



Wednesday, 20 February 2019

Dear Valued Customer,

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

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



**pacificnational**

**NATIONAL CUSTOMER ADVICE**

Tuesday, 19 February 2019

**5PS6 Derailment at Kultanaby (SA -16/2/19)**

**CUSTOMER SERVICE CONTACTS**

**Update 5 (18:30hrs 19/2)**

Dear Pacific National Customer,

Restoration of the mainline, at this stage, is still planned for mid-morning Thursday 21<sup>st</sup> February 2019. However, congestion on the network and train path availability has resulted in a revision to the recovery plan (as highlighted below):

**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 Adelaide
- 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 1MP2 (conveying services 6BPJ, 1MP5)
  - Stabled at Adelaide
- **Ex Melbourne/Adelaide:**
  - Train 4MP5 Wednesday 20/2 - Cancelled
    - Conveys services 4MP5/T/B ex Melbourne and 5AP5/T/B ex Adelaide
  - Train 5MP5 Thursday 21/2 - Cancelled
    - Conveys services 5MP5/T/B, 5MP9 ex Melbourne and 6AP5/T/B ex Adelaide
  - Normal Perth services ex Melbourne will resume Friday 22/2. Customers are advised to liaise with the Melbourne Customer Service team for further details
  - Normal Perth services ex Adelaide will resume with 6AP4/H (6AP5/T/B cancelled). Customers are advised to liaise with the Adelaide Customer Service team for further details
- **Ex Brisbane:**
  - Normal services, however capacity will be restricted on all Brisbane-Perth services for the remainder of the week
  - Customers are advised to liaise with the Brisbane Customer Service team for further details
- **Ex Sydney:**
  - Train 5SP5 Thursday 21/2 - Cancelled
    - Conveys services 4SP5, 4SP9 & 4SPS ex Sydney and 5GP5 ex Parkes
  - Train 5SM2 Thursday 21/2 - Cancelled
    - Conveys services 5SM5 ex Sydney and 4BM6 ex Brisbane (note 24 hr delay to service 4BM6)
  - Normal Perth services ex Sydney will resume with services 5SP5, 5SP9 & 5SPS Thursday 21/2. Customers are advised to liaise with the Sydney Customer Service team for further details

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**Eastbound**

- **Train 5PS6 (conveying services 5PS6, 5PB6)**
  - **Derailed at Kultanaby – recovery details TBC**
- 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 4PM6 Wednesday 20/2 (conveying services 4PM5/T, 4PA5 & 4PA8) – cancelled**
  
- **Train 4PS6 Wednesday 20/2 (conveying services 4PB6, 4PG6, 4PN2, 4PS5 & 4PS9) - cancelled**
  
- **Normal services ex Perth (to all locations) will resume Thursday 21/2.** Customers are advised to liaise with the Perth Customer Service team for further details

**A further update will be provided tomorrow (Wednesday 20/2) afternoon and will include revised Freight Availability times for services impacted by this incident.**

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