



S T A C K
F A C T S

May 25, 2004

Electronic Bulletin No. 506

RE: Phone System Outage -- Memphis Office -- Wednesday, May 26, 2004

Please be advised at 9:30 CST on Wednesday, May 26, 2004 the phone system in the Memphis, Tn office will be taken down for routine maintenance. Estimated time of the outage range from (15) fifteen minutes to (2) two hours. We will have no phone service in the office at that time. The rail billing imaging system WILL NOT be effected and bills will be processed as normal. We will do all possible to minimize the amount of time the system is down however any billing questions will need to be directed to the Customer Support Centers during this time. We will send a message to all concerned parties advising once the system has been brought back up.

Thank you in advance for your patience.