

Opal Support Guide



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What is an Opal card?

The Opal card enables access to the Electronic Ticketing System introduced across Greater Sydney's public transport network to make travelling on public transport an easy and convenient Customer experience.

When referring to Opal cards, please note the following:

- ◆ Always refer to the card as an Opal card
- ◆ Customers can **obtain/get/acquire** an Opal card (not “buy” or “purchase”) Opal cards.

What Cards Are Available?

Adult and Child/Youth and Entitlement Based Concession Opal cards are available now by calling Opal Customer Care on **13 67 25 (13 OPAL)**.



There are three types of non-reloadable Entitlement Based Opal cards. These cards are personalised with the First & Last Name printed on the back of the entitlement card holder.

These Opal cards are managed and distributed by TfNSW Passes & Schemes Department.

'Free Travel' Opal Card

Available for Customers who are vision impaired, ex-defence personnel with a related disability, blinded soldiers, World War 1 Veterans and Widows and holders of the Victoria or George Cross Medals.



School Opal Cards

Available for eligible NSW School Students supporting free travel Monday to Friday to and from school, and excludes Airport Link Train Stations.



Employee Opal Card



The Employee Opal card has replaced employee travel passes and will provide the same entitlements as the magnetic stripe tickets. The Employee Opal card is not valid for use on Light Rail or PBO services.

Single Trip Ticket Opal Card



Single Trip Tickets (STT) are available from TOTMs located on Stations, Wharves and Light Rail Stops. They are for a single trip only and the customer must **Tap On/Tap Off**. The STT is only available in the Adult and Child/Youth categories. Concession holder must purchase an Adult STT.

How To Obtain An Opal Card

Customers can choose between obtaining a Registered or Unregistered Opal card.

There is no fee for Customers to obtain an Opal card, however, Customers may be required to pay an initial amount, depending on the card type, when they order/acquire their card so that the value can be loaded onto the Opal card ready for use.

Registered Opal Cards

Registered Opal cards can be ordered remotely via www.opal.com.au and Opal Customer Care on **13 67 25 (13 OPAL)**.

Customers will be required to create a Customer Profile (ie. Name, address, phone, email, PIN, security question and answer). The Opal card is then linked to the Customer Profile.

The Customer is required to activate their card and then **Tap** their card at an Opal card reader to load the initial value ready for use.

Unregistered Opal Cards

Unregistered Opal cards can be acquired directly via Opal Retail Outlets which include Transport Customer Service Centres, Transport Shops and Services NSW Centres, where the initial value is loaded directly onto the Opal card, which is then ready for immediate use.

Unregistered Opal cards do not have any personal information associated with them.

Card Activation

Opal cards received in the Postal Starter Pack need to be activated prior to use.

Card activation can be completed via:

- ◆ www.opal.com.au
- ◆ **1800 447 792** (IVR Activation)
- ◆ **13 67 25 (13 OPAL)**

During the activation process the Customer will need to enter the card identification number (CIN) located on the back of the card and the PIN they nominated when they ordered their card.

Once activated, the initial top up value takes up to **60 minutes** to be released to all Opal card readers ready for the Customer to collect when they **Tap On**.

If the card is not activated or the initial value is not loaded onto the Opal card within 60 days, the initial amount paid by the Customer will be reversed.

**Activate your card
before use – it's simple**
(you'll need your card number and PIN)
Phone **1800 447 792** or
go to **opal.com.au**
If calling from overseas, please call +61 2 9211 9341

Activation takes 60 minutes to take effect

Always remember to tap on and tap off

This Opal card is the property of Transport for NSW (TfNSW) and is subject to Opal's terms of use.

For more information call Opal Customer Care on **13 67 25** or visit **opal.com.au**

Tap on for your name and phone number

1234 5678 9012 3456 8263

Top Ups

Customers can add value to top up their Opal card balance in two ways:

- ◆ Ad-hoc basis (remotely or directly)
- ◆ Automatically via an auto top up arrangement.

A **Remote Top up** occurs when the card cannot be presented to an Opal card reader immediately. This top up can take up to 60 minutes for the value to be available for collection at an Opal card reader.

Channels for remote top up include:

- ◆ Opal Travel App
- ◆ www.opal.com.au
- ◆ **13 67 25 (13 OPAL)** – IVR/Opal Customer Care.

