



700 Main Street  
Bangor, ME 04401

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Central Maine & Quebec Railway welcomes you to our fast growing family of satisfied customers. Thank you for giving us the opportunity to provide you with quality rail service.

This letter is to let you know that your account has been approved for credit and the following terms apply:

### **CREDIT TERMS AGREEMENT**

**INVOICES:** Our payment terms are 15 days from the invoice date. Invoices will be mailed. We can also make arrangements to fax or email invoices. If you receive an invoice that you believe to be inaccurate please contact our Accounts Receivable Department as soon as possible. We will make every effort to correct the problem in a timely fashion.

If payment of the invoice becomes due before the problem can be corrected, please do not withhold payment. Pay the portion of the invoice that is not in dispute and include a note detailing the portion that you believe to be in error. This will ensure that your account will not be considered past due for the amounts that are in dispute.

**FUEL SURCHARGE:** If your company is responsible for payment of the freight charges, there will be an additional charge for fuel surcharge which will be added directly onto the freight bill. The fuel surcharge prices are determined by calculating the average price of fuel, as published in the Wall Street Journal, from the preceding month. Notification of the fuel surcharge amounts is sent out in email form at the beginning of each calendar month. If you wish to receive this notification, an email address will need to be provided to Jim Speed at [james.speed@cmqrailway.com](mailto:james.speed@cmqrailway.com)

**MISCELLANEOUS BILLING:** There are circumstances when additional billing(s) may be necessary. Separate bills are rendered for weighing, switching, diversions, re-bills, extra train charges, storage and demurrage.

**PAYMENTS:** Payments from customers that are located in Canada, or any payment issued in Canadian funds, should be mailed to our Hermon, ME address. All U.S. customers should mail their payment to the Hermon, ME office. The Hermon address is shown above in the header. Please be sure to include backup documentation that lists your company name and what invoices you are paying. If you do not send backup documentation, we will post the payment to your account as an unapplied payment. The payment will not be applied until we receive instructions from you as to what you intended to pay.

If you prefer to remit by wire, ACH or other means, please contact us for the necessary information.

**PAST DUE ACCOUNTS:** Central Maine & Quebec reserves the right to place any account that is over 30 days on credit hold and put the account on C.O.D, until payment is received. We also reserve the right to add a finance charge of 1.5% per month on all accounts that are over 30 days past due.

Again, Central, Maine & Quebec Railway welcomes you and we look forward to doing business with you. If you have any questions please feel free to call us.

**CMQ GENERAL NUMBER:** (207) 848-4200  
(207) 848-4232 FAX

**CUSTOMER SERVICE:** 1(800) 635-9449  
(207) 848-4346 FAX

**ACCOUNTS RECEIVABLE:** Torrie Potter (207) 848-4306