



Media Release

QANTAS FREIGHT ANNOUNCES CHANGES TO TERMINAL FEES

SYDNEY, 21 December 2004: Qantas Freight today announced an increase in its service fees at Australian Terminals and the introduction of a new pay-on-account system from 15 January 2005.

General Manager Freight Terminals, Robert Lugton, said Qantas Freight had reviewed its schedule of fees, and would be advising customers individually of the new rates.

“This is the first service fee review in four years,” Mr Lugton said.

“While we have managed to introduce efficiencies to keep costs down and improve customer service, increasing operating costs have forced us to revisit fee levels.”

Mr Lugton said that changes to the payment system – introduced in response to customer feedback – meant that customers would no longer have to pre-pay Terminal Service Fees and would have the added convenience of 14 days to settle their account. (Existing Account Holders’ terms of payment remain unchanged).

Mr Lugton said that as Qantas Freight moved towards phasing out existing pre-paid stickers:

- customers with unused stickers should use them prior to 1 February 2005, after which they would not be an accepted form of payment;
- terminals would accept sticker payments for other fee charges to facilitate use of these pre-paid stickers for a limited time; and
- customers who ran out of stickers prior to the 15 January implementation of the new system would have their fees charged directly to their account.

He said customers wanting to open an account should contact customer service at their local Freight Terminal.

Key Dates:

23 December 2004	Sale of prepaid stickers ceases Account holders able to charge all Terminal Service Fees to their account
15 January 2005	New Terminal Service Fees come into effect
1 February 2005	Stickers no longer an acceptable form of payment

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