A **Direct Top up** occurs when the top up value is added immediately by presenting the Opal card to an Opal reader at a recognised Opal Retail Outlet, Transport Shop, Transport Customer Service Centre, Service NSW Centres, Woolworths, 7Eleven or at an Opal Top Up Machine.

An **Auto Top up** order can be created by Customers who have registered their Opal card. Channels to set up Auto Top up include:

- ◆ www.opal.com.au
- ◆ **13 67 25 (13 OPAL)** – IVR/Opal Customer Care.

The Opal card will automatically be topped up when the balance of the card reaches the low balance threshold amount as follows:

- ◆ Adults: \$10.00
- ◆ Child/Youth/*Concession: \$5.00

Note: *Concession refers to all Entitlement Based Opal cards (i.e. Gold Senior/Pensioner and Concession Opal cards).

Opal Customer Information

Opal Customers can contact Opal Customer Care by calling **13 67 25 (13 OPAL)**.

The Opal Customer Care is a call centre facility available 24 hours a day, 7 days a week, 365 days a year.

Customers should be referred to Opal Customer Care for any Opal enquiries including:

- ◆ Ordering a new Opal card
- ◆ Activating an Opal card
- ◆ Topping up the value on their card
- ◆ Enquiries relating to fares charged
- ◆ Requesting an adjustment on a fare paid
- ◆ Requesting a refund or balance transfer
- ◆ Reporting a lost/stolen Opal card
- ◆ Reporting a damaged/defective/faulty card
- ◆ Checking the balance of an Opal card
- ◆ General Opal card enquiries.

A standalone website www.opal.com.au will provide Customers with a wide range of services. Customers accessing the Opal website on mobile devices will automatically be redirected to the Opal mobile website www.m.opal.com.au.

Customer Channels

	Opal Customer Care 13 67 25 (13 OPAL)	Interactive Voice Response (IVR)	www.opal.com.au	Transport Customer Service Centres*	Retail Outlets*	Opal Top-Up Machines	Opal Travel App
General information	✓	✗	✓	✓	✗	✗	✗
Order a Registered Card	✓	✗	✓	✗	✗	✗	✗
Acquire an Unregistered Card	✗	✗	✗	✓	✓	✗	✗
Activate a card	✓	✓	✓	✗	✗	✗	✓
Top up a card	✓	✓	✓	✓	✓	✓	✗
Check card balance	✓	✓	✓	✓	✓	✓	✓
Request an activity statement	✓	✗	✓	✗	✗	✗	✗
Create/update Customer Profile	✓	✗	✓	✗	✗	✗	✗
Report lost/stolen card	✓	✗	✓	✗	✗	✗	✓
Report damaged/ defective/faulty card	✓	✗	✗	✗	✗	✗	✗
Obtain transaction history	✓	✓	✓	✗	✗	✗	✓
Set up Auto top up	✓	✗	✓	✗	✗	✗	✓

*Inclusive Transport Customer Shops, Service NSW Centres, and ALC Booking Booths.

NSW TrainLink

Lithgow to Bathurst Coach Services

Customers travelling on the Lithgow to Bathurst Coach Services will be required to adhere to the following protocols when travelling on this coach service:

Lithgow to Bathurst Coach Service

- ◆ Opal Customers who are travelling from Lithgow to Bathurst should Tap On the Opal card readers at Lithgow train station before boarding the coach service and Tap Off at the Opal card readers at Bathurst train station after alighting from the coach.
- ◆ Opal Customers who have transferred from a train to the Lithgow to Bathurst coach service should **Tap On** at Lithgow train station and **Tap Off** at Bathurst train station.
- ◆ Opal Customers who are transferring from a train service at Lithgow to the coach service and are alighting at bus stops before Bathurst are not required to purchase a separate Paper Ticket. Customers should ensure they have **Tapped Off** at Lithgow before boarding the coach service and use their Opal card as a flash pass.

Bathurst to Lithgow Coach Service

- ◆ Opal Customers who are travelling from Bathurst to Lithgow should **Tap On** at the Opal card readers at Bathurst train station before boarding the coach service and **Tap Off** at the Opal card readers at Lithgow train station after alighting from the coach.
- ◆ Opal Customers who are travelling from Bathurst to Lithgow by coach service who are then transferring to a train service should Tap On at Bathurst train station and **Tap Off** at their destination.
- ◆ Opal Customers who are boarding at bus stops between Bathurst and Lithgow and are transferring to a train service are not required to purchase a separate Paper Ticket and should **Tap On** at Lithgow train station and **Tap Off** at their destination.

