

An important update regarding the WA Emergency Service

Dear Customer,

When we introduced the WA Emergency Service, we advised that we would provide you with regular updates on the situation. Currently there are still significant disruptions and delays following the closure of the New South Wales to Western Australia rail line and the emergency force majeure remains in place.

While we have been working hard to clear the backlog across our network, we continue to incur significant costs as we transport items to and from Western Australia.

As promised, we have been reviewing our operations in relation to the WA Emergency Service, and will be implementing the following changes, effective 7 December 2022.

What's changing?

We are pleased to advise we are now able to reinstate our Parcel Post (eParcel) and StarTrack Road Express service and remove the WA Emergency Service option in the following circumstances:

- Customers when sending items from Western Australia to any State or Territory; and
- Customers when sending items from Victoria, Tasmania, South Australia and Northern Territory to Western Australia.

There may still be some delays sending to Western Australia and we recommend you [track your deliveries here](#).

- For customers when sending items from New South Wales, the Australian Capital Territory and Queensland into Western Australia there is no change to the force majeure status. The WA Emergency Service remains in place, and unchanged, due to the ongoing disruptions.

Please note: The total cost of shipping (including the 40% WA Emergency Service measure) is not reflected in the quoted price on our APIs or Web UIs (Parcel Send, My StarTrack Online, eParcel). The emergency levy will appear on your invoice and is payable in line with your existing arrangements. We will continue to monitor this situation closely and provide you with updates.

As a reminder, for urgent deliveries to Western Australia, customers can still use our Express Post and StarTrack Premium services for eligible products, which currently remain unaffected.

If you have any questions regarding these changes, please continue to work with your account manager or for those customers without an account manager, please contact us on [13 11 18](tel:131118) from 8am–6pm (local time).

As we get closer to Christmas, we appreciate your patience and understanding whilst we work through these disruptions together. We will continue to keep you updated as the situation evolves.



Thank you and stay safe,

Gary Starr
Executive General Manager
Customer & Commercial



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