



## Customer Service Escalation Process

### Merchandise & Bulk Customer Service Representatives for Rail service related issues:

**Available 24 hours a day, 7 days a week.** The CN's Customer Service Team is your connection to Operations for assistance in moving goods and answer any questions pertaining to your local service. We suggest following the process highlighted below in an effort to be more efficient in answering your needs as to avoid duplication of work.

We have three (3) regional centers to better service your needs.

- > CN West team located in Edmonton services customers West of Thunder Bay, ON
  - Includes Customer Service Representative for our Grain customer
- > CN East located in Montreal responds to all customers' needs of Ontario, Quebec and the Maritimes.
- > CN South Customer Service center is located in Stevens Point, WI to answer all of our U.S. based customers.

Whether you are shipping goods originating on CN or destined to a CN location, our Customer Service Representatives are here to serve you and here is how you can reach them.

#### STEP 1:

- > Email Senior Customer Service Representative (Sr CSR) for all non-urgent items.  
[CNWEST@CN.CA](mailto:CNWEST@CN.CA) or [CNEAST@CN.CA](mailto:CNEAST@CN.CA) or [CNSOUTH@CN.CA](mailto:CNSOUTH@CN.CA) and [CNGRAIN@CN.CA](mailto:CNGRAIN@CN.CA) for Grain only customers
- > **IF URGENT!!** – please email Sr CSR. Show **URGENT** in the Subject of the email) and then follow-up immediately by phone as calls are prioritized.

**Email:** [CNWEST@CN.CA](mailto:CNWEST@CN.CA) or [CNEAST@CN.CA](mailto:CNEAST@CN.CA) or [CNSOUTH@CN.CA](mailto:CNSOUTH@CN.CA) or [CNGRAIN@CN.CA](mailto:CNGRAIN@CN.CA)  
**And then please Phone: 1-866-9CN-RAIL (1-866-926-7245)**

- > We would appreciate that you not copy Account Manager or Assistant Managers on every email. It creates confusion and duplication of work.

**STEP 2:** Contact Customer Service Assistant Manager by email followed **BY PHONE** when situation is urgent and Sr. CSR is unable to provide appropriate assistance. We have Customer Service Assistant Managers on location 7 days per week.

**STEP 3:** Contact Senior Manager **BY PHONE** or email when situation is urgent and Steps 1 & 2 have not produced results. Customer Service Managers are available Monday to Friday.

**STEP 4:** Contact Sr Director Merchandise Supply Chain **BY PHONE** or email when situation is urgent and Steps 1-3 have not produced results.



Customer Service Contacts		
Western Canada	Eastern Canada	South (U.S.A.)
<p><b>CNWEST – Edmonton, AB</b> Email: <a href="mailto:CNWEST@CN.CA">CNWEST@CN.CA</a></p> <p><b>CNWEST Assistant Managers:</b> (Kristine, Ainsley, Meghan) Phone: 780-643-7853 Email: <a href="mailto:SERVICE_WEST_SUPV_LIST@CN.CA">SERVICE_WEST_SUPV_LIST@CN.CA</a></p> <p><b>CNWEST Center Sr Manager:</b> Travis Hnatiuk Phone: 780-643-7534 Email: <a href="mailto:travis.hnatiuk@cn.ca">travis.hnatiuk@cn.ca</a></p>	<p><b>CNEAST – Montreal, QC</b> Email: <a href="mailto:CNEAST@CN.CA">CNEAST@CN.CA</a></p> <p><b>CNEAST Assistant Managers</b> (James, Shawn, Mathieu) Phone: 514-399-7410 Email: <a href="mailto:SERVICE_EAST_SUPV_LIST@CN.CA">SERVICE_EAST_SUPV_LIST@CN.CA</a></p> <p><b>CNEAST Center Sr Manager:</b> Jacques Rousseau Phone: 514-734-3844 Email: <a href="mailto:jacques.rousseau@cn.ca">jacques.rousseau@cn.ca</a></p>	<p><b>CNSOUTH – Stevens Point, WI</b> Email: <a href="mailto:CNSOUTH@CN.CA">CNSOUTH@CN.CA</a></p> <p><b>CNSOUTH Assistant Managers:</b> (Becky, Jessica, Jennifer) Phone: 715-345-2474 Email: <a href="mailto:SERVICE_SOUTH_SUPV_LIST@CN.CA">SERVICE_SOUTH_SUPV_LIST@CN.CA</a></p> <p><b>CNSOUTH Center Sr Manager:</b> Guy Goar Phone: 708-332-4545 Email: <a href="mailto:guy.goar@cn.ca">guy.goar@cn.ca</a></p>
<p><b>Sr Director Merchandise Supply Chain</b></p>	<p><b>Kim Duggan</b></p>	<p><b>Phone: 438-340-2408</b> <b>Email: <a href="mailto:kim.duggan@cn.ca">kim.duggan@cn.ca</a></b></p>