All other Customers who are travelling on this coach service without an Opal card should purchase a Paper ticket.

Opal Terminology

- Add Value** An Opal card has value on it. When a Customer **Taps On** and **Taps Off**, the correct fare is calculated and deducted from that value. Customers can add value to an Opal card by topping up at an Opal Retail Outlet, an Opal Top Up Machine or by calling Opal Customer Care or visiting the website www.opal.com.au.
- Adjustment** A credit or debit made to the balance on an Opal card where the correct amount for a journey (or sequence of journeys) was not charged for one of a number of reasons.
- Break Train Journey** Train Customers will be able to “break their journey” for up to 60 minutes and re-enter at the same station or one of the closest 9 stations to resume their journey with no additional fare.
- Customers who break their journey within the CBD/City Circle can re-enter at any CBD/City Circle station within 60 minutes to resume their journey.
- Train and Light Rail journeys can include 7 journey breaks and if the journey is resumed on each occasion within the 60 minute time limit it will be considered 1 overall journey for the purposes of the Weekly Travel Reward.

Default Fare When an incomplete journey occurs, the default fare is deducted from the value on the Customer's Opal card. The default fare is equivalent to the maximum fare band payable for the transport mode, with buses where the default fare is the highest fare band payable for the distance of the route.

Daily Travel Cap Maximum fare payable in any given day across all transport modes (over a fixed 24 hour period between 4.00 am and 3.59 am the following day). Once the Daily Travel Cap has been reached, all subsequent journeys are free for the rest of that day.

- ◆ Monday to Saturday: \$15.40 for Adults \$7.70 for Child/Youth and \$7.70 for Concession*
- ◆ Sunday: \$2.60 – All Opal cards

*Concession Gold Senior/Pensioner daily travel fares are capped at \$2.50.

Weekly Travel Cap A Weekly Travel Cap is the maximum fare payable in the travel week (fixed 7 day period between 4.00 am Monday and 3.59 am the following Monday). Once the Weekly Travel Cap has been reached, no further payment is required for the rest of the travel week.

- ◆ Adults Cap - \$61.60
- ◆ Child/Youth: \$30.80
- ◆ Concession - \$30.80*

*Concession Gold Senior/Pensioners weekly travel is capped at \$17.50 (ie. 7 x \$2.50 daily travel cap)

Journey

A journey consists of one or more trips using one or more modes of transport. A journey is the sum of trips made within the transfer rules of the Opal card.

Incomplete Journeys

Incomplete journeys occur when:

- ◆ A Customer ***Taps On*** at start of journey but doesn't ***Tap Off*** at end of journey (Manly service excluded)
- ◆ A Customer ***Taps Off*** at end of journey but didn't ***Tap On*** at start of journey (may also be referred to as an unstarted exit)
- ◆ The maximum journey time is reached and a ***Tap Off*** has not occurred. The maximum journey time within the boundaries of Sydney Trains is 5 hours and Light Rail is 3 hours.
- ◆ When an incomplete journey occurs, the Customer incurs the default fare. .

Maximum Journey Time Maximum journey time refers to the maximum time permitted between a **Tap On** at the start of a journey and a **Tap Off** at the end of the same journey. Where the maximum journey time is reached and a **Tap Off** has not yet occurred, the journey will be incomplete and a default fare will be charged.

If the Customer **Taps Off** after the maximum journey time has elapsed, a second (incomplete) journey may occur.

The maximum journey times are:

- ◆ Sydney & NSW train journey = 5 hours
- ◆ Light Rail journey = 3 hours
- ◆ Sydney ferries = 3 hours

Minimum Travel Balance The balance of a Customer's Opal card must be equal to at least the fare charged for the existing minimum fare band (either peak or off-peak) for the transport mode and will take into account any applicable discounts or fare caps.

Multi-Mode Journey Two or more trips on multiple transport modes which connect within the transfer rules of the Opal card.

Off Peak Fare An off-peak discount of 30% on the relevant Opal fare applies to train Customers only.

Peak periods occur on the train network on weekdays as follows:

Sydney Trains	NSW TrainLink
7:00 – 9:00 (am peak)	6:00 – 8:00 (am peak)
4:00 – 6:30 (pm peak)	4:00 – 6:30 (pm peak)

All other times are considered to be off-peak (including public holidays which occur on a weekday).

