



Ohio Central Railroad System Southern Lines

General Order No. 4

Effective 0001 Hours, Tuesday, May 18, 2010

1. GENERAL ORDERS IN EFFECT: Nos. 1, 2, 3, and 4

2. Customer Service Cutover to Jacksonville

With the Customer Service moving to Jacksonville we will have new reporting procedures. You will be required to contact the Train Dispatcher with your departure time from terminal, car counts, locomotive consist, and expected pickups enroute. This information will be recorded by the Train Dispatcher and forwarded to Customer Service. Each crew is **then required to contact the Customer Service agent** and verify the car counts.

3. Customer Service Contact Numbers

1st Shift

Primary: Rosalyn Garner
Phone: 1-(800) 757-7387 X-131
Fax: 1-(866) 214-2256

2nd Shift

Danny Smith
Phone: 1-800-757-7387 X-130
Fax: 1-866-214-2256

1st Shift

Back-up: Robert Staples
Phone: 1-800-757-7387 X-132
Fax: 1-866-214-2256

3rd Shift

Ryan Durant
Phone: 1-800-757-7387 X-130
Fax : 1-866-214-2256

J.E. Pruitt
Superintendent of Transportation