



NATIONAL CUSTOMER ADVICE

Friday, 23 November 2018

Delay to Pacific National Services

UPDATE 1

Track Incident Involving Other Operator's Trains

CUSTOMER SERVICE CONTACTS

Dear Pacific National Customer,

Further to our earlier advice, the mainline has now been restored however trains 5BM4 and 5BS6 will be held out of Sydney until the conclusion of the this afternoon's metropolitan peak services.

The impact to these trains is as follows:

- **Train 5BM4**
 - **Forecast Melbourne Freight Availability approximately 11:30hrs Sat 24/11 (scheduled 05:00hrs)**
- **Train 5BS6**
 - **Services 5BP5, 5BPE & 5BE2 will meet their scheduled connecting trains – nil impact**
 - **5BS6 & 5BSW – anticipate on time (04:00hrs Sat 24/11)**
 - **5BM6 (Melbourne loading) – will miss its connection ex Sydney. All loading has been planned to travel on train 7SM2 for an 06:00hrs Monday 26/11 freight availability at North Dynon.**

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

Qld 1800 735 986

qldcsc@pacificnational.com.au

Linda Sippel

State Sales Manager, QLD
(07) 3275 5714 / 0412 251 712

NSW (02) 9707 8488

sydneyvsc@pacificnational.com.au

David Mushins

State Sales Manager, NSW
0498 000 328

**Express Service
Stephen Hansen**

Express Manager, NSW
(02) 9707 8491 / 0412 341 656

Vic (03) 9371 5260

melbournecsc@pacificnational.com.au

Tom Milionis

State Sales Manager, VIC
0404 048 778

**Express Service
David Brewster**

Express Manager, VIC
(03) 9371 5283 / 0418 352 950

SA (08) 8348 3113

aftcsc@pacificnational.com.au

Trevor Gould

State Sales Manager, SA
(08) 8348 3106 / 0413 020 081

WA (08) 9353 9555

pftcsc@pacificnational.com.au

Simon Andreas

State Sales Manager, WA
(08) 6310 9910 / 0497 003 884

**Express Service
Nathan Madaffari**

Express Manager, WA
(08) 9353 9507 / 0407 290 146



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ACN 098 060 550

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