

Advisory To Shipping No. A-31-2025

October 16, 2025

TO: All Shipping Agents, Owners, and Operators

SUBJECT : Service hours and communication channels with Transit Reservation Agents (LoTSA).

The Panama Canal remains committed to providing a personalized and high-quality service experience to our valued LoTSA customers, with the objective of consistently meeting and exceeding their expectations. We are pleased to announce its customer service hours and communication channels for LoTSA customers.

The LoTSA Customer Service team will be available to provide assistance seven days a week, between 07:00 and 22:00 (local time), effective October 26, 2025.

The following are the official communication channels available for inquiries related to the Booking System including LoTSA:

- Phone: Customers may contact us directly by calling **+507 272-9999**. Upon connecting, they will be guided through a menu of options to ensure their inquiries are directed to the appropriate area:
 - Press 1 for LoTSA-related inquiries
 - Press 2 for inquiries related to Reservations or Auctions
 - Press 3 for inquiries related to Transit scheduling Planning
 - Press 4 for inquiries related to Port planning
 - Press 5 for technical support or issues with applications
- Email: Send your inquiries to lotsa@pancanal.com
- Additional communication channels will be introduced soon.

We are committed to providing prompt and efficient assistance through each of these channels. Our team strives to respond to all inquiries in a timely manner, ensuring that your experience with LoTSA Customer Service is seamless and satisfactory.

For additional information, please contact operationservices@pancanal.com

ORIGINAL SIGNED

Boris Moreno Vásquez
Vice President for Operations