

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

Dear Valued Customer:

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

CHRISTMAS HOLIDAY - HOURS OF OPERATION				
Support Group	Wednesday, Dec. 24	Thursday, Dec. 25	Friday, Dec. 26	Saturday, Dec. 27
Customer Support Eastern Region (800) 876-7281	0800 - 1200 CT	CLOSED	0600 - 1800 CT	0800 - 1200 CT
Customer Support Western Region (800) 933-7822	0800 - 1200 PT	CLOSED	Normal Hours 0700 - 1800 PT	0800 - 1200 PT
Customer Support Mexico (866) 420-2290	0800 - 1700 CT	CLOSED	0800 - 1900 CT	0930 - 1330 CT
Equipment Reservations U.S. & Canada (877) 816-1810; ERS after-hours 630-461-9800 (for emergencies only) *	0800 - 1200 CT	CLOSED	Normal Hours: 0600 - 1900 CT	Normal Hours: 0800 - 1200 CT
Equipment Reservations Mexico (011) 52-555005-3092 to 96	0700 - 1400 CT	CLOSED	0900 - 1800 CT	CLOSED
Gate Reservations* (800) 715-5046 after hours 630-445-3104 (for emergencies only)	CLOSED	CLOSED	Normal Hours: 0800 - 1900 CT	CLOSED
Terminal Operations	0600 - 1400 PT Limited Crew	CLOSED	24 Hours	24 Hours
Per Diem/Direct Interchange (630) 645-5396	0800 - 1200 CT	CLOSED	0700 - 1800 CT	CLOSED
Rail Billing (800) 684-4070	0800 - 1200 CT Limited Crew	CLOSED	Normal Hours 0800 - 2300 CT Limited Crew	Normal Hours 0700 - 2300 CT
Pacer Direct Customer Support (800) 813-3615	0800 - 1700 CT	CLOSED	0600 - Normal Hours	Normal Hours 24 Hours

\* Requests for Reservations for Dec. 24 through Dec. 26 must be made by 0930 local time on Dec. 23.

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

<b>NEW YEAR'S HOLIDAY - HOURS OF OPERATION</b>				
<b>Support Group</b>	<b>Wednesday, Dec. 31</b>	<b>Thursday, Jan. 1</b>	<b>Friday, Jan. 2</b>	<b>Saturday, Jan. 3</b>
Customer Support Eastern Region (800) 876-7281	0600 - 1800 CT	CLOSED	0600-1800 CT	0800 - 1200 CT
Customer Support Western Region (800) 933-7822	0700 - 1800 PT	CLOSED	0700 - 1800 PT	0800 - 1200 PT
Customer Support Mexico (866) 420-2290	0800 - 1700 CT	CLOSED	0900-1900 CT	0930 - 1330 CT
Equipment Reservations U.S. & Canada (877) 816-1810; ERS after-hours 630-461-9800 (for emergencies only) *	0600 - 1700 CT	CLOSED	Normal Hours 0600 - 1900 CST	Normal Hours 0800 - 1200 CT
Equipment Reservations Mexico (011) 52-555005-3092 to 96	0700 - 1800 CT	CLOSED	0900 - 1800 CT	CLOSED
Gate Reservations* (800) 715-5046 after hours 630-445-3104 (for emergencies only)	0800 - 1700 CT	CLOSED	Normal Hours 0600 - 1900 CT	CLOSED
Terminal Operations	24 Hours	CLOSED	24 Hours	24 Hours
Per Diem/Direct Interchange (630) 645-5396	0700 - 1700 CT	CLOSED	Normal Hours 0700 - 1700	CLOSED
Rail Billing (800) 684-4070	0700 - 1200 CT	CLOSED	0700 - 2300	0800-2300
Pacer Direct Customer Support (800) 813-3615	24 Hours	24 hours - Limited crew	24 hours	24 Hours

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](http://www.pacerstack.com).

Thank you for choosing Pacer Stacktrain and enjoy the Holidays!