



STACK FACTS

May 22, 2006

Electronic Bulletin No. 769

Re: Emergency Road Service Policy Changes Effective June 1, 2006

Dear Valued Customer:

Pacer Stacktrain provides Emergency Road Service for a specific set of owner-related repairs to Pacer Stacktrain equipment after out-gate from a Pacer Stacktrain terminal or container yard. This bulletin is to advise the policy defining the conditions under which Pacer Stacktrain will cover the cost of out-gate repair service is being updated effective June 1, 2006. A similar message has been sent to the Dray Carrier community.

The hot-line service that Pacer Stacktrain provides to repair bad order equipment at rail terminals and containers yards remains unchanged. For more information, please see the [Reporting Bad Order Equipment](#) section of the [Services](#) page of the Pacer Stacktrain website.

This emergency road service is provided as an added benefit to our Contract Holders to assist their Dray Carrier in the timely delivery of shipments.

Effective June 1, 2006 the **only** authorized Pacer Stacktrain Road Service Providers are Emergency Breakdown Service (EBS) and InterStar N.A. The EBS Service Center may be reached at 1-877-528-4737, 24 hours per day 7 days per week. InterStar N.A. can be reached at 1-800-888-1001, 24 hours per day 7 days per week. These suppliers each cover specific states which are described below.

Additional details on June 1, 2006 changes to our Emergency Road Service policy and suppliers will also be posted in the [Reporting Bad Order Equipment](#) section of the [Services](#) page of the Pacer Stacktrain website.

Please call Pacer Stacktrain Customer Support with any questions you may have regarding these Emergency Road Service policy changes.

EBS 1-877-528-4737 will supply Road Service in the following States

Arizona
California
Colorado
Illinois
Indiana
Iowa
Idaho
Kansas
Kentucky

Michigan
Minnesota
Missouri
Montana
Nebraska
Nevada
New Mexico
North Dakota
Ohio
Oregon
South Dakota
Washington
Wisconsin
Wyoming
Utah

InterStar N.A. 1-800-888-1001 will supply Road Service in the following States

Alabama
Arkansas
Connecticut
Delaware
Florida
Georgia
Louisiana
Maine
Massachusetts
Mississippi
Maryland
New Hampshire
New York
New Jersey
North Carolina
Oklahoma
Pennsylvania
Rhode Island
South Carolina
Tennessee
Texas
Virginia
West Virginia
Vermont