

Optional Services Catalog

--Customer Switching and Accessorial Services



CSO is a RailAmerica company

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

CSO 7006-7

(Cancels all previous issues)

Connecticut Southern Railway

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	\$175	Item 1000
Intra-Terminal Switch	\$175	Item 1010
Inter-Terminal Switch	\$400	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 \$1,500	Item 1070
Closing/Opening Doors	\$150	Item 1080
Overload Charges	\$500	Item 1090
Empty Cars Ordered but Not Loaded	\$500	Item 1500
Cars Ordered and Cancelled While Enroute	\$150	Item 1510
Cars Received and Refused Due to Improper Condition	\$390	Item 1520
Empty/Loaded Cars Released but Not Available to Pull	\$500	Item 1530
Empty/Loaded Cars Ordered In But Unable to Place	\$500	Item 1540
Weighing	N/A	

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

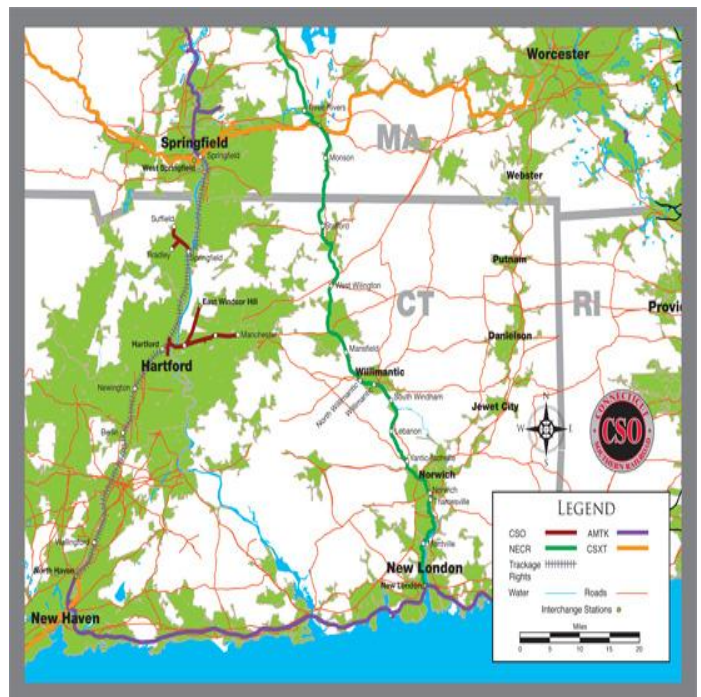
If you believe that there has been a billing error, we want to make it right as quickly as possible. To be eligible for this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to **Revenue Billing, 7411 Fullerton St. Ste 300 Jacksonville, FL 32256**. Along with a brief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

CSO-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.



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CSO

Handling of Empty Freight Cars

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

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 \$2.00 per mile, subject to a minimum of 150 miles. If the cars are empty but last contained hazardous materials the charge will be \$3.00 per mile, subject to a minimum of 150 miles. This is a per car rate. The CSO will not be responsible for the payment of any per diem or mileage charges, nor will the CSO 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.

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

Turning of Cars on the CSO

When it is necessary or is requested by a customer for a car to be turned on the CSO, the customer requesting this service will be charged \$200.00 for each car.

Bridge Capital Maintenance Fee

All loaded cars moving between Hartford Yard to East Hartford and the Windsor and Manchester Branches crossing the CT River Bridge on the CSO will be assessed a bridge capital maintenance fee of \$150 per car.

Item 1080 – Closing or Opening of Doors

When it is necessary for the Carrier to Open or Close/Secure a Car Door for the customer, the fee as set forth in the Charge Matrix on Page 2 under Item 1080 will apply to the customer requesting this service.