

<u>Microwave</u>	<u>Location</u>	<u>Area Code & Prefix</u>
7-332-xxxx	Charlotte, NC [378]	704-378-xxxx
7-323-xxxx	Danville, VA (Dundee) [235]	434-797-xxxx
7-228-xxxx	Greenville, SC [484]	864-255-xxxx
7-326-xxxx	Lynchburg, VA (Montview) [172]	434-847-xxxx
7-370-xxxx	Pomona, NC [287]	336-370-xxxx
7-336-xxxx	Raleigh, NC [H81]	919-831-xxxx
7-981-xxxx	Roanoke, VA [10254]	540-981-xxxx
7-328-xxxx	Spencer, NC (Linwood) [323]	704-638-xxxx
7-228-4267	Asheville District Dispatcher	800-272-9522-Ext 4
7-228-4275	Assistant Division Superintendent (Giles, Mike G.)	864-255-4275
7-658-2076	Call Office (Atlanta, GA)	800-624-7503
7-228-4215	Charlotte District Dispatcher -Greenville, SC	800-272-9522-Ext 2
7-332-3712	Charlotte Tower	704-378-3712 / 3739
7-332-3765	Charlotte Trainmaster -Road (Carter, David R.)	704-378-3765
7-228-4202	Chief Dispatcher -Greenville, SC	800-272-9522-Ext 9
7-981-4739	Chief Dispatcher -Roanoke (Virginia Division)	540-981-4739
7-228-4227	Columbia District Dispatcher -Greenville, SC	800-272-9522-Ext 5
7-328-4211	Communications Supervisor (Croschow, Ward)	
7-529-1527	Computer Support	404-529-1527
	CYO (Centralized Yard Office) Atlanta	800-898-4296
7-589-5901	CYO Greensboro Desk	800-898-4296
7-228-5707	Danville District Dispatcher -Greenville, SC	800-272-9522-Ext 7
	Days Inn Lynchburg	434-847-8655
7-228-4267	Dispatcher - Asheville District (Greenville, SC)	800-272-9522-Ext 4
7-228-4202	Dispatcher - Chief Piedmont Division (Greenville, SC)	800-272-9522-Ext 9
7-981-4739	Dispatcher - Chief Virginia Division (Roanoke, VA)	540-981-4739
7-228-4215	Dispatcher - Charlotte North (Greenville, SC)	800-272-9522-Ext 2
7-228-4227	Dispatcher - Columbia District (Greenville, SC)	800-272-9522-Ext 5
7-228-5707	Dispatcher - Danville District (Greenville, SC)	800-272-9522-Ext 7
7-981-3904	Dispatcher - Lynchburg (Roanoke, VA)	540-981-3904
7-228-5702	Dispatcher - Raleigh District (Greenville, SC)	800-272-9522-Ext 8
7-981-3903	Dispatcher - Roanoke Terminal (Roanoke, VA)	540-981-3903
7-228-5701	Dispatcher - Washington District (Greenville, SC)	800-272-9522-Ext 6
7-228-4218	Division Road Foreman of Engines (Eddy, Jason C.)	864-255-4218
7-255-4210	Division Superintendent (Whitehead, Patrick T.)	864-255-4210
	Dundee - Danville, VA Hotel - Stratford Inn	434-793-2500
7-323-6364	Dundee Tower	434-797-6364/6383
7-323-6378	Dundee Tower FAX	434-797-6378
7-323-6387	Dundee Trainmen's Shanty	434-797-6387
	Durham Hotel - Holiday Inn Express, Guess Road	919-313-3244
7-336-3010	Glenwood Tower Yardmaster -Raleigh, NC	919-831-3010
7-228-4275	Greenville Assistant Division Superintendent (Giles, Mike G.)	864-255-4275
7-228-4218	Greenville Division RFE (Eddy, Jason C.)	864-255-4218
7-255-4210	Greenville Division Superintendent (Whitehead, Patrick T.)	864-255-4210
	Homestead Studio Suites Raleigh Northeast	919-807-9970
	Hotel - Danville, VA - Stratford Inn	434-793-2500
	Hotel - Durham, NC - Holiday Inn Express, Guess Road	919-313-3244
	Hotel - Lynchburg, VA - Days Inn	434-847-8655
	Hotel - Raleigh, NC - Homestead Studio Suites Raleigh NE	919-872-5000
	Hotel - Roanoke, VA - Quality Inn Airport	540-366-8861
	Jobline (NS Hiring Session Information)	800-214-3609
	Lynchburg Days Inn	434-847-8655
7-981-3904	Lynchburg Dispatcher (Roanoke, VA)	540-981-3904
7-326-1900	Montview Asst. Trainmaster (Blair, CV "Bo")	434-847-1900
7-326-1902	Montview Clerk	434-847-1902
7-326-1948	Montview Mechanical Department	434-847-1948
7-326-1977	Montview Signal Supervisor	804-847-1977
7-326-1929	Montview Tower	434-547-1929
7-847-1972	Montview Trainmaster (Patterson, Jim B.)	434-874-1927
7-529-1527	Network (Computer) Support	404-529-1527
