

30 October 2006

Dear Customer

Prompt return of Qantas Unit Load Devices (ULDs) and Pallets

Freight forwarders are urged to return unused ULDs and empty pallets (in particular PMC and PAG pallets) to their local Qantas Freight Terminal as quickly as possible.

The slow turn-around of equipment in recent weeks has created considerable shortfalls of stock within the airline's ULD inventory levels which is creating a flow-on effect for customers across the network.

Freight Forwarders are requested to return equipment within 3 working days. The speedy return of equipment will ensure there is sufficient equipment available to meet customer demand.

In recent months Qantas Freight has increased its ULD equipment inventory levels and introduced an on-site ULD repair program to improve equipment flow, however, our ability to service your needs, particularly during peak periods, is dependent on your prompt return of ULDs and pallets.

If you have any queries please contact your local Qantas Freight terminal.

We appreciate your cooperation and thank you for your continued support.

A handwritten signature in black ink, appearing to read "Robert Lugton".

Robert Lugton

General Manager Freight Terminals