



Monday, 7 January 2019

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to National Customer Advice - Derailment Of Another Operator's Train - Mainline Closure - Monday 07.01.19.

Any further updates will be published on the AHG RL website [www.ahgrl.com.au](http://www.ahgrl.com.au).

Should you have any further queries or require any additional information, please do not hesitate to contact your state Customer Service team or Account Manager.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind regards,

AHG Refrigerated Logistics



## NATIONAL CUSTOMER ADVICE

Monday, 7 January 2019

### Mainline Closure – Derailment of Another Operator's Train

#### UPDATE 1

#### East-West Corridor

### CUSTOMER SERVICE CONTACTS

Dear Pacific National Customer,

Advice has been received from the Australian Rail Track Corporation (ARTC) that another operator's train has derailed between Fisher and Thomiar (just east of Cook SA), closing the East-West mainline.

Recovery is underway and restoration of the mainline at this stage is anticipated late tomorrow (Mon 7/1) afternoon (TBC).

The following Pacific National trains have been directly affected:

- Train 6SP7 (conveying services 6SP2, 6SPA, 6SPW)
  - Will be stabled at Watson (SA)
  - Freight Availability TBA
- Train 6MP5 (conveying services 6MP5/B/T, 7AP5/B/T, 7AP8)
  - Will be stabled at Fisher (SA)
  - Freight Availability TBA
- Train 7SP7 (conveying services 5BP5, 5BPE, 6SP3, 6SPE, 6SPS)
  - Will be stabled at Ooldea (SA)
  - Freight Availability TBA
- Train 7PM5 (conveying services 7PA3, 7PA5, 7PM5/T)
  - Will be stabled at Cook (SA)
  - Freight Availability TBA
- Self-powered refrigerated units on these trains will be inspected at Cook once the line re-opens
- Pacific National is currently developing a revised service plan; however please note there may be further impacts to both east and west bound services – to be advised

A further update will be provided tomorrow or as soon as information becomes available.

Should you have any further queries or require additional information, please do not hesitate to contact your local Customer Service Centre or State Sales Manager.

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