

Number  
**242**  
 25 Jul 10  
 to  
 21 Aug 10

2010 Reliability Standard : 99.0 %

Discounts apply below 98.0%

12 Months to  
 21 Aug 10

4 Weeks to  
 21 Aug 10

99.5%

99.9%



Standard  
 Achieved

Exclusions for the past four weeks

The following incidents were beyond our control and have been excluded:

- 09-Aug Public disorder at Grays
- 10-Aug External power failure at Pitsea
- 10-Aug Passenger falling onto the track at Southend Central
- 18-Aug Lineside fire near Stanford-le-Hope
- 19-Aug Passenger taken ill at West Ham

Void days for the past four weeks

No Void Days have been declared this period

Void days for the past fifty two weeks

No Previous Void Days

**Financial Services and Markets Act 2000**

While c2c considers that this data has been validated to a reasonable standard having regard to its intended use, no reliance should be placed upon it for the purpose of making any investment decision in relation to c2c or any other Train Operating Company.

89337  
 trains

7050  
 trains

