

Reservation Process in Portland, OR and Seattle, WA Begins September 2, 2008

Dear Valued Customer,

Please remember that the reservation process in Portland, OR and Seattle, WA will begin Tuesday, September 2, 2008. If you have not already done so, please contact our Equipment Reservation Group at 877.816.1810 to request a signon. Once you have received your signon status, you will be given a short training session to familiarize yourself on the benefits of the system.

The reservation process works according to the following steps:

- Reservations are requested and granted based on the availability of equipment in these two locations.
- Reservations are valid for one dispatch day, the reservations will expire the next business day at 0600 PT.

The following fines will be imposed for expired or cancelled reservations.

- Cancelled reservations fines will be \$20 unless the reservation was cancelled four business hours from the time of the request.
- Expired reservations will cost \$20 for all expired reservations, these will automatically expire the next business day at 0600 PT.

You will receive an email stating you have cancelled or expired reservations. Fines can be disputes online up to two weeks after you have received the email.

We will not process any fines for expired or cancelled reservations for two weeks from the start of this program.

We appreciate your business.