



NATIONAL CUSTOMER ADVICE

Thursday, 13 December 2018

Mainline Closure between Albury-Somerton

UPDATE 1 – 1800hrs 13th December 2018

Flooding

CUSTOMER SERVICE CONTACTS

Dear Pacific National Customer,

The Australian Rail Track Corporation (ARTC) has advised that the mainline between Albury and Somerton (Vic) has been closed due to flooding. At this stage the ARTC will inspect the track at 0500hrs tomorrow (Fri 14/12) and provide an update accordingly.

Pacific National's (PN) recovery plan is as follows:

Ex Melbourne

- Train 5MB4 will be stabled at the Melbourne and depart on 6MB4's path (24-hour delay)
- Train 5MS2 (conveying services 5MS4 & 5MB6) will be stabled at Melbourne (Nth Dynon) and depart on 6MS2's path (24-hour delay)
- Train 6MB4 will be cancelled – customers are advised to liaise with PN's local Customer Service team to make alternative arrangements.
- Train 6MS2 (conveying services 6MS4 & 6MB6) will be cancelled. All bookings at this stage have been transferred to train 7MS2 (additional) departing Saturday 15/12.
- 7SM4 bookings have been cancelled
- An additional 1MB4 has been planned for Sunday 16/12.

Ex Sydney

- Train 5SM2 (conveying services 5SM5, 3BM6 & 4BM6) will be stabled at Sydney and depart on 6SM2's path (24-hour delay)
- Train 6SM2 (conveying services 6SM5 & 5BM6) will be cancelled. Service 5BM6 will incur a 48-hour delay. Customers are advised to liaise with PN's local Customer Service team to make alternative arrangements

Ex Brisbane

- Train 4BM4 has been stabled at Cootamundra. Anticipate freight availability (at Nth Dynon) late Friday afternoon TBA
- Trains 5BM4 & 6BM4 will run as scheduled
- Train 7BM4 will be cancelled – Customers are advised to liaise with PN's local Customer Service team to make alternative arrangements
- An additional 1BM4 has been planned for Sunday 16/12

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

sydneycsc@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

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Pacific National Pty Ltd
ACN 098 060 550

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