

# Optional Services Catalog

## --Customer Switching and Accessorial Services



NCVA and CARR are  
RailAmerica companies

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

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

Mr. Roy Budgell

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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 7006-6

(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
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	\$500.00	Item 1540
Turning a Car	\$290	Item 1350
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**

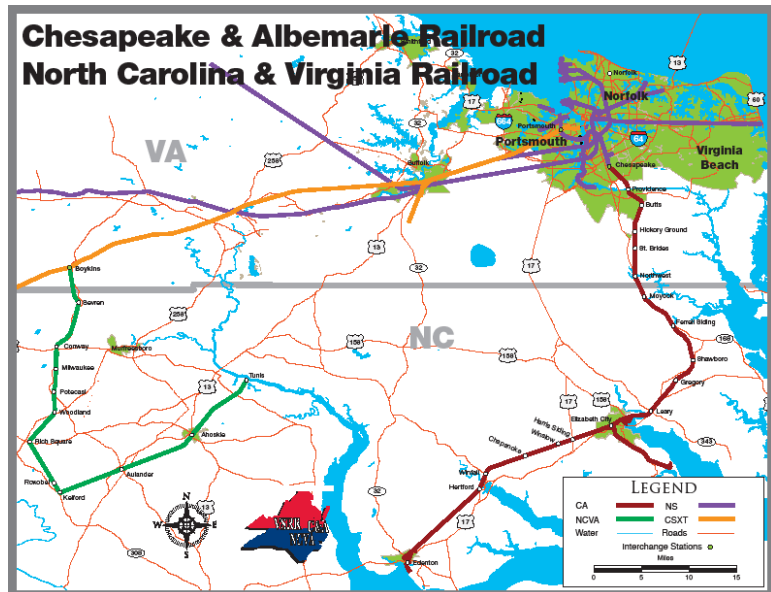
If you believe that there has been a billing error, we want to make it right as quickly as possible. To be eligible for this guarantee, you must submit your claim, in writing, within 30 days of the invoice date to **Revenue Billing 7411 Fullerton St. Ste 300 Jacksonville, FL 32256**. Along with a brief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

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

Charges are subject to the NCVA fuel surcharge tariff.

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