



Norfolk Southern Corporation
Metals and Construction Marketing
110 Franklin Rd. SE
Roanoke, VA 24042

James L. Wilson
Director, Marketing
(540) 985-6063 (Telephone)
(540) 981-5859 (Fax)
james.wilson@nscorp.com

June 10, 2009

Dear Valued Customer:

We at Norfolk Southern continue to look for ways to better serve our customers. The customer's need for competitive and available rates is an area we plan to improve in the commoditized Recyclable Metals and Substitutes market. To address this issue we have earnestly worked to provide competitive rates in our public quote. As such:

- Effective July 1, 2009, the new public quote (NSQ 72823) with increased rate coverage from known origin and destination points will become available for use to all of our most valued customers. These rates are currently available for viewing via [accessNS](#).
 - Current Users - [Log in](#)
 - New Users - [Registration](#)*

**Please reference any member of the Recyclable Metals Team as a sponsor. Registration may take up to 24 hours.*
- Effective June 30, 2009, to eliminate any confusion that may result from more than one public document we will expire the known Recyclable Metals public quotes (NSQ 72820, NSQ 72821, and NSQ 72822, etc).

Please note that the increased rate coverage from the new public quote (NSQ 72823) may not be exhaustive but provides maximum coverage based on historical shipments. Consequently, if you find an origin to destination pair that is not covered, please notify us and we will develop a competitive rate and add it to this public quote.

All-in-all, we are very excited with this new document. It is our intent that having broader, competitive coverage will provide us more opportunity to pursue mutual growth, as well as allow us more time to cultivate the relationships we have built with each of you over the years.

If you have any questions or concerns, please don't hesitate to contact us.

Again, we thank you for your understanding and business.

Sincerely,

Jim Wilson
Luke Nichols
Jonas Baranauskas
Norfolk Southern Recyclable Metal Team