



NATIONAL CUSTOMER ADVICE

Thursday, 6 December 2018

Delay to Pacific National Services

UPDATE 2

Brisbane Departures – Wednesday 5/12

CUSTOMER SERVICE CONTACTS

Dear Pacific National Customer,

Please note below the impact to train services due network disruptions:

- **Train 4BM4**
 - Forecast Freight Availability approximately 12:30hrs Friday 7/12 at **NORTH DYNON** (schedule 06:00hrs)
- **Train 4BS6**
 - Service **4BS6 & 4BSW** – forecast Sydney Freight Availability approximately 13:00hrs Friday 7/12 (schedule 04:00hrs)
 - Service **4BP5** (Perth loading) will miss its connection ex Sydney. Forecast Perth Freight Availability 08:00hrs Tuesday 11/12 (24 hr delay) **TBC**
 - Service **4BM6** (Melbourne loading) – will miss its connection ex Sydney. Forecast Freight Availability 08:15hrs Saturday 8/12 at **NORTH DYNON** (24hr delay)
- **Melbourne**
 - Melb-Syd service **6MS4** (7/12) will be delayed 24hrs. Revised freight availability 0600hrs Monday 10/12
 - Melb-Bris service **6MB6** (7/12) will be delayed 48hrs. Revised freight availability 1000hrs Tuesday 11/12
 - Melb-Syd service **7MS4** (8/12) will load and depart ex Melbourne Freight Terminal (nil impact to freight availability)
 - Melbourne Customers - please refer to the local communication sent earlier today regarding these services
- **Sydney**
 - Syd-Melb service **7SM5** (8/12) will be cancelled. Please liaise with the Sydney Customer Service Team for alternative arrangements.

A further update will be provided tomorrow morning.

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

sydneyvcsc@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



Note – for printing purposes please use the PDF file attached to this email

To remove your name from our mailing list, please [click here](#)

www.pacificnational.com.au

Pacific National Pty Ltd
ACN 098 060 550

The information contained in this communication is confidential and intended only for the person/people whom it is addressed. Other people may not copy, use disclose or distribute this information. If this communication has been sent to you in error, could you please telephone the sender immediately and destroy the document and email. Thank you.

