



**Intermodal Customer Service Contacts and Escalation**  
(For container service related escalations)

Available 24 hours a day, 7 days a week. CN's Intermodal Customer Service Representatives are your connection to Operations for reliable shipment information or assistance in moving goods. We suggest following the process highlighted below in an effort to be more efficient in answering your needs and avoid duplication of work.

Team	Email	Phone	Coverage	Weekday	After Hours	Manager
Wholesale	<a href="mailto:imx-traffic@cn.ca">imx-traffic@cn.ca</a>	Tel (866) 896-6601	7 days/week 06:00-02:00	<b>Suzie Whent</b> Assistant Manager <a href="mailto:suzie.whent@cn.ca">suzie.whent@cn.ca</a> Office: 905-789-4348 Cell: 647-519-0867	<b>Steve Baril</b> Assistant Manager <a href="mailto:steve.baril@cn.ca">steve.baril@cn.ca</a> Office: 289-341-4224 Cell: 289-541-6803	<b>Gareth Virgo</b> Manager <a href="mailto:gareth.virgo@cn.ca">gareth.virgo@cn.ca</a> Office: 905-789-4595 Cell: 416-523-3143
3 <sup>rd</sup> Party Logistics	<a href="mailto:imx-3pl@cn.ca">imx-3pl@cn.ca</a>	Tel (866) 896-6601	7 days/week 06:00-02:00			
Retail	<a href="mailto:cnroc-retail.logistics@cn.ca">cnroc-retail.logistics@cn.ca</a>	Tel (866) 896-6601	7 days/week 06:00-02:00	<b>Thierry Cano</b> Assistant Manager <a href="mailto:thierry.cano@cn.ca">thierry.cano@cn.ca</a> Office: 905-789-4365 Cell: 905-872-4850		
Retail	Retail Teams	Tel (866) 896-6601	7 days/week 06:00-02:00	<b>Carla Tremblay</b> Assistant Manager <a href="mailto:carla.tremblay@cn.ca">carla.tremblay@cn.ca</a> Office: 905-789-4477 Cell: 416-579-7268  <b>Michael Weeks</b> Assistant Manager <a href="mailto:michael.weeks@cn.ca">michael.weeks@cn.ca</a> Office: 905-789-4352 Cell: 905-866-8493		<b>Russ Croskery</b> Manager <a href="mailto:russ.croskery@cn.ca">russ.croskery@cn.ca</a> Office: 905-789-4409 Cell: 416-407-4924
Cargo Cool Reefer	<a href="mailto:cargocool@cn.ca">cargocool@cn.ca</a>	Tel (866) 896-6601	7 days/week 06:00-02:00	<b>Jessica Levitt</b> Assistant Manager <a href="mailto:jessica.levitt@cn.ca">jessica.levitt@cn.ca</a> Office: 905-789-4397 Cell: 416-434-7246		
Automotive	<a href="mailto:AutoServiceTeam@cn.ca">AutoServiceTeam@cn.ca</a>	Tel (866) 896-6601	7 days/week 06:00-02:00	<b>Nicole Lafarciola</b> Assistant Manager <a href="mailto:nicole.lafarciola@cn.ca">nicole.lafarciola@cn.ca</a> Office: 905-789-4633 Cell: 416-522-2795		
International Import	<a href="mailto:imx-import@cn.ca">imx-import@cn.ca</a>	Tel (866) 896-6601	M-F: 06:00-22:00 Sa&Su: 07:00-17:00	<b>Gonzalo De Romana</b> Assistant Manager <a href="mailto:gonzalo.deromana@cn.ca">gonzalo.deromana@cn.ca</a> Office: 905-789-4341 Cell: 416-819-5169  <b>Faruque Sheikh</b> Assistant Manager <a href="mailto:faruque.sheikh@cn.ca">faruque.sheikh@cn.ca</a> Office: 905-789-4331 Cell: 416-605-4315	<b>Jennifer Al-Kais</b> Manager <a href="mailto:jennifer.alkais@cn.ca">jennifer.alkais@cn.ca</a> Office: 905-789-4404 Cell: 416-557-6013	
International Export	<a href="mailto:imx-export@cn.ca">imx-export@cn.ca</a>	Tel (866) 896-6601	M-F: 06:00-22:00 Sa&Su: 07:00-17:00			
International Empty Movement	<a href="mailto:imx-EQPT@cn.ca">imx-EQPT@cn.ca</a>	Tel (866) 896-6601	M-F: 06:30-18:00			
International Reefer	<a href="mailto:imx-reefer@cn.ca">imx-reefer@cn.ca</a>	Tel (866) 896-6601	M-F: 06:00-18:00 Sa&Su: 07:00-17:00			

Additional CN Contacts	
Contact	Method
CN One (eBusiness)	<a href="mailto:ebusiness@cn.ca">Email: ebusiness@cn.ca</a>
Reservations (Canada & US)	<a href="mailto:cnroc_rv@cn.ca">Email: cnroc_rv@cn.ca</a>
Delivery Appointments	<a href="mailto:cnroc-appointments@cn.ca">Email: cnroc-appointments@cn.ca</a> Fax: 1-866-627-8579
Releases	<a href="mailto:cnroc-releases@cn.ca">Email: cnroc-releases@cn.ca</a>
Empty Equipment Supply	<a href="mailto:imcube@cn.ca">Email: imcube@cn.ca</a>
EDI Support/ Waybill Centre/ Transborder	Phone : 1-800-267-9779 <a href="mailto:edisupt@cn.ca">Email: edisupt@cn.ca</a> Fax: 1-800-665-1942
Customs Rail Manifests	<a href="mailto:customstrains@cn.ca">Email : customstrains@cn.ca</a>
CN Brokerage	<a href="mailto:customs_brokerage@cn.ca">Email : customs_brokerage@cn.ca</a> Phone: 1-866-890-1931