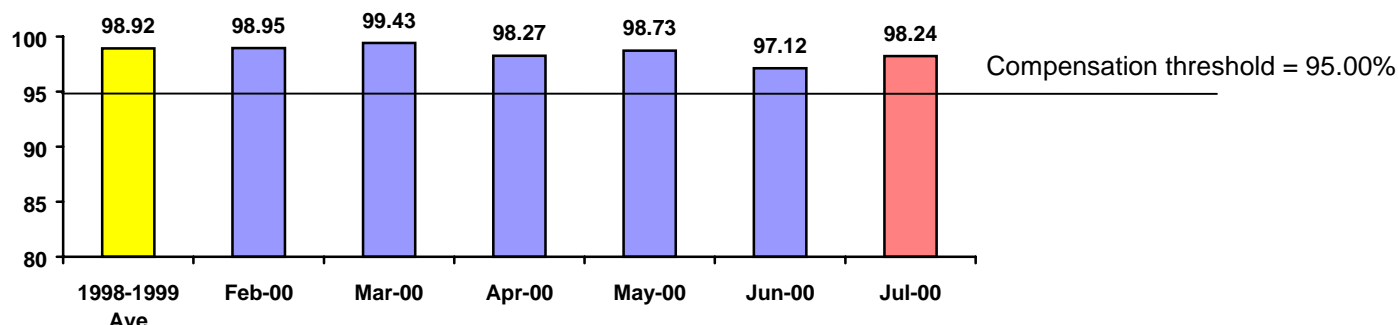


**Bayside Trains Network**  
**Performance and compensation**  
**July 2000**

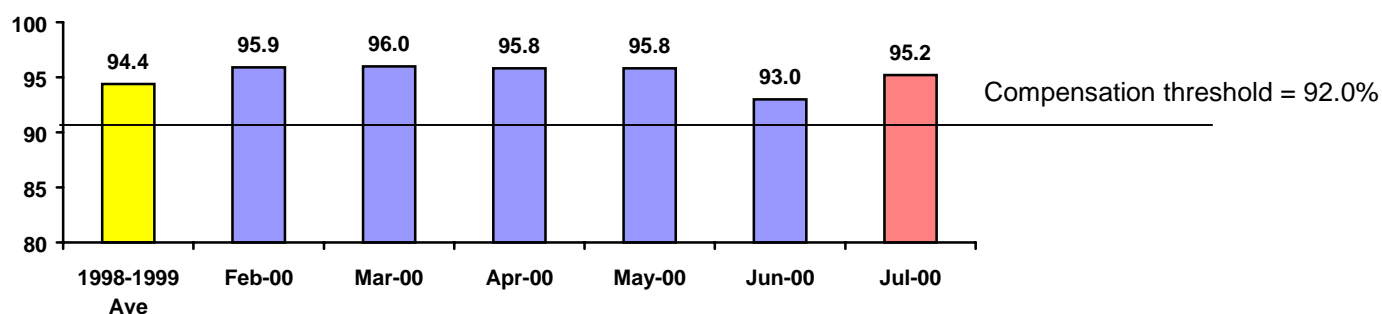
**Reliability**

The percentage of timetabled trains that ran



**Punctuality**

The percentage of trains that arrived within five minutes of their scheduled time



The compensation threshold is the minimum service level established by government, below which, compensation is payable.

**JULY PERFORMANCE**

Bayside Trains launched its Customer Service Charter in May. In the Charter, we pledged to provide compensation, in the form of complimentary tickets, to passengers with monthly, six-monthly or annual tickets if our average monthly performance fell below levels agreed with the Government.

Performance on the Pakenham line dropped below the compensation threshold in July. This means passengers with monthly, six-monthly or annual tickets which have been validated on the Pakenham line between 1 and 31 July, can claim a complimentary daily travel ticket.

All other claims for compensation will be judged on their merits on a case by case basis.

Claims must be made in writing to Customer Relations, Reply Paid 5343, Melbourne, Vic 8060. Alternatively passengers can complete and return a Reply-Paid comment form available from Bayside Trains Premium Stations. Passengers are also required to show proof of travel by submitting their valid ticket with their claim. Where appropriate, tickets will be checked to verify where they have been validated.

For more information, please call Customer Relations on 1800 800 120.