Optional Services Catalog

--Customer Switching and Accessorial Services

ARZC is a RailAmerica company

www.railamerica.com

Please contact your local marketing representative if you have any questions concerning this service.

Michelle Howard

7411 Fullerton St., Ste. 300

Jacksonville, FL 32256

Phone: (904) 538-6139

michelle.howard@railamerica.com

This document is subject to the terms, conditions and guidelines provided in RailAmerica Tariff RA-1000.

The RA 1000 Section VI provides guidelines and provisions for switching and other accessorial charges. Please review these provisions as it applies to your business on the ARZC. Any charges not covered on this ARZC 7006 are subject to rules and provisions found in the RA 1000 Series Tariff.

ARZC 7006-5

(Cancels all Prior Versions)

Arizona & California Railroad

Customer Switching

Billing Guarantee

Timely Invoicing

Our top priority is to provide safe, reliable transportation for our customers. Part of that commitment is to maintain a fluid and adequate supply of rail cars and to ensure that all railcar assets, both railroad and privately-owned, are utilized as optimally as possible.

CHARGE SCHEDULE

Intra-Plant Switch	$400	Item 1000
Intra-Terminal Switch	$400	Item 1010
Inter-Terminal Switch	$650	Item 1020
Diversion/ Reconsignment	$400	Item 1650
Error Moves	$565	Item 1040
Car Released Without Bill of Lading	$200	Item 1050
Special Train Charges	Minimum $15,500 Each add'l hour > 8 hrs - $800/hr	Item 1070
Closing Doors	$350	Item 1080
Overload Charges	$500	Item 1090
Turning of Car	$450	Item 1350
Weighing	N/A Private Scales - $650	

There is no reciprocal switching on the ARZC

BILLING GUARANTEES

As part of our efforts to streamline the billing process, we are committing to an expedited and simple billing process.

BILLING – ON TIME **ITEM 1100**

We commit to bill you on time

We will issue Customer Switching and Accessorial Services invoices monthly.

BILLING DISPUTES **ITEM 1110**

We commit to addressing disputed bills quickly

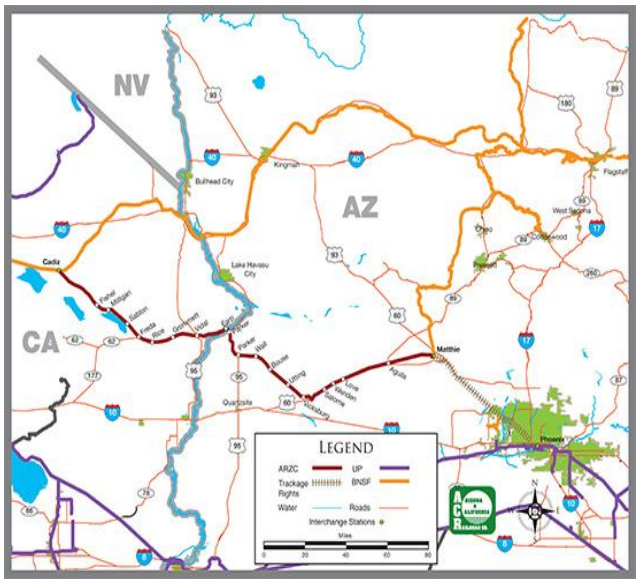
If you believe that there has been a billing error, we want to make it right as quickly as possible. To be eligible for this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to: **RailAmerica Attn: Revenue Group, 7411 Fullerton St. Ste 300 Jacksonville, FL 32256**. Along with a brief description, your claim must include the car initial and number and the related invoice number. You may also submit your dispute electronically to:

ARZC-Billing@RailAmerica.com

GUARANTEED ON-TIME RESPONSE ITEM 1120

If we don't respond within 30 days, your dispute will be accepted "as is."

We are committed to responding to your claim in a timely manner. If we do not respond to your dispute, in writing, within 30 days your dispute will be accepted as is.



Optional Services Catalog

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ADDENDUM 1 ARZC

Handling of Empty Freight Cars

*This provision will not apply when the empty movement is immediately preceded by a loaded revenue movement on **ARZC** and empty is returned to original interchange or if the empty movement is immediately followed by a loaded revenue movement on **ARZC***

This provision applies on all types of rail cars, including, but not limited to, cars provided by railroads, leased cars and cars bearing other than railroad reporting marks, but not including passenger train cars.

The charge for movement of empty cars is $563.00. **ARZC** will not be responsible for the payment of any per diem or mileage charges, nor will **ARZC** absorb any switch charges. This rate will apply only to movement of cars in regularly scheduled train service.

If special train service is required for movements other than those listed above, charges contained in the Charge Schedule on page 2 of this Catalog will apply.

ARZC's maximum liability for loss and damage is $100.00 per railcar.