



**NATIONAL CUSTOMER ADVICE**

Friday, 23 November 2018

**Delay to Pacific National Services**

**UPDATE 2 – Addition of Train 6SB1**

**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 this afternoon’s metropolitan peak services.

The impact to Pacific National 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**
- **Train 6SB1(additional)**
  - **Conveys services 5MB6, 6SB5 & 6SBW**
  - **Forecast Brisbane Freight Availability approximately 14:00hrs Sat 21/11 (scheduled 10:00hrs)**

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.

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