

26 July 2011

## Customer Service Improvements - Freight Call Centre

I am pleased to announce the following improvements to our Australian Call Centre (1300 FREIGHT) to ensure your telephone calls are handled faster and more efficiently.

Effective 28 July, we will reduce the number of options from six to just two. On the back of this we have reorganised our customer support and sales teams to ensure your call is answered on a first come, first served basis rather than queued by option.

The two options you will hear when you call will be:

- Option 1 – make a booking
- Option 2 – all other enquiries including freight status, livestock and special handling

In addition, domestic enquiries, and unaccompanied baggage calls will be automatically directed to the correct area without first having to talk to an operator - again reducing the volume of calls our staff will be required to process.

This change is the direct result of feedback that you have given us in our annual customer market research asking for easier navigation on our phone system, and a faster response to calls.

The telephone system will cut over outside of hours and as such I don't expect there to be any impact on our service.

Please do not hesitate to contact me directly if you have any questions, concerns or comments about the change.

Yours sincerely,

A handwritten signature in black ink, appearing to read "Maryanne Galea".

Maryanne Galea  
Manager Customer Service