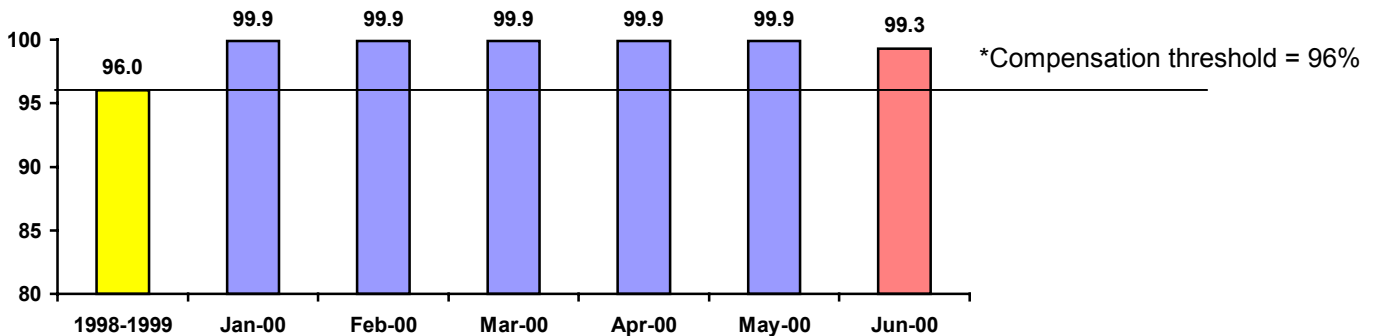


**PERFORMANCE AND COMPENSATION  
JUNE 2000**

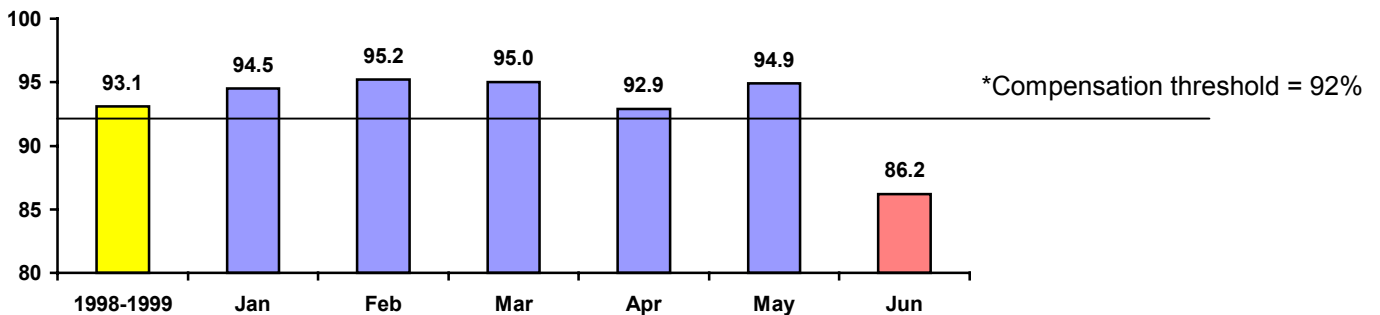
**RELIABILITY**

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.

**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.

As a result of this disruption, our punctuality performance dropped below the compensation threshold. This means passengers with valid periodical tickets of four weeks or more who travelled on V/Line between 1 and 30 June, can claim a complimentary return 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 staffed stations. Passengers are also required to show proof of travel by submitting their valid ticket with their claim.

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

Performance results are published monthly  
Reference VLC00/04  
Display from: 12 July to 8 August 2000