

Optional Services Catalog

--Customer Switching and Accessorial Services



SOR is a RailAmerica company

www.railamerica.com

Please contact the following marketing representatives if you have any questions concerning this service.

David Warne

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Stratford, ON N5A 3W5

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

SOR 7006-9

(Cancels all previous issues)

Southern Ontario 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	\$200	Item 1000
Intra-Terminal Switch	\$200	Item 1010
Inter-Terminal Switch	\$470	Item 1020
Diversion/ Reconsignment	\$350	Item 1650
Error Moves	\$445	Item 1040
Car Released Without Bill of Lading	\$336	Item 1050
Special Train Charges	Minimum \$5,600 plus \$75/Mile over 100 Miles	Item 1070
Closing Doors	\$175	Item 1080
Overload Charges	\$600	Item 1090
Weekend Switch Charge	\$2,500	
Turning of Car	250.00	Item 1350
Weighing	\$225	

There is no
reciprocal
switching on the
SOR

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 **RailAmerica Attn: Revenue Group 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.

SOR-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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INSPECTION OF HAZARDOUS MATERIALS CARS ON RAILROAD PROPERTY

When a hazardous material car is held in the yard at the request of the customer exceeding five (5) calendar days, the cars must be inspected every forty-eight (48) hours . The customer will be assessed a charge of \$40 per car, per inspection. These charges will be assessed on a monthly basis.

Handling of Empty Freight Cars

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

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 \$300. **SOR** will not be responsible for the payment of any per diem or mileage charges, nor will **SOR** 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.

SOR'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.*

Movement of Empty Cars to and from Repair Shop

When cars move empty to and from a repair shop on the **SOR**, a line-haul charge of \$170 per car each direction will be assessed to the shipper.

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METHOD FOR SUBMISSION OF FORWARDING INSTRUCTIONS

SORR will accept forwarding instructions through one of three methods at no charge; ShipperConnect (e-BOL), a Class I web site, or by making arrangements directly with third party logistics services providers to submit forwarding instructions on their behalf via a Class I web site or via EDI. SORR will accept forwarding instructions to its Transportation Logistics Center (TLC) via fax (1.877.844.5503) or via email (SORR-cs@railamerica.com), subject to a \$35.00 charge per faxed or emailed bill of lading. This charge will be assessed to the online Customer of record with the railroad.

The SORR reserves the right to reject as an unreasonable request for service, any "fax" or "email" forwarding instructions that are illegible, whether due to poor transmission quality, poor or illegible handwriting, or otherwise. SORR will not accept delivery of forwarding instructions by US Mail, express service, personal delivery, or otherwise.

METHOD TO RELEASE EMPTY RAILCARS

SORR will accept empty release information using ShipperConnect™ at no charge. SORR will accept empty release information to its Transportation Logistics Center (TLC) via fax (1.877.844.5503) or via email (SORR-cs@railamerica.com), subject to a \$35.00 charge per faxed or emailed release. This charge will be assessed to the online Customer of record with the railroad.

DATE AND TIME RECORD OF NOTIFICATIONS

When electronic or mechanical devices are used to furnish forwarding instructions and/or empty release information to SORR, the recorded date and time at which the instructions are received by SORR will govern.