

**4th Quarter 2007 Complaints by Category**

<i>Category</i>	<i>Number</i>
Rail service	16
Demurrage	
Rates	
Car Supply	
Fuel Surcharges	
Other	
Information Request	4
<b>Total</b>	<b>20</b>

**4th Quarter 2007 Complaints by Region\***

	<b>Rail Service</b>	<b>Rates</b>	<b>Car Supply</b>	<b>Fuel Surcharge</b>	<b>Information Request</b>	<b>Other</b>	<b>Demurrage</b>	<i>Total</i>
<b>Northeast Region</b>	1							<i>1</i>
<b>South Region</b>	7							<i>7</i>
<b>Midwest Region</b>	2				2			<i>4</i>
<b>West Region</b>	6				2			<i>8</i>
<b>Not specified</b>								<i>0</i>
<b>Total</b>	<i>16</i>				<i>4</i>			<b>20</b>

\*U.S. Census Regions:

Northeast Region	Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, Pennsylvania
South Region	Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama, Mississippi, Arkansas, Louisiana, Oklahoma, Texas
Midwest Region	North Dakota, South Dakota, Nebraska, Kansas, Missouri, Iowa, Minnesota, Wisconsin, Illinois, Michigan, Indiana, Ohio
West Region	Washington, Idaho, Montana, Wyoming, Oregon, California, Nevada, Utah, Colorado, Arizona, New Mexico, Alaska, Hawaii

<b>4th Quarter 2007 Complaints per commodity group*</b>	
Forest Products	3
Agricultural Products	6
Metals and Minerals	3
Industrial Products	
Chemicals	3
Intermodal	
Coal	
Automobile	

\*In many cases the commodity is not specified or material to the complaint, therefore the total number for this data may not equal the total number for the quarter