



Network's Customer Service Offering



Get Access



Build Infrastructure



Rail Your Goods

You want to —



Get Access

- 1 Seek access
- 2 Change access
- 3 Renew access



Build Infrastructure

- 1 Construct and connect
- 2 Expand

We will support you to —



Rail Your Goods

- 1 Plan and schedule
- 2 Manage maintenance and renewals
- 3 Manage train control
- 4 Report and inform
- 5 Conduct pricing
- 6 Understand safety and environment



Background

The need for a Customer Service Offering

You told us the undertaking is a complex agreement that is difficult to understand, and we agree. In response to your feedback, the Aurizon Network Customer Team have built this Customer Service Offering (CSO), which is a simple, transparent and 'plain English' summary of the services we provide.

In building this document, we spoke to various customers to understand the service areas that are both most important and those that require greater clarity. We have used those discussions to build the CSO from the ground up and focus on the areas that are most important and relevant to you.

We hope the CSO will be a key tool to drive alignment between our team and yours as we aim to demonstrate a more transparent, effective and a service-first Aurizon Network. To hold ourselves accountable, we have made customer promises and, in many cases, target measures, for each service category. This document itself will also continue to evolve, and we hope that we can partner with you on this journey.



What we offer

Aurizon Network owns, operates and maintains 2,670 kilometres of below rail infrastructure, the Central Queensland Coal Network (CQCN), which is subject to an open access regime regulated by the Queensland Competition Authority (QCA). We work with customers wishing to connect to the CQCN to put in place a range of access and interface arrangements to facilitate access to the CQCN.

In addition to the regulated access services, Aurizon's extensive scale and experience in the CQCN allows us to offer customers end-to-end rail infrastructure solutions that are cost-effective, safe and fit-for-purpose to support their mine developments.





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If you want to get access to our network, we will assign you a Customer Account Manager to assist you to navigate the process. Your Customer Account Manager is an expert in the Aurizon Network business and can manage all aspects of your access arrangements.

If you require support, your Customer Account Manager can provide you with valuable access advice, including:

- Interpretation of the regulatory framework and undertaking
- Advice on current and future network capacity
- Advice to gain, optimise or better utilise access rights

We recognise that each customer's needs are unique and your Customer Account Manager will work with you to understand your requirements, determine your options and get you access.



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Your challenge

You want confidence that you can obtain access to the Aurizon Network and that sufficient capacity will be available to achieve the throughput to run a profitable mine, and you want information to plan ahead.

Our solution

We work collaboratively with you to navigate through the access seeking process and provide certainty about the provision of access to the CQCN.

Our promise

We will be transparent on the required steps and simplify the process for customers where possible. We will apply a consistent approach to ensure fairness when providing access to our customers. We will continue to work with you on expansion opportunities to ensure your future capacity requirements are met.





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Services we offer

Access management

Access to the CQCN rail network is governed by the access process outlined in Aurizon Network's access undertaking. We provide open access to the rail network, enabling anyone interested to make an access application and negotiate an access agreement for entitlements to use the track.

Access process

The access process is as follows:

	Application	Review	Negotiation	Approval
Description	You apply for access to the rail network and provide us with information about your requirements. We need this specific information to get started	We will review your requirements considering our current infrastructure and other commitments and provide you with a proposal outlining indicative arrangements (an Indicative Access Proposal). If there are conditions that apply or further information is required, we will let you know	If you are happy to proceed with the indicative arrangements in our proposal, we will work with you to negotiate an Access Agreement	Once we have both signed the Access Agreement, we will work together to finalise approvals and details of other interfaces and get your train services running on the network
What we need from you	The application you provide is called a Conceptual Operating Plan	In some cases, we may require additional information from you to help with our assessment	You will review and accept the indicative arrangements and work with us to negotiate an Access Agreement	We may require additional information on your operation including nomination of your operator
What we will do for you	We will acknowledge your application by email and let you know if we need more information	We will arrange a capacity assessment and provide you with an Indicative Access Proposal	We will walk you through obligations in the Access Agreement	We will prepare operational documentation and approvals for your services, to get you on track to rail your goods
Expected timeframe	10 business days	20 business days	< 3 months*	1 to 3 months

*The negotiation period may take up to 9 months depending on the complexity of the request and available capacity.



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Capacity management

We allocate and manage available capacity. This involves making plans for the future of the network, based on the information that you provide through access applications and our existing and forecast contractual commitments.

