

# Optional Services Catalog

## --Extended Asset Use



### FLEXIBLE ASSET UTILIZATION...

The effective management of railcars is critical to the success of MSTR and our customers. Efficient asset utilization benefits you by increasing the availability of railcars.

From time to time, you may need to use our railcars for a longer period of time. In that case we provide you, at your option, with the use of that equipment, for a fee.

#### Extended use of railway provided assets

We give you free time for loading and unloading cars. If you choose to keep a railroad car, or a private car on railroad property, for additional time, you will be billed a simple flat daily fee. Daily charges do not apply to non-chargeable days, as defined in RA 1000 Item 1090.

| AT LOADING | FREE TIME | ITEM 1000                |
|------------|-----------|--------------------------|
| Loading    | 1 Day     | \$70 per Railcar per Day |

| AT UNLOADING | FREE TIME | ITEM 1010                |
|--------------|-----------|--------------------------|
| Unloading    | 2 Days    | \$70 per Railcar per Day |

#### Extended use of railway track assets

| PRIVATE EMPTY RAILCAR -<br>LOADING ON MSTR TRACK | FREE TIME | ITEM 1030                |
|--|-----------|--------------------------|
| Loading  | 1 Day     | \$50 per Railcar per Day |

| PRIVATE LOADED RAILCAR -<br>UNLOADING ON MSTR TRACK<br>(NOT CONTAINING HAZARDOUS MATERIALS) | FREE TIME | ITEM 1040                |
|---|-----------|--------------------------|
| Unloading   | 2 Days    | \$50 per Railcar per Day |

#### Dangerous goods and hazardous materials (Excluding TIH/PIH)

| LIABILITY AND HANDLING FEE | FREE TIME | ITEM 1050                 |
|----------------------------|-----------|---------------------------|
| Loading and Unloading      | 0 Days    | \$150 per Railcar per Day |

## MSTR 6006-1

(Cancels all previous issues)

Massena Terminal Railroad  
Company

**Loading and Unloading  
Flexibility**

**30/30/30 Billing Guarantee**

**Weekly 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.**



**MASSENA TERMINAL  
RAILROAD COMPANY**



MSTR 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.

## 30/30/30-DAY BILLING GUARANTEES

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

In fact, we are so confident in our new process, that we guarantee our billing and response time.

### BILLING – ON TIME

### ITEM 1060

**We commit to bill you on time (within 30 days)**

We have changed our systems to issue Extended Asset Utilization invoices weekly. We commit to billing you within 30 days, or it's free.

If we should bill you after 30 days of the service completion date, notify us in writing within 30 days of the invoice mailing date and your invoice will be cancelled.

### BILLING DISPUTES

### ITEM 1070

**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 Street, Suite 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 claim electronically to:

[MSTR-CS@railamerica.com](mailto:MSTR-CS@railamerica.com)

### GUARANTEED ON-TIME RESPONSE ITEM 1080

**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.

## FLEXIBLE CAR ORDERING...

Things don't always go as planned. We recognize that, sometimes, you will have to change your railcar order for loading or unloading. When this involves ordering an empty railcar for loading and actual or constructive placement is performed, and the railcar is then released without being loaded, it is classified as a *railcar ordered but not used*.

|  |  |
|--|--|
| RAILCARS ORDERED AND NOT USED (PLACED)<br>All Car Types                | ITEM 1090<br>\$150 per Railcar         |
| RAILCARS ORDERED AND NOT USED (NOT PLACED)<br>All Car Types            | ITEM 1100<br>\$50 per Railcar          |
| RAILCARS RELEASED - NOT AVAILABLE TO PULL<br>All Car Types             | ITEM 1110<br>\$150 per Railcar         |
| HEAVY DUTY DETENTION<br>All Car Types (2 Days Free Time for Unloading) | ITEM 1120<br>\$150 per Railcar per Day |

