

## Thanksgiving Holiday Operations Plan

In observance of the Thanksgiving Holiday on Thursday, November 27, 2008, Pacer Stacktrain will operate as outlined in the holiday schedule below:

Support Group	Thursday, Nov. 27	Friday, Nov. 28	Saturday, Nov 29
Customer Support Eastern Region (800) 876-7281	CLOSED	0800 - 1200 CT*	Normal Hours: 0800 - 1200 CT*
Customer Support Western Region (800) 933-7822	CLOSED	0800 - 1200 PT	0800 - 1200 PT
Customer Support Mexico (866) 420-2290	CLOSED	0800-1700 CT	0930-1330 CT
Equipment Reservations U.S. & Canada (877) 816-1810; ERS after-hours 630-461-9800 (for emergencies only)	CLOSED	0700-1400 CST	Normal hours 0800 - 1200 CST
Equipment Reservations Mexico (011) 52 5005-3092 to 96 ext. 21, 23, & 24	Normal Hours 0700 - 1800 CT	Normal Hours 07:00 - 1800 CT	CLOSED
Gate Reservations** (800) 715-5046 after hours 630-445-3104 (for emergencies only)	CLOSED	CLOSED	CLOSED (normal)
Per Diem/Direct Interchange (630) 645-5396	CLOSED	0900 - 1300 CT	CLOSED
Rail Billing* (800) 684-4070	CLOSED	0800 - 1800 CST	Normal Hours 0800 - 2300 CST
Pacer Direct Customer Support (800) 813-3615	CLOSED	24 hours*	24 hours*

\* Reduced staff

\*\* Please note that reservations must be in by 11:30 CST on Wednesday, November 26, for the following cut-offs:  
 Thursday, November 27, through Monday, December 1.  
 Also note that the Union Pacific will be running on a Holiday Schedule, so there will be some adjustments to the normal schedule. ICTF allocations will need to be requested on November 26, by 11:30 a.m. CST, for Friday, November 28, through Monday, December 1.

If you have any questions regarding this notice, please feel free to contact your Pacer Stacktrain Business Development representative or our Customer Support group.

We appreciate your business.