Optional Services Issue				
	East	West	South	Gulf
<b>Team</b>	<a href="mailto:OS_EAST@CN.CA">OS_EAST@CN.CA</a>	<a href="mailto:OSWEST@CN.CA">OSWEST@CN.CA</a>	<a href="mailto:OSPOINT@CN.CA">OSPOINT@CN.CA</a>	<a href="mailto:OSGULF@CN.CA">OSGULF@CN.CA</a>
<b>Team Leader</b>	<p>Anouk Ducharme Manager Phone: 514-734-3855 <a href="mailto:Anouk.ducharme@cn.ca">Anouk.ducharme@cn.ca</a></p>	<p>Jason Ho Manager Phone: 780-643-7682 <a href="mailto:Jason.ho@cn.ca">Jason.ho@cn.ca</a></p>	<p>Tammie Hutchinson Manager Phone: 715-345-2564 <a href="mailto:Tammie.hutchinson@cn.ca">Tammie.hutchinson@cn.ca</a></p>	<p>Robin Williams Manager Phone: 901-786-5649 <a href="mailto:Robin.williams@cn.ca">Robin.williams@cn.ca</a></p>



### Other Helpful Contacts

<p><b>Waybill Restrictions</b>  An embargo is a method of controlling traffic when, in the judgment of the serving railroad, temporary circumstances, such as congestion, track conditions or acts of God, warrant restrictions against such movements.</p>	<p>Email: <a href="mailto:CN-EMBARGO@cn.ca">CN-EMBARGO@cn.ca</a></p>
<p><b>EBusiness Customer Service</b>  CN's eBusiness and Transaction Centre is a single point of contact to answer your questions on eBusiness tools and electronic transmissions efficiently and accurately.</p>	<p>Phone: 1-800-361-0198  Email: <a href="mailto:ebusiness@cn.ca">ebusiness@cn.ca</a></p>
<p><b>EDI Support/ Waybill Centre/Holds/Overloads</b></p>	<p>Phone : 1-800-267-9779 (Option 1)  Email : <a href="mailto:edisupt@cn.ca">edisupt@cn.ca</a></p>
<p><b>Customs Rail Manifests/Transborder Shipments</b></p>	<p>Phone: 1-800-267-9779 (Option 2)  Email : <a href="mailto:customstrains@cn.ca">customstrains@cn.ca</a></p>
<p><b>CN Brokerage</b></p>	<p>Email : <a href="mailto:customs_brokerage@cn.ca">customs_brokerage@cn.ca</a>  Phone : 1-866-890-1931</p>
<p><b>Customer Service Mexico</b></p>	<p>Phone: 001-800-514-1999</p>

### Emergency numbers – 24 hour Key Contacts

At CN, safety is a core value and it underscores every activity that we undertake. Our goal is to keep our employees, our customers' goods and our communities safe.

Every railcar moved, every brake applied, every container loaded, can have an impact.

We ask all of our employees to play their role as a safety leader. Today we ask the same of you. If you see one of the situations listed below please report it.

**Please report immediately CN Police at 1-800-465-9239**

- > Trespassers, vandalism, damage to CN property.
- > Railroad crossing concerns, violations, accidents
- > Derailment of any railcar within CN's network
- > Railroad crossing concerns, violations, accidents
- > Derailment of any railcar within CN's network
- > Equipment or materials within the main track or siding envelope (8m/25ft from nearest rail),
- > Derails left unlocked or in non-derailing position which may affect CN's main line.



**Please report to your Customer Service Center 1-866-926-7245**

- > Derailment of any railcar, on any track in your facility
- > Leak of any dangerous commodity on your site that could prevent your ability to receive rail service
- > Damage to any switch, derail, sign, rail/track structure on your property
- > Damage to any railcar, including ladders, doors, couplers

In addition, would appreciate reporting:

- > Changes to any structures, ramps, loading docks, ground conditions, temporary piles, parked vehicles, etc... within the track clearance envelope for industrial track:
  - Height 6.72 M (22ft) above the rail
  - Top of rail to 1.22 m above rail requires side clearance of 1.83m / 6 ft
  - Over 1.22 M above the rail requires side clearance of 2.44m / 8 ft
- > Damage to any railcar, including ladders, doors, couplers, etc.
- > Unless explicitly permitted by CN, no work shall take place within 8m/25 ft of CN owned track except in the presence of CN Representative

Learn more about safety at: [www.cn.ca/customersafety](http://www.cn.ca/customersafety)