

REVISED: Christmas and New Year's Holiday - Support Hours of Operation

Dear Valued Customer:

Listed below are the planned hours of coverage for the following Pacer Stacktrain support groups over the Christmas and New Year's Holidays.

CHRISTMAS HOLIDAY - HOURS OF OPERATION

Support Group	Friday 12/21	Saturday 12/22	Sunday 12/23	Monday 12/24	Tuesday 12/25	Wednesday 12/26
Customer Support Eastern Region (800) 876-7281	Normal Hours: 06:00-18:00 CT	Normal Hours: 08:00-12:00 CT	CLOSED	08:00-12:00 CT	CLOSED	Normal Hours: 06:00-18:00 CT
Customer Support Western Region (800) 933-7822	Normal Hours: 07:00-18:00 PT	Normal Hours: 08:00-12:00 PT	CLOSED	08:00-12:00 PT	CLOSED	Normal Hours: 07:00-18:00 PT
Customer Support Mexico (866) 420-2290	Normal Hours: 08:00-19:00 CT	Normal Hours: 09:30-13:30 CT	10:00-14:00 CT	CLOSED	08:00- 17:00 CT	08:00-17:00 CT
Equipment Reservations U.S. & Canada (877) 816-1810	06:00-17:00 CT	Normal Hours: 08:00-12:00 CT	CLOSED	08:00-12:00 CT	CLOSED	Normal Hours: 06:00-19:00 CT
Equipment Reservations Mexico (011) 52 55 91 72 45 85 ext. 21	08:00-19:00 CT	CLOSED	CLOSED	09:00-14:00 CT	CLOSED	Normal Hours: 09:00-18:00 CT
Gate Reservations* (800) 715-5046	08:00-17:00 CT	CLOSED	CLOSED	CLOSED	CLOSED	Normal Hours: 08:00 -19:00 CT
Per Diem / Direct Interchange (630) 645-5396	07:00-18:00 CT	CLOSED	CLOSED	CLOSED	CLOSED	07:00-18:00 CT
Rail Billing (800) 684-4070	Normal Hours: 07:00-23:00 CT	10:00-19:00 CT	10:00-15:00 CT	08:00-12:00 CT On Call Only**	CLOSED	Normal Hours: 07:00-23:00 CT
Pacer Direct Customer Support (800) 813-3615	24 Hours	24 Hours	24 Hours	08:00-12:00 CT	CLOSED	24 Hours

*Gate Reservations for Wednesday, 12/26 must be made by 09:30 local ramp time on Saturday, 12/22.

**Rail Billing on call number is (901) 237-6872.

REVISED: Christmas and New Year's Holiday - Support Hours of Operation (cont.)

NEW YEAR'S HOLIDAY – HOURS OF OPERATION

Support Group	Friday 12/28	Saturday 12/29	Sunday 12/30	Monday 12/31	Tuesday 01/01	Wednesday 01/02
Customer Support Eastern Region (800) 876-7281	Normal Hours: 06:00-18:00 CT	Normal Hours: 08:00-12:00 CT	CLOSED	Normal Hours: 06:00-18:00 CT	CLOSED	Normal Hours: 06:00-18:00 CT
Customer Support Western Region (800) 933-7822	Normal Hours: 07:00-18:00 PT	Normal Hours: 08:00-12:00 PT	CLOSED	Normal Hours: 07:00-18:00 PT	CLOSED	Normal Hours: 07:00-18:00 PT
Customer Support Mexico (866) 420-2290	Normal Hours: 08:00-19:00 CT	Normal Hours: 09:30-13:30 CT	10:00-14:00 CST	08:00-19:00 CT	08:00-17:00 CT	08:00-19:00 CT
Equipment Reservations U.S. & Canada (877) 816-1810	Normal Hours: 06:00-19:00 CT	Normal Hours: 08:00-12:00 CT	CLOSED	06:00-17:00 CT	CLOSED	Normal Hours: 06:00-19:00 CT
Equipment Reservations Mexico (011) 52 55 91 72 45 85 ext. 21	08:00-19:00 CT	CLOSED	CLOSED	09:00-14:00 CT	CLOSED	Normal Hours: 09:00-18:00 CT
Gate Reservations* (800) 715-5046	Normal Hours: 08:00-19:00 CT	CLOSED	CLOSED	08:00-17:00 CT	CLOSED	Normal Hours: 08:00-19:00 CT
Per Diem / Direct Interchange (630) 645-5396	07:00-18:00 CT	CLOSED	CLOSED	07:00-18:00 CT	CLOSED	07:00-18:00 CT
Rail Billing** (800) 684-4070	Normal Hours: 07:00-23:00 CT	08:00-19:00 CT	10:00-15:00 CT	07:00-20:00 CT	CLOSED	Normal Hours: 07:00-23:00 CT
Pacer Direct Customer Support (800) 813-3615	24 Hours	24 Hours	24 Hours	24 Hours	CLOSED	24 Hours

*Gate Reservations for Wednesday, 1/2 must be made by 09:30 local ramp time on Saturday, 12/29.

If you have any questions regarding the Christmas and New Year's Holiday hours of operation, do not hesitate to call your local Pacer Customer Support or Business Development Representative. You can also find everything you need using Pacer Stacktrain Online Services - reserve boxes, check inventory, find schedules, and more at www.pacerstack.com.

Thank you for choosing Pacer Stacktrain and enjoy the Holidays!