Subject: Customer Service Change of Operations update From Jeff Rogers

## From Jeff Rogers:

On Tuesday, January 22, 2013, YRC Freight decided to withdraw the Change of Operations with the IBT that would have consolidated Customer Service, Collections and Billing. There are currently no plans to re-file a similar Change.

This is Company Confidential Information that should not be copied, downloaded, mailed, faxed, posted or forwarded to anyone or any site outside YRCW, including personal email accounts. The Company monitors all computer and fax transmissions in and out of the company to, among other reasons, guard against unintended or inappropriate distribution of this information that could be used by competitors or others to the detriment of YRCW.

1/23/2013