



# CUSTOMER SERVICE BULLETIN

## PERTH MORNING UPDATE

Sunday, 2 December 2018

ARRIVALS FROM	TRAIN ID	SERVICES	EXPECTED AVAILABILITY	TRACK	COMMENTS
Melbourne/ Adelaide	6MP1	5MP6, 6AP6, 3SP1, 5MPX	1230 Hrs		Late
SYD/BNE	5SP5	4SP5, 4SPS, 3PB5, 5GP5, 4SPT	0600 Hrs		Available
MEL/ADE	5MP5	5MP5, 5MPB, 5PMT, 6AP5, 6APB, 6APT, 6APM	0930 Hrs		Late

FOR NATIONAL RAIL FREIGHT AVAILABILITY DETAILS [CLICK HERE](#)

STAFFING DETAILS	NAME	CONTACT DETAILS
Customer Service Centre	Ashley Tzum Quinonez Deborah Bailey Rebecca Fiori Jessica Sayers	Phone (08) 9353 9555 Fax (08) 9353 3592 <a href="mailto:pftcsc@pacificnational.com.au">pftcsc@pacificnational.com.au</a>
CSC Supervisor	Lauren Norrish	Phone (08) 9353 9504
WA Sales Manager	Simon Andreas	Phone (08) 6310 9910 Mobile 0497 003 884 <a href="mailto:Simon_Andreas2@pacificnational.com.au">Simon_Andreas2@pacificnational.com.au</a>
Perth Operations team	Operations  Willie Garcia	Phone (08) 9353 9538 Mobile 0419 243 199 <a href="mailto:PFTTerminalPlanners@pacificnational.com.au">PFTTerminalPlanners@pacificnational.com.au</a> <a href="mailto:pftpnexpressservices@pacificnational.com.au">pftpnexpressservices@pacificnational.com.au</a>  Phone (08) 9353 9506 Mobile 0417 902 057
Superintendent Operations	Nathan Madaffari	<a href="mailto:Nathan_Madaffari@pacificnational.com.au">Nathan_Madaffari@pacificnational.com.au</a> Phone (08) 9353 9507 Mobile 0407 290 146

WEEK DAY	OPENING HOURS		
	TERMINAL	CUSTOMER SERVICE CENTRE	EXPRESS SERVICE CENTRE
Sunday	06:00 – 23:59	06:00 – 12:00	19:00 – 23:59
Monday	00:00 – 22:00	05:00 – 18:00	00:00 – 22:00
Tuesday	05:00 – 21:00	05:00 – 18:00	04:00 – 22:00
Wednesday	05:00 – 21:00	05:00 – 16:00	06:00 – 14:00
Thursday	05:00 – 23:59	05:00 – 18:00	06:00 – 14:00
Friday	00:00 – 22:00	05:00 – 19:00	04:00 – 23:30
Saturday	06:00 – 14:00	Closed	Closed