



Friday, 21 December 2018

Dear Valued Customer,

Please see enclosed notification from Pacific National in relation to National Customer Advice - Mainline Closure Sydney-Brisbane (Severe Weather Conditions) Friday 21.12.18.

As various services Ex Sydney into Brisbane have been affected, there may be delays of 4 hours or even cancellations of particular services. AHG RL Customer Service will endeavour to work with the DCs to reschedule where possible. Orders that cannot be delivered will be re-booked, Customer Service will be reporting directly to the affected customers.

Any further updates will be published on the AHG RL website www.ahgrl.com.au.

Should you have any further queries or require any additional information, please do not hesitate to contact your state Customer Service team or Account Manager.

We would like to thank you, our customer for your support in working with us with relation to this matter.

Kind regards,

AHG Refrigerated Logistics



NATIONAL CUSTOMER ADVICE

Friday, 21 December 2018

Mainline Closure – Sydney-Brisbane

Severe Weather Conditions

CUSTOMER SERVICE CONTACTS

Dear Pacific National Customer,

Severe weather conditions over night in New South Wales has resulted in the closure of the mainline between Sydney-Brisbane. Two principle areas have been affected; (a) flooding at Flemington (Sydney); and (b) debris/fallen trees between Taree-Telegraph Point (northern NSW).

At this stage we are waiting further information regarding the restoration of the mainline.

Pacific National is currently working on a recovery plan; however, the following trains have been directly affected:

- 3AB6 (conveying services 3AB6, 3GB6, 4MB2/6, 5SB5 & 5SBW) currently stabled at Taree. Freight availability TBA
- 4BS6 (conveying services 4BM6, 4BP5, 4BS6 & 4BSW) currently stabled at Cowan. Freight availability TBA
- 4BM4 (conveying service 4BM4) currently stabled at Thornleigh. Freight availability TBA
- 5BS3 (conveying services 4BS8 & 4BSWC) currently stabled at Gosford. Freight availability TBA
- 5BM4 (conveying service 5BM4) currently stabled at Telegraph Point. Freight availability TBA
- 5BW4 (conveying service 5BN6) currently stabled at Eungai. Freight availability TBA
- 5BS6 (conveying services 5BE2, 5BM6, 5BP5/E, 5BS6, 5BSW) currently stabled at Nambucca Heads. Freight availability TBA
- 4MB4 (conveying service 4MB4) currently stabled at Taree. Freight availability TBA
- 5MB4 (conveying service 5MB4) currently running 4hrs behind schedule, will be stabled in the Sydney area until the mainline is restored. Freight availability TBA
- 5WB3 (conveying services 7PB6, 5SB3, 4SN2 & 4SB3W) currently stabled at SFT waiting track restoration. Freight availability TBA
- 6SB1 (conveying services 5MB6, 6SB5 & 6SBW) currently stabled at SFT waiting track restoration. Freight availability TBA
- **6MS2 (conveying services 6MS4 & 6MB6) has been cancelled**
- **7SM2 (conveying services 5BE2 & 7SM5) will be cancelled**
- **Note there may be further train cancellations once the recovery plan is finalised**

A further update will be provided at approximately 1330hrs today.

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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