

Christchurch earthquake - latest network and customer updates

04 September 2010

Check the [Civil Defence site](#) for latest updates on the quake and emergency efforts.

CSI 5851 Christchurch earthquake.

Send a message to the team in Christchurch or let us know what you think [in the discussion](#).

Check the [@telecomnz](#) twitter feed for updates.



Latest - 2:15pm Sunday

- Read the [guidelines for special leave](#) for those in Christchurch affected by the earthquake.
- David Havercroft has sent another [email update](#) to the T&SS team.
- Alan Gourdie has sent another [email update](#) to the Retail team.
- Chris Quin has written another [special edition of CQ500](#) for the Gen-i team.

12:30pm Sunday

- Paul has sent a [further email](#) to everyone with the latest update.
- We're making [Christchurch payphones free](#).
- [Chorus technicians and equipment](#) from around the country are being brought in to Christchurch to help.

5:45pm Saturday (also see service status update below)

Read [the email](#) Paul Reynolds sent to all our people. As mentioned in the email, we've now set up a special number for any of our Christchurch colleagues who need help. If you're in Christchurch and need our support, please either contact your manager if you are able to, or phone **0800 002 700**. If you're reading this and are in touch with any Telecom people in Christchurch who need our support, please pass on the number.

Read [Alan Gourdie's email](#) to our Retail people. Alan followed this with [another email](#) at around 7pm on Saturday night.

Read [CQ500](#) - Chris Quin's email to Gen-i.

Read [Dave Havercroft's message](#) to our T&SS people.

Christchurch Earthquake & Telecom Services status *updated* 5pm, 4th September

- Our services are currently standing up well in the South Island following the earthquake and we're continuing to work with Civil Defence agencies to restore services.
- 111 services are fully-available and fixed line infrastructure is performing well, as are both our mobile networks.
- The majority of outages are power-related.
- All four Civil Defence social assistance sites have service.
- A small number of mobile sites have lost power, and others are running on battery back-up.
- We've sourced enough back-up generators and diesel to restore services, and are currently attempting to access sites as soon as possible, subject to damage and civil defence

requirements.

- Gen-i is prioritising support for clients who are involved in essential services and infrastructure

Request for customers

As elements of the mobile network are running on battery back up, we're urging customers to reserve power on the network and use mobiles for emergency calls only. Use of mobile phones for sending images and video from the area should be minimised.

In addition, due to lost power in customers' homes, wireless landline phones will not be working as base stations require power. If customers have analogue non-wireless landline handsets they will still work without power, so they are encouraged to use those for landline calls.

Getting in touch with Telecom - advice to customers

Due to the Christchurch earthquake our team based in Christchurch is not working today. We apologise for longer wait times for customers calling us. If your query is not urgent, we'd appreciate if you could call us back on Monday.

Alternatively please try and find the information you are looking for here online:

Moving house - If you are moving house please visit to [http://www.telecom.co.nz/movinghouse](#) to register your move online.

Logging a fault - please do this through our email address which is

We'll keep you updated here on Pulse as we go.

Contact: Richard Irvine
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