



Dear Customer:

We are pleased to have you as a Car Repair Billing customer and hope that the CRB Invoice Detail PDF report you receive from Railinc in Adobe PDF format is meeting your business needs. We have been providing this report at no charge to allow you time to convert your internal systems to read the 500-byte layout generated by the CRB system. However, as of January 1, 2012, we will begin to offer this report on a fee basis of \$600 for 2012 (up to 12 monthly reports). For your convenience, we have attached a sample of the CRB Invoice Detail PDF report email.

If you would like to continue to receive this report, please email [csc@railinc.com](mailto:csc@railinc.com) with your billing contact information by December 1, 2011 to establish your subscription. Billing information must include your mark/profile ID, company name, billing contact name and phone, mailing address and fax. Upon receipt, Railinc will set you up as a CRB Invoice Detail PDF report subscriber and you will be invoiced the annual fee in February, 2012. You will then continue to receive this report each month as you do today for all of 2012. Failure to contact Railinc to renew or cancel the CRB Invoice Detail PDF report by December 1, 2012 will result in Railinc canceling the distribution of the report without further notice for the 2012 reporting year.

Please note that the fee for this elective report is separate from the annual CRB maintenance fee that is charged to all car owners based on Umler registration. The CRB Invoice Detail PDF report will be billed based upon individual profile ids in CRB. Third party companies wishing to receive this report on behalf of customers must contact Railinc for a quote.

If we do not receive a response from you by December 1, 2011, we will cancel your subscription after sending the December report. If you have any questions about this, please contact our Customer Support Center at 877-724-5462 or [CSC@Railinc.com](mailto:CSC@Railinc.com).

Sincerely,

Linda MacRae  
Senior Manager, Asset Product Support

(A copy of the Railinc price list is available at - <https://www.railinc.com/rportal/web/guest/pricelist>)