Opal Card Readers

Used by Customers to **Tap On** and **Tap Off** using their Opal card. At a gated or ungated station the reader displays Customer messages to show a correct **Tap On** or **Tap Off**, as well as account balance and other messages.

Where stations have “swing gates” (manual wide gates) installed, Opal card readers on poles will be installed. These Opal card readers will be set to either “entry mode” or “exit mode”.

To enter or exit the paid area via the swing gate, the Customer will need to tap their card at the Opal card reader. The staff member will then need to manually open the swing gate to allow the Customer to pass through.

Opal Customer Care	The primary Customer channel that Customers can call to ask questions and manage their Opal card or account. Contact Opal Customer Care on 13 67 25 (13 OPAL) .
Opal Portable Reader/ORPA	Portable device used by Transport/Police Officers, and Customer Services Officers to read a Customer's Opal card to determine if it is valid for travel. Opal Revenue Protection App.
Single Mode Journey	Two trips on the same transport mode which connect within the transfer rules of the Opal card.
Tap Off	Tap Off occurs when a Customer correctly presents their Opal card at an Opal card reader at the end of a journey.
Tap On	Tap On occurs when a Customer correctly presents their Opal card at an Opal card reader at the start of a journey.

Tap On Reversal

There may be situations where Customers need to leave the station after they have **Tapped On**, but have not yet commenced their journey.

These situations could include:

- ◆ The Customer has chosen to delay their journey (needs to return to car, office/home to retrieve item etc.)
- ◆ The Customer has decided to take alternate mode of transport

A **Tap On** reversal occurs when:

- ◆ A Customer **Taps On** at an Opal card reader at a gated or ungated station
- ◆ The same Opal card is **Tapped Off** at an Opal card reader in auto mode (ungated station) or at an exit gate (gated station) **at the same station** where the **Tap On** occurred; and
- ◆ The **Tap Off** is completed at least **15 seconds** after but less than **30 minutes** after the initial **Tap On**

Transfer

A transfer occurs at the end of a single trip. It is a change of transport mode or route to another service or route, to continue a journey.

Transfers can be intra-modal or inter-modal.

- ◆ **Intra-modal** transfers occur within the same mode of transport, e.g. train only, light rail only or bus only.
- ◆ **Inter-modal** transfers occur across multiple modes of transport, e.g. train, ferry light rail and/or bus.

Transfers made within the standard transfer time of 60 minutes* combine trips into a single journey. (*60 minutes applies to all services except the Manly ferry service where the transfer time is 130 minutes from the **Tap On** at Manly).

The gates at the wharves which are used for the Manly service are configured as **Tap On** only. This is due to the way the wharves which service this route are laid out where passengers do not exit the wharf through the gates for safety reasons.

Inter-modal discount applies. Once a customer meets the transfer rule of 60 minutes, they receive a \$2.00/Adult \$1.00/Child – Concession discount for each Inter-Modal transfer.

Trip

A trip is travel on one route using one transport mode. When you transfer to another route or service, you are commencing a new trip.

Value Value needs to be placed onto an Opal card with a top up so Customers can pay for their travel.

Weekly Travel Reward After 8 paid and completed journeys in a week, (4:00 am Monday to 3:59 am the following Monday) subsequent journeys are discounted by 50% to Customers across all modes of transport.

Incomplete journeys (which incur a default fare) do not count towards the Weekly Travel Reward.

Single Trip Ticket

The Single Trip Ticket is a ticket of a last resort and is the alternative to The Opal card. The STT does not attract any rewards, transfers or discounts and can only be used for a single trip on a single mode of transport. A STT can only be purchased from a Top Up or Ticket machine located in the unpaid areas of stations throughout the network. All STT's must be tapped on and tapped off for each trip.

Fares

Each transport mode has its own existing fare bands for paper tickets. With the introduction of Opal, the same distance fare bands will be replicated. For buses the Opal distance-based fare bands replace the MyZone Section fare bands.

