

20 October 2004

To our Valued Customers

The QANTAS Freight Terminal at Sydney Airport is currently experiencing delays in the delivery of Import Freight. This has been caused by off-schedule Freighter arrivals, heavier loads than expected and the current inclement weather. We are currently working with additional manpower resource to clear the backlog as quickly as possible and will advise further when the Terminal is up-to-date.

Our apologies for any inconvenience these delays may cause. Should you have any queries or require additional information please do not hesitate to contact the Duty Manager on 9691 6733 or the Freight Terminal Manager on 9691 6700 and we will be happy to assist where possible.

Regards

Rod Knight

A/Manager Freight Terminal - Sydney
QANTAS Airways Ltd