



Norfolk Southern Corporation
Three Commercial Place
Norfolk, Virginia 23510-2191

October 30, 2015

Dear Valued Norfolk Southern Customer:

On October 29, 2015, Congress extended the deadline for implementing an interoperable Positive Train Control (PTC) system under the Rail Safety Improvement Act of 2008. As a result, we are pleased to announce that we have rescinded and revoked our notice of cessation of Poisonous-Inhalation-Hazard (PIH) service that was to take effect on December 1, 2015.

Due to the uncertainty associated with the potential extension of this unattainable deadline, the last few months have been difficult for Norfolk Southern and our customers. Despite our best efforts, compliance with the original December 31, 2015, deadline for implementing PTC was impossible, necessitating the need for Congress to extend the deadline. Norfolk Southern, along with many of you, advocated the extension, and our collective efforts prevented a rail service crisis that could have had a profound impact on all of us. We thank you for weighing in with Congress in support of the extension.

Norfolk Southern remains committed to installing a fully functional and interoperable PTC system on our rail network as quickly as reasonably and safely possible, and in compliance with the law. Please be assured that Norfolk Southern remains unyielding in our vision of being the safest, most customer-focused, and successful transportation company in the world.

Norfolk Southern thanks you for your patience during this period and look forward to continuing to handle your business in a safe and efficient manner.

A handwritten signature in black ink that reads "Alan H. Shaw" with a long horizontal flourish extending to the right.

Alan H. Shaw
Executive Vice President and Chief Marketing Officer