

Change 3 to the D-8, effective 1 Nov 03

Summary of Changes, Page 3. Corrected San Antonio, TX GBLOC in OK paragraph to ready HAFC.

Page 3-11. Item 321, Customer Satisfaction Survey. Modified to reflect an effective date on or around 1 November 2003.

Page 4-57. Item 430, Items Excluded from Rate Percentage Application. Rescinded original change – listing has been reverted to the original nine items.

Pages 4-24: OKLAHOMA. Transferred counties previously handled by Altus, AFB (HOFL), Tinker, AFB (HOFQ), and Vance, AFB (HPFL) to JPPSO San Antonio, (HAFC) TX. Rates and schedules were adjusted accordingly.

Page 4-25: OREGON. Transferred counties previously handled by Mountain Home AFB (JLFL), ID to JPPSO-COS, Colorado Springs, (KKFA) CO. Rates and schedules remained the same.

Page 4-26. SOUTH DAKOTA. Transferred counties previously handled by Ellsworth AFB (JVFL), to JPPSO Colorado Springs, (KKFA) CO. Rates and schedules remain the same.

Page 4-28: TEXAS. Transferred counties previously handled by Altus AFB, OK (HOFL) to JPPSO San Antonio (HAFC), TX. Rates and schedules were adjusted accordingly.

b. Item 402: Packing and Unpacking

Page 4-37: Incorporated a note referencing Plasma TVs.

c. Item 405: Waiting Time

Page 4-42: Incorporated a provision for waiting time in reference to attempted pickup.

d. Item 412: Loading and Unloading Charges - Bulky Articles

Page 4-46: Removed Discs, Dishes, and the provision that allowed application of the commercial tariff.

e. Item 420: Fuel Surcharge (Line Haul Only)

Page 4-52: Removed the MTMC Fuel Policy, leaving reference to it's location on the MTMC Website.

f. Item 430: Items Excluded from Rate Percentage Application

Page 4-60: Revised list of items excluded from carrier's rate percentage to include items that are flat fees and third party charges.

7. CHAPTER V – VOLUME MOVES

a. Item 503: Address for Submission

Page 5-2: Corrected office symbol in mailing address.

b. Appendix 5A: Corrected office symbol in mailing address.

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(b) Transportation charges shall be based on the actual weight of the shipment subject to minimum weights as follows:

- 300 cu ft or less 2,100 pounds
- More than 300 cu ft 700 pounds per each 100 cu ft or fraction thereof

ITEM 320. BOATS, CANOES, SKIFFS, LIGHT ROWBOATS, KAYAKS, OR SAILBOATS

Boats, canoes, skiffs, light rowboats, kayaks, or sailboats of less than 14 feet in length, and dinghies or sculls of any size, without trailers, shall move as normal household goods.

NOTE 1: In determining lengths for the purpose of this item, all fractions of a foot shall be disregarded.

NOTE 2: The length of boats, canoes, skiffs, light rowboats, kayaks, or sailboats shall be determined by the straight center line distance between the top center point of the transom and a point perpendicular with the foremost part of the bow. Manufacturer's "length overall" or "center line length" shall apply as the correct length for the purposes of this item in lieu of physical measurement by carrier.

ITEM 321. CUSTOMER SATISFACTION SURVEYS

MTMC intends to begin surveying members at the completion of each of their moves. These Customer Satisfaction Surveys will determine members' satisfaction with carrier services at origin, destination, and their overall satisfaction with the carriers performance. MTMC will use the results of these surveys to determine a Performance Score for each carrier. Each carrier's Performance Score will be part of the future personal property program's traffic distribution methodology. While MTMC may begin surveying customers before the beginning of DW03, only those surveys conducted on shipments picked up on or after 1 November 2003 will be used in the future program. Carriers are reminded that TQAP requirements will remain in effect.

ITEM 322. COLLECTION OF CHARGES ON HOUSEHOLD GOODS SHIPMENTS INVOLVING LOSS OR DESTRUCTION IN TRANSIT

a. Carrier shall not collect, or require a shipper to pay, any published charges (including any charges for accessorial services) when that shipment is totally lost or destroyed in transit. The provisions of this item shall apply only to the transportation of household goods. Notwithstanding any other provisions of this item, a carrier shall collect, and the shipper shall be required to pay, any specified valuation charge that may be due. This item shall not be applicable to the extent that any such loss or destruction is due to the act or omission of the shipper.

b. In the event that any portion, but less than all, of a shipment of household goods is lost or destroyed in transit, a motor common carrier of household goods in interstate or foreign commerce shall, at the time it disposes of claims for loss, damage, or injury to the articles in the shipment as provided in 49 CFR, Part 375, refund that portion of its published freight charges (including any charges for accessorial or terminal services) corresponding to that portion of the shipment which is lost or destroyed in transit. To calculate the charges applicable to the shipment as delivered, the carrier shall multiply the percentage corresponding to the portion of the shipment delivered by the total charges (including accessorial and terminal charges) applicable to the shipment tendered by the shipper. If the

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NOTE 4: Where reference is made to a county, corporate limits of points and places partly within such county shall be considered as wholly within the county. Where cities and mileage radius thereof is shown, cities or points partly within the described number of miles shall be considered as wholly within the described number of miles.

NOTE 5: On shipments, or portions thereof, stored in transit (other than at origin), the point of storage shall be considered the destination point for application of the additional transportation charge. No additional transportation charge shall be assessed on such shipments upon final delivery from SIT.

ITEM 429. [MSG]

MISCELLANEOUS CHARGE

Any authorized charge incurred by the carrier and, not covered by any other designated service code, and not performed by a third party service, shall be billed as a miscellaneous charge. A description of the service is required.

ITEM 430.

ITEMS EXCLUDED FROM RATE PERCENTAGE APPLICATION

a. The following items will not be subject to the rate percentage filed by carriers:

- (1) **Item 410,** Partial Delivery Weighing and Reweigh Charges (**EXCLUSION APPLIES TO REWEIGHS ONLY**)
- (2) **Item 415,** Additional Shipment Charges
- (3) **Item 416,** Full Replacement Protection
- (4) **Item 421,** Household Appliances or Other Articles Requiring Special Servicing by Third Party for Safe Transportation
- (5) **Item 422,** Ferry, Bridge, and Service Charges
- (6) **Item 424,** SIT and Warehouse Handling Charges at destination
- (7) **Item 426,** Shipments from Nontemporary Storage Warehouses and SIT warehouses, in certain instances
- (8) **Chapter IV, Appendix E,** Pickup or Delivery Transportation Rates Applying on SIT Shipments (**EXCLUSION APPLIES TO DELIVERY OUT OF SIT AT DESTINATION ONLY**)
- (9) Any accessorial services performed in connection with destination SIT.