

09 January 2008

CUSTOMER SERVICE IMPROVEMENTS

Qantas Freight Central Reservations has been reorganised to provide a more specialised customer service delivery.

The Central Reservations area has been split into two separate customer responsive teams. We now have a dedicated export reservations and sales area and have created a second team to focus specifically on customer care and general enquires.

In making these changes, we have improved and updated our automatic telephone system. The new phone system will not only offer an improved range of options but will allow us to better monitor call volumes and call types so that, if necessary, we can fine-tune the allocation of resources to provide a service that is better aligned to your needs.

To make a booking, access Trackline or speak with customer service, you now simply select Option one and follow the menu prompts.

Finally, a new easy to remember, nationally accessible telephone number is also being introduced.

The new telephone number is 1300 Freight.

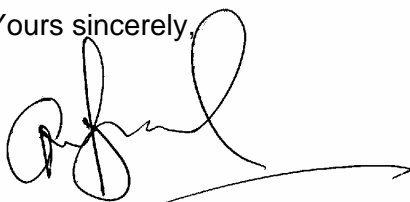
The 'phone word' is dialled in much the same way as a text message is constructed on a mobile phone. The letters that make up the word 'freight' correspond to numbers on an alpha numeric telephone keypad – it may also be dialled as 1300 373 444.

The new 1300 Freight number can be dialled from a landline or mobile phone within Australia for the price of a local call. The number will automatically recognise which state customers are calling from and direct them to either the New South Wales or Western Australian based sales and customer support staff. All existing numbers will continue to work but will eventually be phased out in favour of the new number.

Normal hours of operation remain 8am to 6pm Monday to Friday and 8am to 4pm on weekends although a limited service is available outside these hours for urgent matters.

As always, feedback on how we can further improve our service to suit your business needs is greatly appreciated. You can give your feedback via a member of our customer service team, through the customer support page on the website or by emailing freight@qantas.com.au.

Yours sincerely,

A handwritten signature in black ink, appearing to be "Garry Mangelsdorf", written over a horizontal line that ends in an arrow pointing to the right.

Garry Mangelsdorf
General Manager, Freight Customer Service