



Guy Dangerfield
Passenger Issues Manager
Passenger Focus
Fleetbank House
2-6 Salisbury Square
London EC4Y 8JX

East Coast Main Line Company Limited
East Coast House, 25 Skeldergate
York YO1 6DH

virgintrainseastcoast.com

27 March 2015

Dear Guy,

RE: Timetable enhancements - December 2015 & May 2016

Thank you for your email dated 5th February. The purpose of this letter is to respond to your comments.

I note your concerns in relation to fewer northbound fast trains stopping at Berwick upon Tweed. Virgin Trains East Coast (VTEC) believes that this will be overall positive for both London <> Edinburgh customers in terms of reduced journey times, but also to Berwick customers as they will benefit from improved connectivity at more stations along the East Coast Main Line, whilst maintaining the same quantum of services between Berwick and London.

In terms of reducing the station dwell at Edinburgh for the new 0525 Sterling extension, we are working with Scotrail on this issue as we share your aspiration for reduced dwell for this service.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Phil Dawson', with a horizontal line underneath.

Phil Dawson
Regulation & Track Access Manager

cc Mark Garner, Network Rail
David Reed, ORR