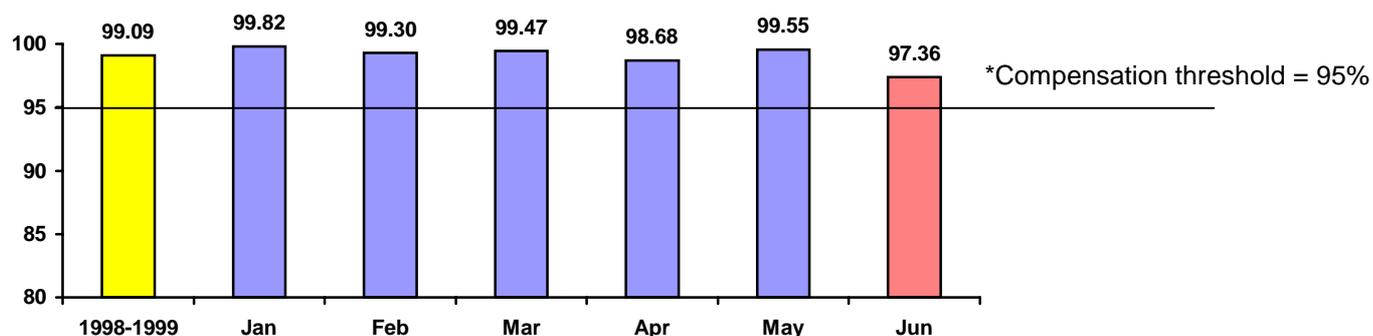


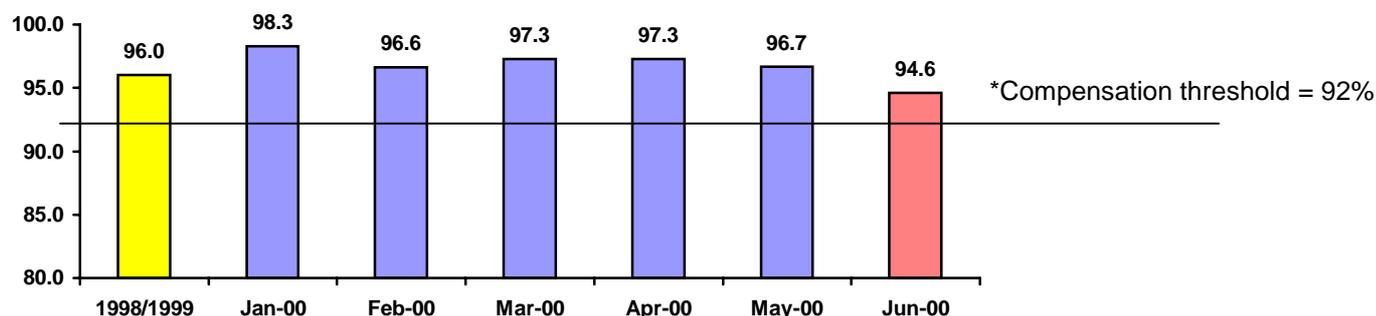
BAYSIDE TRAINS

Broadmeadows Line PERFORMANCE AND COMPENSATION JUNE 2000

RELIABILITY – Broadmeadows Line The number of timetabled trains that ran



PUNCTUALITY – Broadmeadows Line The number 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.

JUNE PERFORMANCE

Unfortunately, our service was severely disrupted in June. We would like to apologise for any inconvenience this has caused and reassure you that our reliability and punctuality performance should return to normal during July.

Passengers on the Pakenham, Cranbourne and Frankston lines experienced most disruption and, as a result, our punctuality performance on these lines dropped below the compensation threshold. This means passengers with monthly, six-monthly or annual tickets which have been validated on the Pakenham, Cranbourne and Frankston lines between 1 and 30 June, 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 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.

Performance results are published monthly