

## Holiday Schedule and Suspension of Promised On-Time Delivery

Over the holiday season, Canadian Freightways and Epic Express operating hours will be modified (see below.) This will affect our regular on-time delivery service matrix. If you have critical deliveries during the season, we recommend that you plan ahead by pre-booking Urgent service. Call us today at 1 888 868.7923. We'll provide a quote and work with our operating team to ensure we have space for your shipments and are able to deliver on the day and at the time you specify.

To expedite your last minute rush shipments, ask for Canadian Freightways Air service. Have your shipments delivered across North America by Next-Day, Second-Day or 3-5 Day Economy Air service. Call 1 888 868.7923. to book an air shipment today.

### Holiday Hours

Monday-Friday	Dec 15-19	Regular hours
Wednesday	Dec 24	Open with limited pick-up and delivery schedule
Thursday	Dec 25	Closed
Friday	Dec 26	Closed
Monday	Dec 29	Regular hours
Tuesday	Dec 30	Regular hours
Wednesday	Dec 31	Open with limited pick-up and delivery schedule
Thursday	Jan 1	Closed
Friday	Jan 2	Open with limited pick-up and delivery schedule

### Suspension of Promised On-Time Delivery

Varying customer holiday closures make it difficult to keep our promise to deliver your shipment on time. A single unexpected customer closure can mean that our drivers are unable to access the other shipments in their delivery vehicle without returning to the Service Centre to offload the shipment. Only at the conclusion of the holiday season when customers return to regular business hours, are we able to return to full operation and begin to clear outstanding shipments through the system.

Because of this, promised On-Time Delivery and all Expedited Services except Urgent service, will be suspended for shipments due for delivery beginning December 15th, 2008, through to January 12<sup>th</sup>, 2009.

Thank you for selecting Canadian Freightways and Epic Express as your supply chain partners. Best wishes for a safe and joyous holiday season!