

ITC's goal in this process has been to arrive at a schedule which will minimize impact on you as our customer. We have been working with marine contractors and have determined that repairs will require that the docks will have to be shut down ten (10) to twelve (12) times for about four days each. The most efficient schedule is Monday through Thursday each time.

At this time, the estimated start for this project would be Monday, July 12. ITC will also take the opportunity to

repair and upgrade the mooring points and bollards in order to improve the safety of the vessel mooring operations.

ITC will monitor the project and keep you advised of any change of the start date and the progress of the project once started.

ITC appreciates your understanding and will make every effort to minimize the impact on our customers.

If I can help further, please contact me.

Please share this information with others within your organization who may not be copied on this distribution, and advise if there are others who should be included or deleted from this distribution.

Best regards,
John Everett
Customer Service Manager
Email: jeverett@item.com
Office: 281-884-0323
Cell: 713-824-3578