

CUSTOMER SERVICE BULLETIN
BRISBANE DAILY BULLETIN

Thursday, 29 November 2018

Brisbane to	Services and Expected Availabilities	Comments
Gladstone	4BG1	Due to Bush Fires, Train 82P9 held at Maryborough.
Rockhampton	4BR7	
Mackay	4BH3	
Townsville	3BT3 – 06:00 3BT5 4BT9	Due to Bush Fires Service 3BT5 held at Bundaberg. Service 4BT9 held at Maryborough.
Innisfail	3BI9 - 07:30 hrs	
Cairns	3BC1 - 13:00 hrs	Delayed due to crewing issues.

Arrivals into Brisbane from	Services and Expected Availabilities	Comments
Cairns	3CB4	Due to Bush Fires, Train 87P2 stowed in Rockhampton
Innisfail	3IB3	
Townsville	3TB6	
Mackay	3HB6	Due to Bush Fires, Train 87P8 stowed in Rockhampton
Gladstone	4GB3	
Townsville	4TB2	Due to Bush Fires, Train 87P4 stowed in Mackay
Rockhampton	4RB8	

For National Rail Freight Availability Times [CLICK HERE](#)

Bookings Available To

Gladstone, Rockhampton, Mackay & Townsville	Services Cancelled due to Bush Fires. No inbound consists available for outbound services.
Townsville, Innisfail & Cairns	
Townsville	

Staff Details	Name	Contact Details
Customer Service Centre Team	Gary Parella Kevin Christison Peter Kovacs Renay Byrnes	Phone: (07) 3275 5724 Toll free: 1800 735 986 Fax (07) 3219 5494 mailto:QLDCSC@PacificNational.com.au
Customer Service Manager	David Fellows	3275 5724 or 0409 724 409
Qld Sales Manager	Linda Sippel	3275 5714 or 0412 251 712

Day	Hours of Operations	
	Terminal	Customer Service Centre
Sunday	24 hours	Closed
Monday	24 hours	05:00 – 18:00
Tuesday	24 hours	05:00 – 18:00
Wednesday	24 hours	05:00 – 18:00
Thursday	24 hours	05:00 – 18:00
Friday	24 hours	05:00 – 18:00
Saturday	24 hours	06:00 – 14:00