



15 July 2010

## **Sofrana Surville V164 - Port Vila**

Dear Valued Customers,

We regret to advise that the Sofrana Surville has been further delayed on her current voyage due to various factors including berth congestion, and restricted working hours at some ports.

Due to these delays the spacing between the Sofrana Surville and the Sofrana Tourville has closed up. In order to rectify this situation as quickly as possible to provide you with an evenly spaced schedule, we are adjusting the port calls on upcoming voyages.

The Sofrana Surville V164 will not call directly in to Port Vila as she had been previously scheduled to do. Instead, Port Vila will instead be serviced by the Sofrana Tourville V142.

We will phone all of you who have got Port Vila cargo booked on the Sofrana Surville V164 this afternoon to confirm the adjustments, and any implications that this change may have for you or your customers.

Please accept our apologies for these changes, and rest assured that we have worked through all possible solutions to ensure minimum disruption, and earliest possible resolution to the spacing of the vessels.

If you have any questions on this scheduling change or any other matter, please call our Customer Service teams.

Your faithfully  
**Sofrana Unilines NZ Ltd.**