



CUSTOMER SERVICE BULLETIN

PERTH MORNING UPDATE

Friday, 14 December 2018

| ARRIVALS FROM | TRAIN ID | SERVICES | FA | TRACK COMMENTS |
|----------------------------|-------------|--|----------------|----------------|
| Melbourne / Adelaide | 4MP7 | 3PME, 3MPM, 3MPX 4APE, 4APM, 4APX | 0300hrs | Available |
| Melbourne/ Adelaide | 3MP4 | 3AP6, 3MP4 | 0400hrs | Available |
| Sydney / Goobang | 3SP7 | 3SPE, 3SPS 4GP5, 4GPE | 0830hrs | Late |
| Melbourne/ Adelaide | 3MP5 | 3MP5, 3PMB, 3PMT, 4AP5 4APB, 4API, 4APT | 1030hrs | Late |

| STAFFING DETAILS | NAME | CONTACT DETAILS |
|-------------------------------------|---|--|
| Customer Service Centre | Ashley Tzum Quinonez (Maternity Leave) Deborah Bailey Rebecca Fiori Jessica Sayers | Phone (08) 9353 9555 Fax (08) 9353 3592 pftcsc@pacificnational.com.au |
| Customer Service Coordinator | Lauren Norrish | Phone (08) 9353 9504 |
| WA Sales Manager | Simon Andreas | Phone (08) 6310 9910 Mobile 0497 003 884 Simon_Andreas2@pacificnational.com.au |
| Perth Operations Team | Willie Garcia | Phone (08) 9353 9538 Mobile 0419 243 199 PFTTerminalPlanners@pacificnational.com.au pftpnexpressservices@pacificnational.com.au Phone (08) 9353 9506 Mobile 0417 902 057 pftpnexpressservices@pacificnational.com.au |
| Superintendent Operations | Nathan Madaffari | Phone (08) 9353 9507 Mobile 0407 290 146 Nathan_Madaffari@pacificnational.com.au |

| 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 |