

February 22, 2012

## **STATEMENT**

### **407 ETR informs customers how to access services during strike by Canadian Auto Workers Local 414**

407 ETR is informing customers how to access the services they need most as a strike by the Canadian Auto Workers Local 414 (407 ETR customer service staff) began today.

Employees in the customer service department began the strike after rejecting two contract settlement offers.

Over the past several weeks, 407 ETR had negotiated two settlements – both of which were approved and recommended by the union leadership to their members. Both of these offers included fair and reasonable salary increases for employees. However, the membership rejected both of the offers.

Notwithstanding that both offers were rejected, the company will continue to work hard to achieve a settlement.

The operation and maintenance of the highway is not affected by the labour disruption.

407 ETR has taken measures to ensure customers will continue to receive the services they need most.

During this period, customers are encouraged to make use of the recently relaunched 407etr.com website.

The website can be used to make a payment, submit a change of address, order a transponder, sign up for paperless billing, reviewing recent invoices and signing up for pre-authorized payment. In addition, since February 1<sup>st</sup>, 407 ETR has offered customers 50 free kilometres for signing up for pre-authorization.

For customers unable to use the website, the call centre will be open Monday to Friday from 12:30 p.m. to 4:30 p.m. and the customer service centre at 6300 Steeles Avenue West will be open Monday to Friday from 8:30 a.m. to 4:30 p.m. Customers are advised to expect delays.

407 ETR greatly regrets any inconvenience during this time and hopes to have the matter resolved shortly.

## **CONTACT**

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