7-981-5201	Payroll Roanoke (Timekeepers)	540-981-5201
7-981-5201	Payroll Roanoke (Timekeepers)	800-624-4193
7-981-5482	Payroll Roanoke (Timekeepers) FAX	540-981-5482
7-981-5238	Payroll Roanoke (Timekeepers) Supervisor	540-981-5238
7-981-2677	Police (NS) & Special Service	800-453-2530

7-370-2480	Pomona Car Inspector Shanty	336-370-2480
7-370-2479	Pomona Car Inspector Trailer	336-370-2479
7-370-2462	Pomona Road Foreman of Engines	336-370-2462
7-370-2495	Pomona South End Shanty	336-370-2495
7-370-2463	Pomona South End Shanty FAX	336-370-2463
7-370-2475	Pomona Tower (Yardmaster)	336-370-2475
7-370-2459	Pomona Trainmaster	336-370-2459
7-370-2460	Pomona Trainmaster	336-370-2460
7-370-2408	Pomona Trainmaster (VanHoy, Stephen C.)	336-370-2408 / 2409
	Quality Inn Airport Hotel (Roanoke VA)	540-366-8861
7-228-5702	Raleigh District Dispatcher -Greenville, SC	800-272-9522-Ext 8
7-336-3010	Raleigh Glenwood Tower Yardmaster	919-831-3010
	Raleigh Hotel Homestead Studio Suites Raleigh Northeast	919-872-5000
7-981-4739	Roanoke Chief Dispatcher (Virginia Division)	540-981-4739
	Roanoke Hotel - Quality Inn Airport	540-366-8861
7-981-3901	Roanoke New River Dispatcher	540-981-3901
7-981-3903	Roanoke Terminal Dispatcher (Roanoke, VA)	540-981-3903
7-981-4939	Roanoke Trainmaster (Hump Tower)	540-981-4939
7-328-4219	Spencer 11th Street Yard Office	704-638-4219
7-328-4153	Spencer 11th Street Yard Office -FAX	704-638-4153
7-328-4202	Spencer Asst.Term. Supt. Spencer (Meko)	704-638-4202
7-328-4228	Spencer Computer Room	704-638-4228
7-328-2206	Spencer Conductor's Room 2nd Floor Tower	704-638-2206
7-328-2208	Spencer Conductor's Room 2nd Floor Tower	704-638-2208
7-328-4244	Spencer Conductor's Room (Yard Office) FAX 2nd Floor Tower	704-638-4244
7-328-	Spencer Conference Room (Large) 2nd Floor Tower	704-638-
7-328-4167	Spencer Conference Room (Small) 2nd Floor Tower	704-638-4167
7-328-4147	Spencer Diesel Shop -Roundhouse Foreman	704-638-4147
7-328-4255	Spencer Duke Shanty	704-638-4255
7-328-4156	Spencer Duke Shanty FAX	704-638-4156
7-328-2205	Spencer Engineer's Washroom	704-638-2205
7-328-	Spencer Engineer's Washroom FAX	704-638-
7-328-4286	Spencer General Diesel Supervisor	704-638-4286
7-328-4294	Spencer General Foreman	704-638-4294
7-328-2216	Spencer Hump Conductor 6th Floor Tower	704-638-2216
7-328-2217	Spencer Hump Shanty	704-638-2217
7-328-4233	Spencer Lead Trainmaster Office 2nd Fl	704-638-4233
7-328-4232	Spencer Lead Trainmaster Office 2nd Fl	704-638-4232
7-328-4275	Spencer Loope, Rick L. -Terminal Superintendent	704-638-4275
7-328-4288	Spencer Master Mechanic	704-638-4288
7-328-4289	Spencer Mechanical Chief Clerk	704-638-4289
7-328-4287	Spencer Mechanical Dept. Clerk	704-638-4287
7-328-2213	Spencer Mechanical Dept. Conference Room	704-638-2213
7-328-4291	Spencer Mechanical Dept. FAX	704-638-4291
7-328-4202	Spencer Meko, Justin A. - Assistant Terminal Superintendent	704-638-4202
7-328-2204	Spencer Pullout Conductor (Cage)	704-638-2204
7-328-2203	Spencer Pullout Shanty (Wash & Locker Room)	704-638-2203
7-328-4222	Spencer Radio Shop	704-638-4222
7-328-2208	Spencer Repair Track	704-638-2208
7-328-2208	Spencer RIP Track	704-638-2208
7-328-4147	Spencer Roundhouse Foreman -Diesel Shop	704-638-4147
7-328-4225	Spencer S&E Supervisor	704-638-4225
7-328-4273	Spencer Sansbury, C. Tommy - Senior Terminal Trainmaster	704-638-4273
7-328-4230	Spencer Scale Inspector	704-638-4230
7-328-4293	Spencer Senior General Foreman	704-638-4293
7-328-4273	Spencer Senior Terminal Trainmaster - Sansbury, C. Tommy	704-638-4273
7-328-4213	Spencer Signal Maintainer Salisbury North & South	704-638-4213