When reviewing your access application, we consider it in the context of the operation of the network. We will let you know if we determine that there is a constraint impacting the success of your application, and we will also detail any conditions applicable to your application in the indicative arrangements we propose.

We will also manage circumstances where there is insufficient available capacity to satisfy your access application and any other access applications submitted to us. If part of the demand can be met, a queueing process is followed. If no capacity exists, then we will consider how to create that capacity through an expansion.

Queueing

In allocating available capacity, we follow the process established in the undertaking to prioritise applications in a chronological queue based on the date the application was submitted to us.

The queue process is complicated, but we can work with you to provide advice and guidance to understand your requirements, specific scenario and to navigate the process.

We will communicate the outcome of the queue process to all relevant customers for their individual application. We understand this information is commercially sensitive, and we will keep your application and the outcome of this process confidential.

Key things to note relating to the queueing process are:

Applications can only remain in the queue if you have:

- Demonstrated a reasonable likelihood of being able to utilise the access rights, including proof of port rights and production capability
- Sufficient time left in the negotiation period for your application
- Confirmed your intention to remain in the queue when requested

Applications can be transferred between entities, and the position in the queue will remain unchanged

If you are renewing existing access rights, your Customer Account Manager can work with you to ensure you are not impacted by any concurrent queueing processes.



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Expansions

In certain circumstances access rights cannot be provided in full without an expansion of the network capacity. We will liaise with you and communicate what portion of the access rights can be provided with and without an expansion.

If there is insufficient capacity to address your application, there may be a longer-term solution available through investment in an expansion. In this situation, we can work with you to determine possible solutions and study suitability of the options.

Infrastructure investments require careful consideration as they may require significant investment from customers. Also, they can result in a step change in available capacity, which may exceed your requirements, and may only be economical if costs are shared across multiple customers. In these instances, we will provide you with advice and guidance on potential infrastructure investments and opportunities to share costs. The expansion process is as follows:

Expansion process trigger

If an expansion is required to meet your access application, we will let you know when we respond with your Indicative Access Proposal (IAP).

You will then have the option to initiate the process by making a written request.

The process can also be initiated through notice of port expansions.

Demand assessment

Once we receive your letter, we will begin an assessment of demand relevant for a potential expansion within 10 business days. The demand assessment is likely to involve inviting customers and ports to provide information.

We will complete the assessment within 20 business days and will issue our Demand Assessment Report to relevant customers.

Concept study

Subject to sufficient demand, we will begin a Concept Study to identify multiple options for expansion. If there is not sufficient demand, you can request we carry out a Concept Study.

Developing the Concept Study may take 3-6 months. Once complete we will issue the Concept Study Report to relevant customers.

Pre-feasibility study

You will then have the opportunity to move to a pre-feasibility study to refine options and funding requirements, at your cost.

Depending on complexity, this phase may take 6 months or more.

Once the pre-feasibility study is complete, we will issue a Pre-feasibility Report to relevant customers.

Feasibility study

You may then request to move to feasibility, progressing designs on the preferred option, at your cost.

Feasibility will deliver detailed assessment of technical and operating requirements of the proposed expansion and a detailed design. We will also determine the pricing that applies to the expansion and the resultant tariffs. This process may take 6 months or more.

Access agreement

If you are happy to proceed with the arrangements in the Feasibility Study, we will work with you to negotiate an access agreement.

The access agreement will provisionally hold the access rights which will be available once the expansion work is completed.

Delivery

Once our agreement is in place, we will proceed with the expansion works so when complete, you can get access and Rail your goods.

The timing of the expansion works can vary significantly depending on complexity - your CAM can provide you guidance on what to expect



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Independent expert

Coal Network Capacity Co Ltd has been established as the Independent Expert. The Independent Expert is an impartial third party whose role is to undertake a detailed system capacity assessment of the network to understand how much access is available to customers. The Independent Expert will in future be involved in many aspects of Get Access services which are currently provided by Aurizon Network.

Until such time, we will continue providing all services outlined here in Get Access, as well as providing the Independent Expert with the information required to establish their capacity modelling capability.

Once fully established we will provide the Independent Expert with information they need to:

- Conduct capacity assessments
- Review performance information
- Report on actual performance data and maintenance information
- Determine any rebate payable to customers

Value adding services we offer

Demand and Capacity Analysis

We can work with you to provide valuable insights into your business on a case by case basis by undertaking demand and capacity assessments. Talk to your Customer Account Manager about your specific requirements and we can develop a proposal to use our expertise and understanding of rail capacity to unlock value for you. We can then model and analyse scenarios to help you make decisions about rail infrastructure and operational efficiency requirements on the network.

