



FEC SYSTEM OUTAGE DUE TO UPGRADE

February 6, 2020

**CUSTOMER SERVICE
CENTER (24 HOURS)**

Phone: 800-824-2330

WEBSITE

www.fecrwy.com
www.fecrconnect.com

EMERGENCY NUMBERS:

General/Emergency Line:
800-342-1131 (Press 1 to
Report a railroad emergency.)

To report illegal dumping,
contact the FECR
Environmental Department at
(904) 279-3277

**CUSTOMER SERVICE
EMAILS:**

Carload
release@fecrwy.com

Intermodal
fectsc@fecrwy.com

Trucking
fehscustserv@fecrwy.com

FEC will be installing a system upgrade from the hours of 2200 2/8/2020 until 0700 2/9/2020, during which time rail billing and FEC trucking load tenders will not be processed. Customers are encouraged to submit all rail billing and tenders normally transmitted during this time, prior to 2200 2/8 to ensure drivers are not delayed for in-gate or out-gate from FEC terminals. Containers or trailers normally rail billed during the outage window will not be accepted for in-gate until the upgrade is complete.

Customer Service Center

Our Customer Service Team is currently available 24/7 via phone at 800-824-2330, or via email to answer any questions you may have regarding specific shipments or service. You may also obtain information on shipments via FECR Connect. Customers can request access to FECR Connect at www.fecrconnect.com.