

Friday, 18 September 2020

Dear Valued Customer,

Please see below **National Customer Advice - UPDATE 2 (Final) Mainline Closed Between Kyogle-Brisbane Due To Infrastructure (Bridge) Issue 17th September 2020**

Background:

The Australian Rail Track Corporation (ARTC) has advised that the mainline between Kyogle and Brisbane has been closed due to concerns regarding the structural integrity of a rail bridge at Kyogle, NSW.



Details:

Update 1: 19:30hrs 17th September

The ARTC has revised their initial advice regarding track restoration to tomorrow (18/9) afternoon (time TBC). A revised service plan will be communicated tomorrow (18/9) morning as soon as track restoration time is confirmed.

Update 2: 12:00hrs Friday 18th September – Final

The ARTC has advised that the mainline at Kyogle will be stored at approximately 16:00hrs today (18/9). The latest update to Pacific National services impacted by this event is summarised below.

Impacted Services:

Train 3AB6

- Conveying services 3AB6, 4MB6, 5SB5, 7PB6
- Will be held at Killawarra NSW
- Forecast Brisbane Freight Availability approximately 21:00hrs Friday 18/9

Train 4MB4

- Conveying services 4MB4, 4MB4H/V (Steel)
- Will be held at Taree NSW
- Forecast Brisbane Freight Availability approximately 19:00hrs Friday 18/9

Train 4WB3

- Conveying Steel and services 3MB6, 4NB6
- Will be held at Rappville NSW
- Forecast Brisbane Freight Availability Saturday 19/9 (Customers are advised to liaise with Pacific National's Queensland Customer Service team to confirm freight availability time)

Train 5BM4 - Cancelled

- Service 5BM4 - Cancelled
- Freight originally booked to service 5BM4 will be cascaded to 6BM4
- Forecast Melbourne Freight Availability 11:00hrs Sunday 20/9 – 24hr delay

Train 5BS6 – Cancelled

- Services 5BP5/E, 5BS6 – Cancelled
- Perth freight originally booked to 5BP5/E will cascade to 6BP5 - forecast Perth freight availability 08:00hrs Tuesday 22/9 (24hr delay)
- Sydney freight originally booked to 5BS6 will cascade to 6BS5 – forecast Sydney freight availability 04:00hrs Sunday 20/9 (24hr delay)

Note – all Brisbane customers are advised to liaise with the Queensland Customer Service team to confirm booking arrangements for Friday and the weekend as there may be further impacts to these services.



Train 5MB4 – Cancelled

- Service 5MB4 cancelled
- Brisbane freight originally booked to 5MB4 will cascade to 6MB4 – Forecast Brisbane Freight Availability 05:30hrs Sunday 20/9 – 24hr delay

Train 6MB4 – 24hr delay (will travel on train 7MB4)

- All freight originally booked to 6MB4 will cascade to 7MB4 – Forecast Brisbane Freight Availability 07:30hrs Monday 21/9 – 24hr delay

Train 7MB4 – 24hr delay (will travel on additional train 1BM4)

- All freight originally booked to 7MB4 will cascade to 1BM4 (additional train) – Forecast Brisbane Freight Availability 08:00hrs Tuesday 22/9 – 24hr delay

Train 5BW4 – Cancelled

- Conveys Steel and service 5BN6
- All loading will cascade to trains 7BS3 and 7BW4 departing Brisbane on Saturday 19/9.

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.

Kind regards,

Scott's Refrigerated Logistics.