

# Optional Services Catalog

## --Extended Asset Use



### FLEXIBLE ASSET UTILIZATION...

The effective management of railcars is critical to the success of OTVR 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 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. Time will be computed from the first 0001 hours after tender. Holidays and weekends are considered chargeable days.

<b>Loading or Unloading:</b>	<b>24 Hours</b>
STCC 01, 11, 14 or 32	\$50 Per Day
STCC –all others	\$100 Per Day

All cars must be released at the same time. The clock does not stop until the last unit is released.

There is no charge if the unit train's consist of private cars and are placed on private tracks except in cases where the power and crew are required to stay with the train. In those cases the customer may elect to release the power and crew in lieu of accumulating demurrage. The charge for release of power and crews is \$2,500 for each occurrence.

# OTVR 6007

Otter Tail Valley Railroad

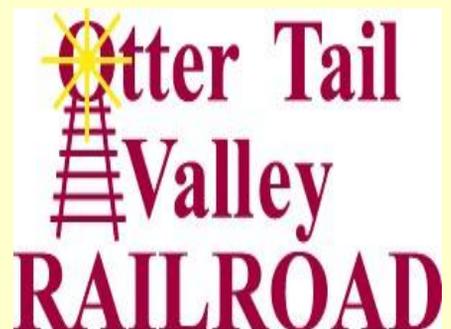
**Loading and Unloading  
Flexibility For Unit Trains**

**(Minimum 60 Cars Unit  
Train)**

**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.**





OTVR 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.

## 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*. Charges defined in the OTVR 6006 Series Tariff apply.

## 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 Central, PO Box 488 38 Railroad Avenue, Phillipsburg, KS 67661**. Along with a brief description, your claim must include the car initial and number and the related invoice number.

### 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.

