



# Department for Transport

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31 January 2014

Dear,

## **CONTRAVENTIONS OF THE SERVICES AGREEMENT**

**Services Agreement (“the Services Agreement”) dated 13 November 2009 between the Secretary of State for Transport (“the Secretary of State”), Directly Operated Railways Limited and East Coast Main Line Company Limited (“the Franchisee”).**

Words and expressions defined in the Services Agreement have the same meaning when used herein unless the context otherwise implies.

1. The Franchisee has contravened the Service Delivery Benchmark regime contained in Schedule 7.1 of the Services Agreement by exceeding the Breach Performance Level in respect of Delay Minutes as set out in Appendix 7 (Service Delivery Benchmark Table) to the Franchise Agreement for Reporting Period 1409.
2. The Franchisee has contravened Schedule 1.4, Paragraph 4.2 of the Services Agreement by changing the Passenger Charter without the Secretary of State’s prior written consent sometime between November 2009 and March 2013.

The Secretary of State is satisfied that the Franchisee is currently taking steps to ensure that there is no repetition of these contraventions.

This Notice is without prejudice to any action the Secretary of State may take in relation to any future contravention of the Services Agreement, including any contraventions similar to those identified in this letter.

The Department will place a copy of this letter on its public register.

Yours Sincerely,

**Commercial Manager  
For and on behalf of the Secretary of State for Transport**