

# Optional Services Catalog

## --Customer Switching and Accessorial Services



VCRR 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.

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

# VCRR 7006-7

(Cancels all prior issues)

Ventura County Railroad

**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                                   | \$350   | Item 1000 |
| Intra-Terminal Switch                                | \$350   | Item 1010 |
| Inter-Terminal Switch                                | \$350   | Item 1020 |
| Reciprocal Switch                                    | N/A   | Item 1650 |
| Diversion/Reconsignment                              | \$400   | Item 1040 |
| Error Moves  | \$500   | Item 1050 |
| Car Released Without Bill of Lading                  | \$200   | Item 1060 |
| Special Train Charges                                | Minimum \$3,000<br>Each add'l hour > 8 hrs - \$800/hr | Item 1070 |
| Closing Doors  | \$600   | 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  | \$500   | 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 |
| Turning a Car  | \$250   | 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. You may also submit your dispute electronically to:

[VCRR-Billing@RailAmerica.com](mailto:VCRR-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.



### Handling of Empty Freight Cars

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

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 is \$300.00. VCRR will not be responsible for the payment of any per diem or mileage charges, nor will VCRR 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.

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