

Service Advisory



To: BNSF Carload Customers and Connecting Carriers

May 14, 2009

BNSF Carload 2009 Memorial Day Operating Plan

HOLIDAY OBSERVANCE

This year, the Memorial Day Holiday falls on **Monday, May 25**.

TRAIN SERVICE

BNSF's Carload 2009 Memorial Day Operating Plan will focus on meeting customers' expectations while matching operations to anticipated reductions in traffic volumes.

Trains will operate normally on Sunday, May 24. To the extent possible, BNSF plans to minimize the number of yard, local, and road-switch assignments at terminals on Monday, May 25, resuming normal operations at 6:30 a.m. on Tuesday, May 26.

Throughout the holiday weekend, BNSF may annul or consolidate trains in line with anticipated reduced traffic volumes. Unit trains--both loaded and empty--will operate as per customer requirement.

INTERLINE TRAFFIC

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

CUSTOMER SUPPORT

For interactive tracing 365 per year, please use BNSF's Web Tracing at www.bnsf.com by logging in with your user name and password, then selecting the "Equipment Tracing" section. For service issues, please call 1-888-700-3075, option 4.

Customer Support will provide normal weekend coverage. A limited staff will be available to take calls on Monday, May 25.

SHIPPING INSTRUCTIONS

Shipping instructions must be submitted via EDI or by using the BNSF Shipping Instructions web tool at 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, May 25, for assistance with customer shipping instructions. Please call 1-888-700-3075, option 2 for assistance.

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

If you have any questions, please contact BNSF Customer Support at 1-888-428-2673.

This Service Advisory is posted on our Web site at www.bnsf.com.