

# Service Advisory



To: BNSF Intermodal Customers and BNSF Equipment Interchange  
Contract Holders

August 15, 2008

## BNSF 2008 Intermodal Labor Day Operating Plan

### HOLIDAY OBSERVANCE

This year, the Labor Day holiday will be observed on **Monday, September 1**.

### TRAIN SERVICE

BNSF will continue to operate Intermodal trains over the Labor Day holiday. *However, due to lighter volumes of traffic and possible train consolidations, **shipments originating on Saturday, August 30, through noon on Tuesday, September 2, may experience extended destination availabilities of between 24 and 48 hours.***

*Please contact your BNSF Intermodal Marketing or Customer Support Representative if you anticipate critical service requirements over the holiday.*

### INTERLINE TRAFFIC

Delays may occur on interline traffic if connecting carriers have reduced operations for the holiday.

### INTERMODAL FACILITY OPERATIONS

Please see [the attached matrix](#) for all hub hours during the holiday period.

### CUSTOMER SUPPORT

For interactive tracing 365 per year, please use BNSF's Web Tracing at [www.bnsf.com](http://www.bnsf.com) by logging in with your user name and password, then selecting the "Equipment Tracing" section. For service issues, please call 1-888-428-2673, option 4, then option 3.

Customer Support will provide normal weekend coverage. We will have a limited staff available to take calls on Monday, September 1.

### SHIPPING INSTRUCTIONS

Shipping instructions must be submitted via EDI or by using the BNSF Shipping Instructions web tool at [www.bnsf.com](http://www.bnsf.com). Faxed shipping instructions are not accepted. A limited staff at the BNSF Revenue and Pre-Rate Waybilling Center will be available on Monday, September 1, for assistance with customer shipping instructions. Please call 1-888-428-2673, option 3, 2, 3, for assistance.

## **STORAGE**

The Storage Department will maintain limited staffing for 24 hours on Monday, September 1, and will be staffed as usual on the weekend.

Labor Day is a U.S. holiday as outlined in the *BNSF Intermodal Rules and Policies Guide* and the *BNSF Equipment Interchange Agreement*. Below are storage rules applicable to holidays.

Storage free time is the amount of time allowed for a vehicle to be left at a BNSF facility once notification has been given that the vehicle is available for pickup or delivery. If the Labor Day holiday falls during the vehicle free time, the holiday will not be included in the calculation of storage charges. If notification is made on Labor Day, the day of notification will roll to Tuesday, September 2.

BNSF strongly encourages equipment pickup at facilities throughout the holiday period. Continual operations and pickups will alleviate congestion and avoid additional charges.

If you have questions regarding storage, call our toll-free number, 1-888-428-2673.

This Service Advisory is intended to inform BNSF customers of temporary service changes or interruptions.

This Service Advisory is posted on our Web site at [www.bnsf.com](http://www.bnsf.com).