



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 6 Final.

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

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## NATIONAL CUSTOMER ADVICE

Wednesday, 20 February  
2019

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

### CUSTOMER SERVICE CONTACTS

### Update 6 (17:00hrs 20/2) – FINAL

Dear Pacific National Customer,

The Australian Rail Track Corporation has confirmed that the mainline at Kultanaby will be restored at approximately 10:00hrs Thursday 21<sup>st</sup> February 2019.

Please find below the **final** update to Pacific National's recovery plan:

#### Westbound

- **Train 6MP4** (conveying services 6MP4, 6AP4/L/H)
  - **Forecast Freight Availability 2100hrs Friday 22/2**
- **Train 7MP7** (conveying service 6MPM,6MPE,6MP5,6MPB,6MPX,7APM,7APE,7APX,7APT)
  - **Forecast Freight Availability 0500hrs Saturday 23/2**
- **Train 6SP7** (conveying services 6SP2, 6SPA, 6SPW)
  - **Forecast Freight Availability 0100hrs Saturday 23/2**
- **Train 6MP5** (conveying services 6MP5/B/T, 7AP5/B/T, 7AP8)
  - **Forecast Freight Availability 0800hrs Sunday 24/2**
- **Train 7SP7** (conveying services 5BP5, 5BPE, 6SP3, 6SP2, 6SPE, 6SPS)
  - **Forecast Freight Availability 1000hrs Saturday 23/2**
- **Train 7SP5** (conveying services 6BP5, 6SP9, 7GP5, 7SPS)
  - **Forecast Freight Availability 1900hrs Saturday 23/2**
- **Train 7MP5** (conveying services 7MP5, 1AP5)
  - **Forecast Freight Availability 0800hrs Sunday 24/2**
- **Train 1MP2** (conveying services 6BPJ, 1MP5)
  - **Forecast Freight Availability 0800hrs Sunday 24/2**
- **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
  - **Train 6MS2 Friday 22/2 - Cancelled**
    - Conveys services 6MS4 & 6MB6 (Brisbane loading to travel on 6MB4)
  - 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)** Friday 22/2. 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

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- **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 Thursday 21/2. Customers are advised to liaise with the Sydney Customer Service team for further details

#### Eastbound

- **Train 5PS6 (conveying services 5PS6, 5PB6)**
  - **Derailed at Kultanaby**
  - *Train will be recovered in 3 segments:*
    - *Segment one (front portion of train that remained on track) – All loading destined for Brisbane. Forecast Freight Availability 1000hrs Friday 22/2*
    - *Segment two (rear portion of train that remained on track) – All loading destined for Sydney. Forecast Freight Availability 0600hrs Monday 25/2*
    - *Segment 3 – derailed wagons. Final recovery TBA*
    - *For container details on these segments, please liaise with your local Customer Service representative*
- Train 6PS7 (conveying services 6PB6, 6PG5, 6PSP, 6PSE, 6PSEE)
  - *Sydney Forecast Freight Availability 2100hrs Saturday 23/2*
  - *Brisbane Forecast Freight Availability 0600hrs Monday 25/2*
  - *Parkes Forecast Freight Availability 0700hrs Saturday 23/2*
- Train 6PM7 (conveying services 6PMP, 6PME, 6PMX, 6PAP, 6PAE, 6PAX)
  - *Adelaide Forecast Freight Availability 0830hrs Friday 22/2*
  - *Melbourne Forecast Freight Availability 1000hrs Saturday 23/2*
- Train 6PM6 (conveying services 6PM6, 6PMT, 6PA6)
  - *Adelaide Forecast Freight Availability 0700hrs Saturday 23/2*
  - *Melbourne Forecast Freight Availability 1000hrs Sunday 24/2*
- **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

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