

## Memorial Day Holiday Operations Plan

Dear Valued Customer,

In observance of the Memorial Day Holiday on Monday, May 26, 2008, Pacer Stacktrain will operate as outlined in the holiday plan below:

Pacer Stacktrain services with a scheduled gate cutoff of Thursday, November 22, will not operate.

Pacer Stacktrain services operating with volume tendered to the network prior to the Memorial Day weekend will continue to operate through to destination but may be delayed 24-36 hours as our underlying rail carriers will attempt to minimize rail network operations so that crew members may observe the holiday with their families.

Those services with scheduled arrival and availability on Memorial Day may be delayed 24 hours at the destination terminal.

Support Group	Saturday May 24	Sunday May 25	Monday May 26
Customer Support Easter Region (800) 876-7281	Normal Hours: 08:00 – 12:00 CT	CLOSED	CLOSED
Customer Support Western Region (800) 933-7822	Normal Hours: 08:00 – 12:00 CT	CLOSED	CLOSED
Customer Support Mexico (866) 420-2290	Normal Hours: 09:30 – 13:30 CT	Normal Hours: 10:00 – 14:00 CT	Normal Hours: 08:00 – 17:00 CT
Equipment Reservations U.S. & Canada (877) 816-1810	08:00 – 12:00	CLOSED	CLOSED
Equipment Reservation Mexico (011) 52 55 1018-9650 (provisional)	N/A	N/A	Normal Hours: 08:00 – 17:00 CT
Gate Reservation (800) 715-5046	CLOSED	CLOSED	CLOSED
Per Diem / Direct Interchange (630) 645-5396	CLOSED	CLOSED	CLOSED
Rail Billing (800) 684-4070	Normal Hours: 08:00 – 19:00 CT	CLOSED (On call only) 10:00 – 15:00 CT	CLOSED (On call only) 08:00 – 17:00 CT
Pacer Direct Customer Support* (800) 813-3615	24 Hours	24 Hours	05:00 – 15:00 ET

\*Pacer Direct Customer Support on call: 901-237-6872 for Sunday, 901-258-3476 for Monday