

# Optional Services Catalog

## --Customer Switching and Accessorial Services



COEH is a RailAmerica Company

[www.railamerica.com](http://www.railamerica.com)

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

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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 COEH. Any charges not covered on this COEH 7006 are subject to rules and provisions found in the RA 1000 Series Tariff.

# COEH 7006

(Cancels all previous issues)

## Conecuh Valley 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	\$350	Item 1000
Intra-Terminal Switch	\$350	Item 1010
Inter-Terminal Switch	\$350	Item 1020
Diversion/Reconsignment	\$350	Item 1650
Error Moves	\$390	Item 1040
Car Released Without Bill of Lading	\$150	Item 1050
Special Train Charges	Minimum \$3,000	Item 1070
Closing Doors	\$150	Item 1080
Overload Charges	\$500	Item 1090
Rejected Car at Interchange (Setback)	\$350	

# 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**

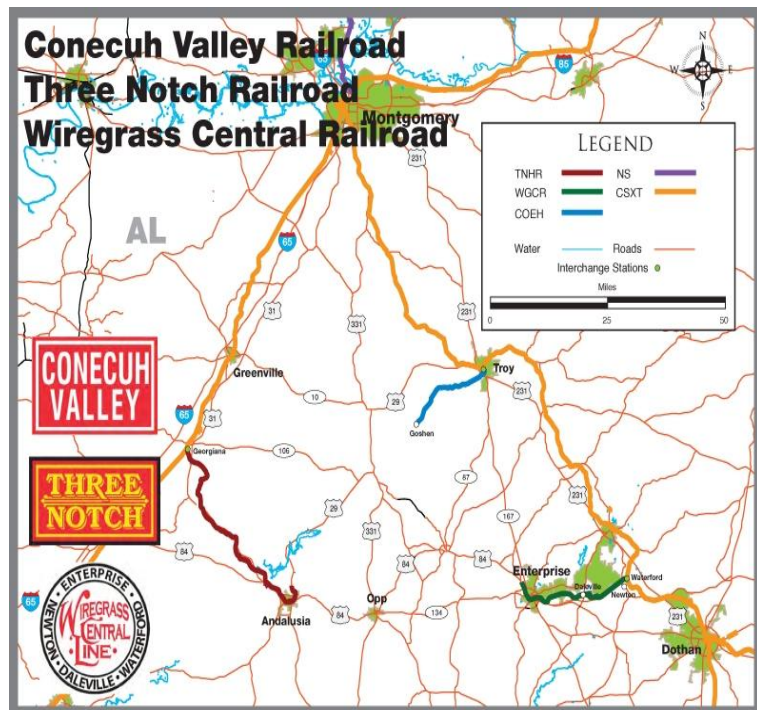
If you believe that there has been a billing error, we want to make it right as quickly as possible. To be eligible for this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to: **TLC Southeast, 7411 Fullerton St. Ste 300 Jacksonville, FL 32256** along with a brief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

[COEH-Billing@railamerica.com](mailto:COEH-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.



# ADDENDUM 1

## COEH

### Handling of Empty Freight Cars

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

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 \$350. COEH will not be responsible for the payment of any per diem or mileage charges, nor will COEH 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.

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

### Dimensional Load Charges

Minimum charge of \$5,000 for a dimensional load. *Please consult your Marketing representative for a rate quote.*

### Failure to Pull Interchange

The COEH will assess the connecting carrier a charge of \$55.00 per car per day for failure to pull cars offered in interchange.