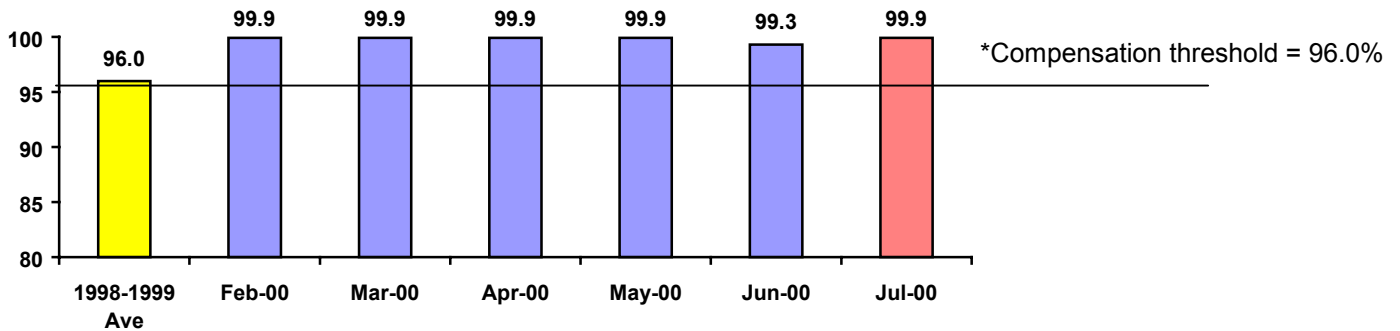


V/Line
Performance results
July 2000

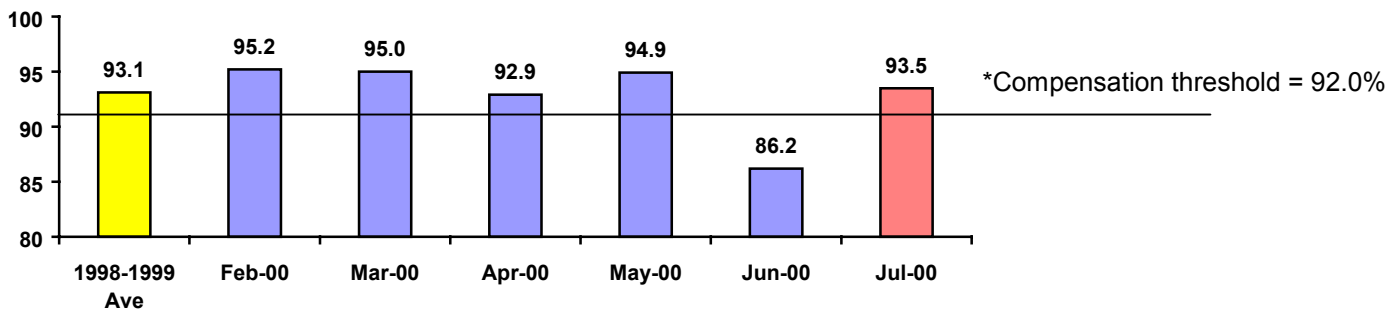
Reliability

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

V/Line 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.

We are pleased to confirm that performance in July was above these compensation thresholds.

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

Performance results are published monthly
Reference VLC00/04
Display from: 9 August to 10 Sept 2000