



17<sup>th</sup> August 2004

TO ALL OUR CUSTOMERS

We regret to advise that the Qantas Freight Terminal at Sydney is currently experiencing delays to the check-in and availability of loose Import freight.

This backlog is due to a high volume of import loose freight consignments requiring breakdown within the Terminal. Additional manpower and extended working hours have been introduced to clear this backlog as quickly as possible and we will advise as soon as our service standards for the delivery of loose freight are regained.

Please note, this delay does not apply to the availability of Shipper-built ULD's being delivered through our Bypass facility. These shipments are being delivered as normal with no delays anticipated.

Our sincere apologies for any inconvenience these delays may cause you however we hope to rectify the situation as quickly as possible.

Should you have any queries, please do not hesitate to contact me on 9691 6700 or the Freight Terminal Duty Manager on 9691 6733.

Regards  
Rod Knight  
A/Manager Sydney Freight Terminal