



**NATIONAL CUSTOMER ADVICE**

Thursday, 13 December 2018

**Mainline Closure between Albury-Somerton**

**UPDATE 1 (correction) – 1800hrs 13<sup>th</sup> 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. 6MB6 bookings at this stage have been transferred to train 7MS2 (additional) departing Saturday 15/12.
- 7MS4 will run as scheduled
- 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.

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