

4th Quarter 2006 Complaints by Category

<i>Category</i>	<i>Number</i>
Rail service	8
Demurrage	3
Rates	2
Car Supply	0
Fuel Surcharges	1
Other	2
Information Request	2
Total	18

4th Quarter 2006 Complaints by Region*

	Rail Service	Rates	Car Supply	Fuel Surcharges	Information Request	Other	Demurrage	Total
Northeast Region					1	1	1	3
South Region	4			1			1	6
Midwest Region	2	1						3
West Region	2	1					1	4
Not specified					1	1		2
Total	8	2	0	1	2	2	3	18

*U.S. Census Regions:

Northeast Region Maine, New Hampshire, Vermont, Massachusetts, Connecticut, Rhode Island, New Jersey, New York, Pennsylvania
Maryland, Delaware, West Virginia, Virginia, Kentucky, Tennessee, North Carolina, South Carolina, Georgia, Florida, Alabama,

South Region 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

4th Quarter Complaints per commodity group*	
Forest Products	5
Agricultural Products	3
Metals and Minerals	2
Chemicals	1
Intermodal	1
Coal	0
Automobile	0

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