Opal Train Fare Bands (Peak)

Train Fare Bands	Distance	Fares In Peak Times		
		Adult	Child/ Youth	Concession*
Opal Train 1	0 - 10 km	\$3.46	\$1.73	\$1.73
Opal Train 2	>10 - 20 km	\$4.30	\$2.15	\$2.15
Opal Train 3	>20 - 35 km	\$4.94	\$2.47	\$2.47
Opal Train 4	>35 - 65 km	\$6.61	\$3.30	\$3.30
Opal Train 5	>65 km	\$8.50	\$4.25	\$4.25

Opal Train Fares (Off-Peak)

Train Fare Bands	Distance	Fares In Off-Peak Times		
		Adult	Child/ Youth	Concession*
Opal Train 1	0 - 10 km	\$2.42	\$1.21	\$1.21
Opal Train 2	>10 - 20 km	\$3.01	\$1.50	\$1.50
Opal Train 3	>20 - 35 km	\$3.45	\$1.72	\$1.72
Opal Train 4	>35 - 65 km	\$4.62	\$2.31	\$2.31
Opal Train 5	>65 km	\$5.95	\$2.97	\$2.97

Opal Ferry Fare Bands

Fare Band	Distance	Adult	Child/Youth	Concession*
Opal Ferry 1	0 - 9km	\$5.88	\$2.94	\$2.94
Opal Ferry 2	9+ km	\$7.35	\$3.67	\$3.67

Opal Bus Fare Bands

Fare Band	Distance	Adult	Child/Youth	Concession*
Opal Bus 1	0 - 3 km	\$2.15	\$1.07	\$1.07
Opal Bus 2	>3 - 8 km	\$3.58	\$1.79	\$2.30
Opal Bus 3	>8 km	\$4.61	\$1.79	\$2.30

Opal Light Rail Bands

Fare Band	Distance	Adult	Child/Youth	Concession*
Light Rail 1	0 - 3 km	\$2.15	\$1.07	\$1.07
Light Rail 2	>3 - 8 km	\$3.58	\$1.79	\$1.79

Note: *Concession - refers to all Concession fares for Entitlement Based Opal cards which includes Gold Senior/Pensioner and Concession Opal cards.

****Gold Senior/Pensioners will pay no more than the daily travel cap of \$2.50 per day for all travel on any mode of transport.**

The correct Opal fare cannot be determined until the **Tap Off** for each trip/journey has occurred in order to determine the distance travelled.

When a Customer **Taps Off**, the Opal card reader calculates the correct fare for the distance travelled including any rewards or discounts. The fare amount is then deducted from the value on the Opal card.

International & Domestic Airport Stations

The Opal card can be used to travel to and from the Sydney Domestic and International Airport train stations. However, Customers need to be aware that when **Tapping On** or **Tapping Off** that a Station Access Fee (SAF) is deducted from their Opal card balance, in addition to the relevant Opal train fare.

The SAF fees are as follows:

- ◆ Adults: \$14.30
- ◆ Child/Youth: \$12.80
- ◆ *Concession" \$12.80

For frequent travellers there is a Weekly SAF Cap as follows:

- ◆ Adults: \$29.00
- ◆ Child/Youth: \$26.00
- ◆ *Concession" \$26.00

Once the Weekly SAF cap has been reached Opal Customers pay no more station access fees for the remainder of the Opal travel week.

The station access fee is the same fee that currently applies to paper tickets for travel to these stations.

Note: The Airport Station Access Fee (SAF) does not count towards the Customer's Daily or Weekly Travel Cap.

*Includes Gold Senior/Pensioner and Concession.

Opal on the Manly Ferry Service

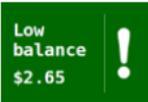
Why Don't Manly Customers *Tap Off*?

The gates at the wharves which are used for the Manly ferry service are configured as **Tap On** only. This is due to the way the wharves which service this route are laid out and passengers do not exit the wharf through the gates for safety reasons.

The Opal card readers on the gates at Circular Quay Wharf 3 and Manly are configured specifically for the Manly service. When the Customer **Taps On** at an Opal card reader on the gate, the fare for the journey is immediately deducted from the Customer's Opal card balance and entry to the wharf is permitted.

Manly to Circular Quay (and vice versa) is the only route where Customers are not required to **Tap Off** when exiting the wharf. Customers travelling on this route will have the correct fare calculated and deducted from their Opal card upon entry to the wharf.