Talk to us if you would like to understand how our analysis can help you identify opportunities, minimise constraints and problem solve in the following areas:

- Identifying operational performance improvements
- Testing variable demand scenarios across the network
- CapEx versus OpEx trade-off analysis for rail investments



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Your role

To ensure we are offering you the best service possible, there are some areas where we would appreciate your cooperation.

Key supporting documents we may need you to provide include:

- Proof of port capacity from your port provider
- Nomination of your rail haulage provider
- Financial Security
- Evidence of counterparty consent to any transfer arrangement
- Information about your mine, such as the expected life and expected railing profiles

For more information on getting access please contact your Customer Account Manager, or Ryan Ellis — Growth & Major Projects Manager at access.services@aurizon.com.au or **07 3019 9026**.



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Your challenge

You require a clear process for changing access rights to match your current production and flexibility to transfer your access rights between load points, or with another customer to make the most of market opportunities.

Our solution

Our team of experts helps facilitate changes and transfers to your existing access agreements.

Our promise

We will do our best to help you use your available capacity through the timely execution of access changes. We will work closely with you to facilitate straightforward changes to access agreements and communicate outcomes in a timely manner to help you get the most out of your capacity.





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Services we offer

Managing access changes

Transfer management

We can manage the transfer of your access rights between load points, or with another customer, over the short and long term.

- A short-term transfer is the transfer of access rights for a period of less than two years
- A transfer of access rights for a period longer than two years is considered a long-term transfer, and a fee may apply. We will work with you to establish and explain the fee.

When reviewing your transfer, we will consider a number of factors, such as locations and capacity implications. If a transfer is not possible, we will promptly communicate to you the reasons why the transfer can not be executed and discuss your options.

If you need additional access as part of your transfer or to meet other requirements, then you might need to complete an access application (refer to Seek Access).

Managing access holder changes

Customers are also able to initiate a process to change the holder of their access rights. For example, you may wish to move from having your operator hold your access, to holding it yourself. We can assist you with navigating this process.

Relinquishment management

If your organisation holds surplus access rights and wishes to consolidate your portfolio, these rights can be relinquished. This process may require payment of a relinquishment fee. We will provide you with the relinquishment fee amount and communicate how it was calculated, the key assumptions and rationale behind the assumptions.

Your role

To ensure we are offering you the best service possible, we would appreciate your cooperation by notifying us of short or long-term transfer requests to give us the opportunity to execute the change request on your behalf.

For more information on changing access please contact your Customer Account Manager, or Belinda Clarke, Customer Account Manager at access.services@aurizon.com.au or **07 3019 7836**.



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Your challenge

With the risk you bear around the uncertainty of production volumes, you need the certainty to know that your current access can be renewed should you require.

Our solution

When you need to extend the period of validity of your access, we will help you renew your agreement by managing the renewal process and providing you with updates throughout.

Our promise

Our team help guide you through the renewal process. We will keep you informed of key dates in the process, including a courtesy communication at least 18 months before your renewal date; we will provide you with clear instructions on the required actions, timelines and conditions of the renewal; and we will provide you with advice to give you confidence the renewal meets your needs.





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Access renewal management

If your access rights are due to expire, and you wish to continue holding equivalent access rights for a further term, we will assist you in managing the renewal process. We will provide you with a courtesy communication no later than 18 months before your access rights are due to expire, so that you can consider your options.

Customers who wish to renew their access need to know the following:

- You have the option to renew all or some of your existing access rights
- Upon expiry or partial renewal, any capacity that is not renewed can be reallocated to other customers seeking access
- The renewal term is 10 years or the remaining life of your mine, whichever is shorter
- We will prioritise requests to renew access ahead of all other access applications

If you would like to proceed with renewing your access rights, you will need to submit an application for access and we will follow the process set out in the Seek Access section of this document.

Your role

To ensure we are offering you the best service possible, we would appreciate your cooperation to understand the renewal criteria, key dates and actions required.

For more information on renewing access please contact your Customer Account Manager, or Rebecca Holthuyzen, Customer Account Manager at access.services@aurizon.com.au or **07 3019 1489**.



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