



**CUSTOMER SERVICE BULLETIN  
SYDNEY AFTERNOON UPDATE**

**Monday, 17  
September 2018**

ARRIVALS FROM	SERVICES	EXPECTED AVAILABILITY	TRACK	
BRISBANE				
MELBOURNE	2MS4	14:00 18/9		
ADELAIDE				
PERTH	5PS5	02:00 18/9		

Derailment of another operator's train **between Pt Augusta and Tarcoola SA**. Mainline closed with a forecast reopening of approximately 15:00hrs Monday 17/9.

**Services affected:**

Train	Services	Date	Origin	Dest'n	Scheduled Freight Availability	Revised Freight Availability
7SP5	6BP5	14-Sep	Bris	Perth	08:00hrs Tue	<b>06:00hrs Wed 19/9 (TBC)</b>
	6SP9	14-Sep	Syd	Perth	08:00hrs Tue	
	7GP5	15-Sep	Parkes	Perth	08:00hrs Tue	
	7SP5	15-Sep	Syd	Perth	08:00hrs Tue	

**Safe Freight Containers Transit on Rail.**

All containers must have:

- Must have current compliance plates
- Be in a suitable condition for transport
- Can lock doors securely, the locking system must be clearly visible.
- All security seals must require bolts cutters to be removed.

**NON- STANDARD AND MODIFIED CONTAINERS.**

- All locking system must be clearly visible for PN inspection.
- If an external locking mechanism cannot be inspected, the container cannot travel.
- Some of the acceptable types of locks or seals.



STAFFING DETAILS	CONTACT DETAILS	Opening Hours
Customer Service Centre	Phone: (02) 9707 8488 Fax: (02) 9796 4107 <a href="mailto:sydneycsc@pacificnational.com.au">sydneycsc@pacificnational.com.au</a>	06:00-18:00 Monday to Friday
Customer Service Centre Coordinator	Phone: (02) 9707 8416 Mobile: 0411 861 574	06:00-11:00 Saturdays
Shift Managers	Phone: (02) 9707 8450	Sydney Freight Terminal is open 21:00 Sundays continuously until 05:00 Sundays
Terminal Operations Manager	Phone: (02) 9748 9704 Mobile: 0437 485 752	