Opal Card Customer Messages

	<p>Ungated station: Displays when Opal card reader is ready to accept Opal cards for Tap On and Tap Off.</p>
	<p>Ungated station: Displays when Opal card reader is closed and not accepting Opal cards for Tap On and Tap Off.</p>
	<p>This message will be displayed when the gates are in “Open gate array” mode. Opal card reader is ready and only Opal cards will be accepted for a Tap On or Tap Off.</p>
	<p>Tap On is successful and entry permitted. Opal card balance displays.</p>
	<p>Tap Off is successful and exit permitted. The reader displays the fare paid for the journey and the remaining Opal card balance.</p>
	<p>Tap On is successful and entry permitted. Card balance displays along with low balance warning. The balance of the Opal card has fallen below the low balance threshold, i.e. \$6.00 Adult Card, \$3.00 for Child/Youth & Concession Cards</p> <p>The Customer can continue their journey but should top up their Opal card soon as it may be rejected at the next Tap On.</p>

	<p>Tap Off is successful and exit permitted. Fare paid for journey and card balance displays along with low balance warning.</p>
	<p>Tap On with transfer (intra-modal or inter-modal) completed within permitted time. Opal card balance displays.</p>
	<p>Tap On with transfer (intra-modal or inter-modal) completed within permitted time. Opal card balance displays along with low balance warning.</p> <p>The Customer can continue their journey but needs to top up their Opal card before their next Tap On.</p> <p>The Customer can top up via www.opal.com.au, 13 67 25 (13 OPAL), at an Opal Retail Outlet or an Opal Top Up Machine.</p>
	<p>Tap On is successful and entry permitted. Remote top up (including auto top up) collected by presentation of card. Opal card balance displays.</p>
	<p>Fare deducted at Tap Off and exit allowed.</p> <p>The reader displays the:</p> <ul style="list-style-type: none"> ◆ remote top up or auto load value activated by presentation of Opal card. ◆ fare paid for the journey ◆ remaining Opal card balance.

	<p>Tap On reversed and exit permitted. Opal card balance displays.</p> <p>The Customer has completed a Tap Off at the same station where the Tap On occurred more than 15 seconds but less than 30 minutes after the initial Tap On.</p>
	<p>Tap On is successful and entry allowed. Opal card is nearing expiry date.</p>
	<p>Opal card read/write or communication failure has occurred.</p> <p>Station Staff to assist the Customer with the Tap On process.</p>
	<p>Customer attempts to Tap 2 or more Opal cards simultaneously.</p> <p>The reader may have detected multiple cards.</p> <p>The Customer must remove the Opal card from their wallet to present the card to the reader.</p>
	<p>Tap On is not successful as Opal card balance is below the minimum amount required to commence the journey.</p> <p>Where no Tap On has occurred, Tap Off will be unsuccessful and exit will not be permitted.</p>

	<p>The Customer attempts to Tap On at an ungated station and the failed low balance message displays. They then choose to continue to travel regardless. A Tap Off at a gated station will be unsuccessful and exit will not be permitted.</p> <p>The Customer can top up via www.opal.com.au, 13 67 25 (13 OPAL), at an Opal Retail Outlet or at an Opal Top Up Machine.</p>
	<p>Displays when a Customer</p> <ul style="list-style-type: none"> ◆ forgets to activate their Opal card and attempts to Tap On. ◆ has activated their Opal card and attempts to Tap On less than 60 minutes after the initial load value. ◆ attempts to Tap On more than 60 days after activating their Opal card.
	<p>Opal card has expired.</p> <p>Customer needs to contact 13 67 25 (13 OPAL) for a replacement card.</p>

	<p>Opal card is not valid with the following error code:</p> <ul style="list-style-type: none"> 53 – disabled (currently hotlisted or previous hotlisted) 80 – location does not accept card (during transition) 52 – test card in revenue 51 – revenue card in test 91 – unknown card type 92 – card directory is corrupt 93 – card contents corrupt 85 – unspecified card reader or smartcard error 90 – digital seal is corrupt
  	<p>When a second Tap On occurs with the following conditions:</p> <ul style="list-style-type: none"> 55 – displays when second Tap occurs within 10 seconds of first Tap On (gate in entry mode or at ungated station) 56 – displays when second Tap occurs at same location within 15 seconds of first Tap On (ungated station) 59 – displays when second Tap occurs at same location within 10 minutes of first Tap On (applies only when gate is in entry mode).

