

Paper Ticket Retirement

Charity Organisations Q&As

Retirement of paper tickets and other legacy travel arrangements

From 1 August, paper tickets and legacy travel arrangements will no longer be sold or accepted for travel within the Opal network. For easy access to public transport and lower fares, customers need to plan ahead and acquire the appropriate Opal card before 1 August 2016.



The following questions and answers will help address queries.

Retirement of paper tickets and legacy travel arrangements

Which tickets and arrangements will be retired on 31 July 2016?

All remaining paper tickets (MyBus, MyTrain, MyFerry, on-board light rail tickets and Pensioner Excursion Tickets) will be retired.

Legacy travel arrangements will also be retired. For non-profit and charitable organisations, any voucher travel arrangements currently in place will be retired on 31 July 2016.

How will customers find out about the changes to ticketing?

A customer campaign will support the transition to an Opal ticketing environment. Non-profit and charitable organisations are also encouraged to advise their clients on the retirement of paper tickets and legacy travel arrangements.

How do I get a refund on already purchased travel vouchers?

For refunds, please complete the Online Ticketing form attached. Post your refund form and Voucher Books to:

Online Ticketing
Po Box K659 Haymarket
NSW 1240

Can customers get a refund on any unused paper tickets?

Yes. Refunds are available online until 30 October 2016 for valid multi-use paper tickets, including TravelTen or Pensioner Excursion Tickets. Customers should visit transportnsw.info, enter "refund" into the search tab and navigate to the appropriate page.

Are there any changes to ticketing for public transport in NSW outside the Opal network?

No. Customers should continue to buy the appropriate ticket from regional operators outside the Opal network. The Country Pensioner Excursion ticket and Regional Excursion Daily ticket will still be accepted within regional and rural areas in NSW



and ACT.

What should I tell my clients who currently use paper tickets?

Clients should be advised:

- From 1 August 2016, paper tickets will no longer be sold or accepted
- Customers will need an Opal card, Opal single trip ticket or Opal single bus ticket before travelling within the Opal network
- Concession fares will only be available on Opal cards
- To plan ahead. Gold Senior/Pensioner and Concession Opal cards are available by phone or online, but can take between 5 -7 working days to arrive.
- Adult and Child/Youth Opal Single Trip tickets are available for travel by train, ferry or light rail at designated locations across the network (visit **opal.com.au**).
- Adult and Child/Youth Opal single bus tickets will be available on board non-prepay buses. Prepay bus services will be Opal only.

Opal card

What are the benefits of travelling with an Opal card?

Opal is easy and convenient to use, offers lower fares and benefits like daily and weekly fare caps, including all day travel on Sundays for just \$2.50 (excluding Sydney Airport station access fee).

Where can customers get an Adult and Child/Youth Opal card?

Customers can acquire an Opal card:

- Online at **opal.com.au**
- By calling **13 67 25 (13 OPAL)**
- At one of 2,100+ retailers, visit **retailers.opal.com.au** to find a retailer
- By visiting a Transport Customer Service Centre or Shop at Central Station and Circular Quay, or visiting Wynyard, Queen Victoria Building and Railway Square bus interchanges
- From one of 34 Service NSW centres across NSW
- From an Opal kiosk at selected train stations from Tuesday 5 July – Friday 5 August 2016. (visit **opal.com.au** for locations).

Gold Senior/Pensioner and Concession Opal cards

How do customers access concession fares?

For concession fares, seniors, pensioners and other eligible customers need to apply now for a Gold Senior/Pensioner or Concession Opal card. From 1 August 2016, concession fares will only be available on Opal cards.

Who is eligible for a Concession Opal card?

Concession Opal cards are available for eligible tertiary and TAFE students, apprentices or trainees, and job seekers. For more information and to apply, visit **opal.com.au** or call **13 67 25 (13 OPAL)**.

Where can customers get a Gold Senior/Pensioner or Concession Opal card?

Customers can apply online at **opal.com.au** or by phone **13 67 25 (13 OPAL)**. Gold Senior/Pensioner Opal cards are also available at Opal kiosks at selected train stations from Tuesday 5 July – Friday 5 Aug 2016.

Will the Gold Senior/Pensioner Opal card cost customers more?

The Gold Senior/Pensioner Opal card offers the same benefits as the retired Pensioner Excursion Ticket with a \$2.50 daily fare cap (excluding Sydney Airport Station Access Fee).

Single-use Opal tickets

What other ticketing options will be available for customers from 1 August 2016?

Opal is the easiest and cheapest way to get around on public transport, but as a last resort, customers can buy an Adult or Child/Youth Opal single trip ticket from an Opal top up or ticket machine across the Opal network, or an Opal single bus ticket on board buses (excluding prepaid services).

These are single-use tickets only valid for travel on the day of purchase.



Opal single trip ticket:
Train, light rail and ferry



Opal single bus ticket:
Bus only

The locations of the Opal top up or ticket machines are listed at **opal.com.au**.

Why can't customers buy a concession Opal single trip ticket?

Unfortunately people have been buying concession tickets they are not entitled to, costing taxpayers millions of dollars a year. To address this misuse, Opal single trip tickets will only be available for Adult and Child/Youth fares.

Apprentices and trainees eligible for concession fares must apply for the appropriate Opal card or pay a premium price for the Opal single trip ticket.