7-328-4214	Spencer Signal Maintainer Salisbury West	704-638-4214
7-328-4229	Spencer Signal Maintainers Spencer Yard	704-638-4229
7-328-4299	Spencer Storehouse Foreman	704-638-4299
7-328-4275	Spencer Terminal Superintendent (Loope)	704-638-4275
7-328-4272	Spencer Tower (Trainmaster)	704-683-4272
7-328-4277	Spencer Tower FAX (7th Floor)	704-638-4277
7-328-4253	Spencer Track Supervisor	704-638-4253
7-328-4272	Spencer Trainmaster (Tower)	704-638-4272
7-328-4270	Spencer Yardmaster (Tower)	704-638-4270
7-228-5701	Washington District Dispatcher -Greenville, SC	800-272-9522-Ext 6

<u>Selected Norfolk Southern Help Desk Directory Phone Numbers</u>	<u>January 2008</u>
<u>Description / Department</u>	<u>Number</u>
Address Change 7:00A -5:00P M-F, live voice	540-981-5252
Aetna (Care Coordination /Medical Management)	800-821-5615
Aetna Managed Medical Care Program (MMCP)	800-842-4044
BLE&T 401(k) - Merrill Lynch Retirement Group	800-845-3894
BLE&T Disability Insurance (LDS)	800-596-6445
Corporate Abuse 8:30A -5:30P M-F live voice	800-732-9279
DARS 8:00A -5:00P live voice	800-552-2306
Dental -Aetna US Healthcare	877-277-3368
Direct Deposit 7:00A -5:00P M-F live voice	800-624-4193
Dividends, NS Stock 24/7 voice response	800-531-6757
Eligibility, Payroll	540-981-5252
Employment Hotline (Jobline) 24/7 voice response	800-214-3609
Employment Verification, Employee Number (Need Employer Code & PIN)	800-367-2884
Employment Verification, Verifier Number	800-367-5690
Environmental Spills 24/7 voice response	540-981-4059
Equal Employment Opportunity 24/7 voice response	888-825-5336
Family Medical Leave Act Info 8:00A 5:00P M-F	800-552-2306
Fraud, Internal Audit Hotline 8:00A -5:00P M-F live voice	800-732-9279
Garnishments /Levies /Child Support (Payroll)	540-981-5224
Health and Welfare Certifications (Payroll)	540-981-5252
Highmark Blue Cross/Blue Shield	866-267-3320
Life & Accidental Death & Disability -Metlife	800-310-7770
Locomotive Disability Specialists (BLE&T Disability)	800-596-6445
Main Switchboard, NS (Norfolk, VA)	757-629-2600
Managed Medical Care Program (MMCP) Aetna US Healthcare	800-842-4044
Managed Medical Care Program (MMCP) United Healthcare	800-842-9905
Matching Gifts Program 8:00A -5:00P M-F live voice	757-629-2366
Medical Department (NS) 8:00A -5:00P M-F live voice	800-552-2306
Medical -Patient Advocate	800-842-4555
Medical -United Healthcare	800-842-5252
Mental Health/Substance Abuse Value Options	800-934-7245
Merrill Lynch Retirement Group - BLE&T 401(k)	800-845-3894
Metropolitan Life Insurance Co. Life Insurance Accidental Death & Dismemberment	800-310-7770
Network Support (Mainframe Computer issues) 24/7 live	800-525-2360
NS Main Switchboard (Norfolk, VA)	757-629-2600
Payroll Information 7:00A -5:00P M-F Live voice	800-624-4193
Police (NS Special Service)	800-453-2530
Prescription Drug Cards -Medco Health	800-842-0070
Prescription Drugs Medco Health Solutions, Inc.	800-842-0070
Railroad Retirement Board - Charlotte, NC	704-644-6118
Railroad Retirement Board 24/7 voice response	800-808-0772
Retirement (NS)	757-664-2008
Savings Bonds (purchased through payroll deduction)	800-426-9314
Stockholder Information 24/7 voice response	800-531-6757
Taxes (Payroll)	540-981-5247
Thoroughbred Retirement Investment Plan (TRIP) The Vanguard Group	800-523-1188
Tuition Assistance 8:00A -5:00P M-F live voice	757-629-2685
United Healthcare	800-842-9905
UNITEDHealthcare (Basic Health Care Benefit or MMCP)	800-842-9905
UNITEDHealthcare (Care Coordination /Medical Management)	800-842-4255
Vanguard Member Services	800-523-1188
Vision Service Plan	888-877-4782