



**NATIONAL CUSTOMER ADVICE** **Wednesday, 5 December 2018**

**Delay to Pacific National Services**

**CUSTOMER SERVICE CONTACTS**

**UPDATE 1**

**Brisbane Departures – Tuesday**

Dear Pacific National Customer,

Please note below the impact to train services due to late departures ex Brisbane Tuesday 4/12:

- **Train 3BM4**
  - **Forecast Melbourne Freight Availability approximately 14:00hrs Thursday 6/12 (scheduled 07:30hrs)**
- **Train 3BS6**
  - **Services 3BS6 & 3BSWC – forecast Sydney Freight Availability approximately 06:00hrs Thursday 6/12 anticipate on time (schedule 04:00hrs)**
  - **Service 3BM6 (Melbourne loading) – will miss its connection ex Sydney. Forecast Melbourne Freight Availability Friday 7/12 at North Dynon (schedule 08:00hrs Thurs)**
- **Brisbane-Sydney services 4BS8 & 4BSWC and Melbourne-Brisbane service 4MB6 have been cancelled today due to wagon availability**

Pacific National's local Customer Service teams will continue to work with customers regarding bookings and alternative arrangements.

A further update will be provided tomorrow morning advising the status of trains departing BFT tonight (Wednesday 5/12).

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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