



# S T A C K F A C T S

May 22, 2006

Electronic Bulletin No. 769

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

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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