



Monday, 18 February 2019

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to National Customer Advice - Derailment To 5PS6 - Significant Delays - Update 3.

Any further updates will be published on the AHG RL website 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, 18 February 2019

CUSTOMER SERVICE CONTACTS

5PS6 Derailed at Kultanaby (SA) PM 16/2/19 - Update #3

Dear Pacific National Customer,

The recovery process has begun and following a full assessment late yesterday ARTC advise that a deviation track will be built around the derailment site. As a result they estimate the track will not re-open until 1000hrs (CSST) Thursday 21 February 2019.

The following is the status of services currently impacted by the derailment.

Westbound

- Train 6MP4 (conveying services 6MP4, 6AP4/L/H)
 - *Stabled at Coondambo*
- Train 7MP7 (conveying service 6MPM,6MPE,6MP5,6MPB,6MPX,7APM, 7APE,7APX,7APT)
 - *Stabled at Port Augusta*
- Train 6SP7 (conveying services 6SP2, 6SPA, 6SPW)
 - *Stabled at Port Augusta*
- Train 6MP5 (conveying services 6MP5/B/T, 7AP5/B/T, 7AP8)
 - *Stabled at Adelaide*
- Train 7SP7 (conveying services 5BP5, 5BPE, 6SP3, 6SP2, 6SPE, 6SPS)
 - *Stabled at Broken Hill*
- Train 7SP5 (conveying services 6BP5, 6SP9, 7GP5, 7SPS)
 - *Stabled at Broken Hill*
- Train 7MP5 (conveying services 7MP5, 1AP5)
 - *Stabled at Adelaide*
- Train 2MP5 (conveying services 2MP5, 3AP5/T/B)
 - *Cancelled*
- Train 2SP7 (conveying services 2SPS, 2SPE)
 - *Cancelled*
- Train 3MP5 (conveying services 3MP5, 4AP5/T/B)
 - *Cancelled*
- Train 3SP7 (conveying services 3SPS, 3SPE)
 - *Cancelled*
- Train 4MP7 (conveying services 3MPM, 3MPE, 4APM, 4APE)
 - *Cancelled*

Eastbound

- **Train 5PS6 (conveying services 5PS6, 5PB6)**
 - ***Derailed at Kultanaby***
- Train 6PS7 (conveying services 6PB6, 6PG5, 6PSP, 6PSE, 6PSEE)
 - *Stabled at Cook*
- Train 6PM7 (conveying services 6PMP, 6PME, 6PMX, 6PAP, 6PAE, 6PAX)
 - *Stabled at Cook*
- Train 6PM6 (conveying services 6PM6, 6PMT,6PA6)
 - *Stabled at Golden Ridge*
- Train 1PM5 (conveying services 1PM5, 1PMT,1PA5)
 - *Cancelled*
- Train 1PS6 (conveying services 7PS4, 7PG6, 1PS9, 1PA5)
 - *Cancelled*
- Train 2PM5 (conveying services 2PM5/T, 2PA5/H)
 - *Cancelled*
- Train 2PM6 (conveying services 2PM6/T, 2PA6/T)
 - *Cancelled*
- Train 3PM6 (conveying services 3PM6, 3PA6/T)
 - *Cancelled*
- Train 3PS6 (conveying services 3PB6, 3PS5, 3PG6, 3SE9)
 - *Cancelled*
- Train 3PS7 (conveying services 3PSP, 3PSE, 3PS4)
 - *Cancelled*
- Train 3PM7 (conveying services 3PMP, 3PME, 3PAP, 3PAE)
 - *Cancelled*

All reefers on trains stabled enroute will be re-fuelled today.

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.

Qld 1800 735 986

qldcsc@pacificnational.com.au

Linda Sippel

Key Account Manager, QLD
(07) 3275 5714 / 0412 251 712

NSW (02) 9707 8488

sydneyvsc@pacificnational.com.au

David Mushins

Key Account Manager, NSW
0498 000 328

**Express Service
Stephen Hansen**

Express Manager, NSW
(02) 9707 8491 / 0412 341 656

Vic (03) 9371 5260

melbournvsc@pacificnational.com.au

Nolan Fernandez

Key Account Manager, VIC
0411 657 728

**Express Service
David Brewster**

Express Manager, VIC
(03) 9371 5283 / 0418 352 950

SA (08) 8348 3113

afccsc@pacificnational.com.au

Trevor Gould

Key Account Manager, SA
(08) 8348 3106 / 0413 020 081

WA (08) 9353 9555

pfccsc@pacificnational.com.au

Simon Andreas

Key Account Manager, WA
(08) 6310 9910 / 0497 003 884

**Express Service
Nathan Madaffari**

Express Manager, WA
(08) 9353 9507 / 0407 290 146