



**NATIONAL CUSTOMER ADVICE**

Sunday, 9 December 2018

**Delay to Pacific National Services**

**UPDATE 5**

**Brisbane Departures – Saturday 8/12**

**CUSTOMER SERVICE CONTACTS**

Dear Pacific National Customer,

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

- **Train 7BM4** (conveys service 7BM4 & 7BA6)
  - Currently running 260 minutes behind schedule
  - **Forecast Freight Availability for service 7BM4 – 0830hrs Mon 10/12 (schedule 0700hrs)**
  - **Anticipate service 7BA6 to meet its scheduled freight availability time - 1100hrs Tues 11/12**
- **Train 1BS3** (conveys services 7BS2, 7BSW & 7BP5)
  - **Forecast on time freight availability for services 7BS2 & 7BSW – 04:00hrs Monday 10/12**
  - **Forecast on time freight availability for service 7BP5 – 06:00hrs Thursday 13/12**
- **Sunday 9/12 arrivals – Brisbane**
  - **Train 6MB4** – split over 2 portions on arrival. Loading made available at **03:20hrs** and **06:40hrs** (schedule 05:30hrs Sun)
  - **Train 7SB1** (conveying services 3PB6, 7SB6 & 7SBW) – **all loading made available on time (0900hrs Sun)**
- **Monday 10/12 arrivals – Brisbane**
  - **Train 7MB4** (conveying services 7MB4 & 7EB1) – **forecast on time freight availability (0730hrs Mon)**
  - **Train 6AB6** (conveying services 4PB6, 6AB6 & 7SB5) – **forecast on time freight availability (0400hrs Mon)**

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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