

EB/MB/1120

23 December 2011

«Company_Name»
«Invoice_Address»
«Invoice_Town»
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«Invoice_PostCode»

Dear Customer

Commercial Tariff Increase 2012

Further to our letter of the 12th December please find detailed below the revised commercial traffic rate table that will be applied to all commercial traffic from 1st January 2012.

The initial rate reflects an increase of 4.5% which will be applied to all commercial traffic from 1st January and then an increase of 2% will be applied from 1st April 2012 reflecting the full increase of 6.5% which this week the Scottish Government has instructed us to apply.

A similar rate of increase 6.5% is also being applied to passenger and car fares with effect from 1st January 2012.

NorthLink remains committed to delivering and developing the lifeline ferry services to the Northern Isles through providing the best service for our customers and I would like to take this opportunity to thank you for your continuing support of our services.

If you have any questions, comments or suggestions please do not hesitate to contact me on 01856 885500 or by email at eddie.barclay@northlinkferries.co.uk .

Yours faithfully



Eddie Barclay
Senior Manager: Shore Support Services