

**News Release
For Immediate Release**

407 ETR Wins Award for Improved Customer Service

TORONTO, November 30, 2006 – 407 ETR has been recognized for improved customer service, having been awarded with the “First Call Resolution Improvement Merit Award” for all of North America by Service Quality Measurement Group Inc. (SQM Group).

SQM Group is recognized as North America’s leading authority for the contact centre industry in the areas of measuring, management and performance. SQM benchmarked over 260 call centres between October 2005 and October 2006 for this year’s awards. Other SQM award winners include Purolator Courier, Canadian Tire and TD Canada Trust.

"Customer service is a top priority," said Mike Miller, 407 ETR’s Chief Customer Operations Officer. "Years ago, we identified and addressed challenges head-on. We hired additional staff and improved our operations and have made great progress ever since.

"I’m very proud of our team," Miller said. "Many of our employees contributed to this success and we are all very honoured to win this award."

Serving a customer base of just over 6 million accounts, representing over 103 million trips in 2005, 407 ETR’s Customer Service Call Centre receives payments, answers a wide variety of enquires, up-dates accounts and encourages customers to take advantage of promotions.

407 ETR currently receives 50,000 calls each month. The average waiting time to speak to an agent is around 20 seconds and the average monthly abandoned rate is just 0.6 of one per cent.

407 ETR Concession Company Limited (“407 ETR”) is the operator and manager of Highway 407, which extends 108 kilometres east-west, just north of Toronto. 407 International Inc., the sole shareholder of 407 ETR, is owned by a consortium comprised of Cintra Concesiones de Infraestructuras de Transporte, Macquarie Infrastructure Group and SNC-Lavalin.

- 30 -

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