 	<p>When a second Tap Off occurs with the following conditions:</p> <p>57 – displays when a second Tap Off occurs within 10 seconds of first Tap Off (gate in exit mode or at ungated station)</p> <p>60 – displays when second Tap Off occurs at same location within 10 minutes of first Tap Off (gate in exit mode)</p>
	<p>Displays when an Opal card is presented at a gate in exit mode within 15 seconds of a Tap On at a gate in entry mode at the same location.</p>

Operational Information

Service Desk Information

Incident	Service Desk	Contact No.
Opal card Reader Fault: ◆ Ungated Station	Pearl Service Desk	9751 9999 or (ext 91779)
◆ Gated Station	Ticketing Service Desk	1800 808 822 (ext 39009)
Reporting Vandalism and/or Cleaning of Opal card Reader	Pearl Service Desk	9751 9999 or (ext 91779)

Note: Any faults/incidents on Opal card Readers at a gated station, i.e. either on a gate or on a pole (swing gate) must be reported to the Ticketing Service Desk.

Ordering Customer Material

Opal Customer Brochures/Opal Station Posters/Found Opal card – reply paid envelopes

Staff can restock Opal Customer information using the following process:

1. Staff identifies the need to restock their supplies of Customer information.
2. Staff access the E-Bisprint system and log into the Advertising Material Ordering items portal.
3. Select the required item(s) and quantities and submit the request.
4. Once the request is approved, the requesting staff receives an automated email stating that the order items will be delivered within 5 to 7 days.
5. When the ordered items are delivered to the station, the Staff member receiving the order, signs the courier form to confirm receipt of the ordered items.

Opal Promotional Gate Stickers

Staff can order Opal promotional gate stickers using the process below:

1. Email the order to opalcard@transport.nsw.gov.au and provide the following information:
 - Order Item, specifying sticker version
 - Quantity Required
 - Station Name
 - Requestor Name
2. The ordered item(s) will be delivered directly to the station by the Sydney Trains Business Readiness Team.

Cleaning Electronic Ticketing System (ETS) Equipment

Station Staff may notice dirty ETS equipment at the station. This equipment includes Opal card readers on a gate/pole or a Top up Machine or Ticket Machine.

To manage cleaning requirements, the Station Staff will follow the process below:

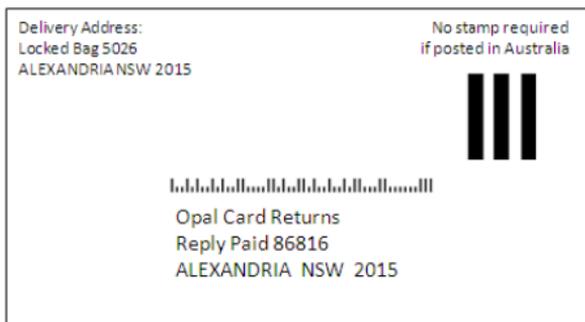
1. The Station Staff cleans the ETS equipment using a lint-free cloth dampened with a mild non-abrasive detergent.
2. For all additional cleaning requirements, including minor vandalism and cosmetic issues, contact the Pearl Service Desk on **9751 9999 (ext 91779)**.
3. Advise Cubic technicians of any cleaning requirements during their routine site checks of ETS equipment.

Note: For a more detailed guide on cleaning the different types of ETS Equipment refer to the Quick Reference Guide - Preventative Maintenance - Rail, Ferry and Light Rail.

Found Opal Cards

In the instance where a Customer finds an Opal card and hands it to Station Staff, the following process should be followed:

1. Staff member accepts the Opal card from the Customer.
2. Staff member hands the found Opal card to the Officer in Charge.
3. The Officer in Charge retrieves a pre-printed reply paid envelope from the appropriate storage area.



4. The Officer in Charge places the found Opal card(s) in the envelope and follows the external mail process.

Reporting an Emergency Evacuation

As per current arrangements, situations may arise where stations need to be evacuated when required. In the instance where an ETS enabled station needs to be evacuated, follow the process below:

1. Follow 'Business as usual' Evacuation Procedure
2. Advise Customers to leave quickly and not to try to **Tap Off**.
3. If approached by a Customer regarding the fare for the journey, advise them to call Opal Customer Care on **13 67 25 (13 OPAL)** to request a fare adjustment.
4. The Officer in Charge contacts the Line Manager (LM) to notify them of the station evacuation, and records all relevant details in the Station Diary.
5. The Line Manager contacts the Pearl Service Desk on **Ext 91779 or 9751 9999** to inform them of the evacuation as soon as practically possible, providing the following information:
 - Station Name
 - Nature of Event
 - Date of Event
 - