

Optional Services Catalog

--Customer Switching and Accessorial Services



NCVA and CARR are
RailAmerica companies

www.railamerica.com

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

Mr. Roy Budgell

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Darlington, SC 29540

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

NCVA and the CARR 7006-5

(Cancels all prior issues)

North Carolina and Virginia
and Chesapeake & Albermarle
Railroads

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 | \$200 | Item 1000 |
| Intra-Terminal Switch | \$265 | Item 1010 |
| Inter-Terminal Switch | \$265 | Item 1020 |
| Diversion/Reconsignment | \$350 | Item 1650 |
| Error Moves | \$390 | Item 1040 |
| Car Released Without Bill of Lading | \$250 | Item 1050 |
| Special Train Charges | Minimum \$2,000 Plus \$80/mile (Total round-trip miles) | Item 1070 |
| Closing Doors | \$150 | Item 1080 |
| Overload Charges | \$500 | Item 1090 |
| Turning a Car | \$290 | Item 1350 |
| Weighing | N/A | |

There is no reciprocal switching on the NCVA and CARR

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

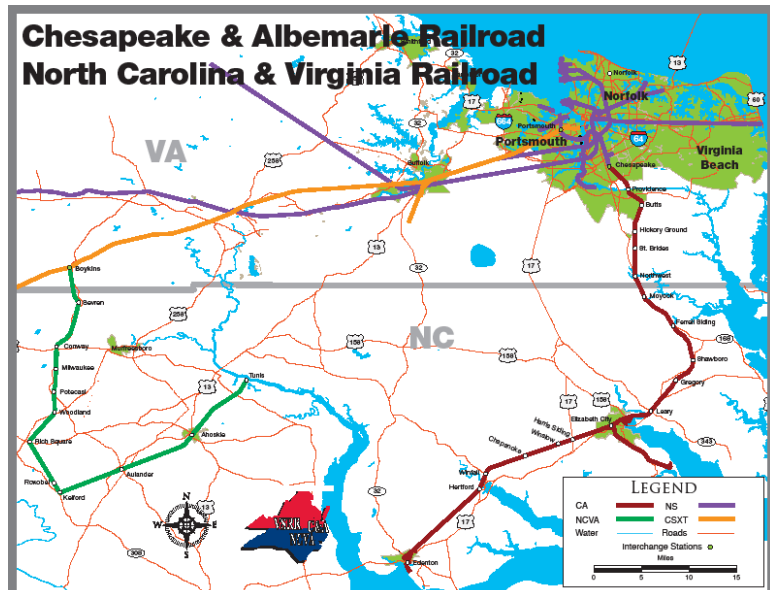
If you believe that there has been a billing error, we want to make it right as quickly as possible. To be eligible for this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to **TLC Southeast 7411 Fullerton St. Ste 300 Jacksonville, FL 32256**. Along with a brief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

NCVA-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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ADDENDUM 1 NCVA & CARR

REVERSE DIRECTION SWITCHING

When it is requested to provide a switch to a customer's location and the switching must be done in the reverse direction, an additional switch charge will be assessed for \$365 to that customer.

HANDLING OF EMPTY FREIGHT CARS

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

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 \$500.00. The NCVA or CARR will not be responsible for the payment of any per diem or mileage charges, nor will the NCVA or CARR absorb any switch charges. This rate will apply only to movement of cars in regularly scheduled train service, or to movement of not less than 25 cars shipped in one day, on one bill of lading, to one destination.

If special train service is required for movements other than those listed above, special train charges in the charge schedule of page 2 of this catalog will apply.

The NCVA or CARR's maximum liability for loss and damage is **\$100.00 per railcar.**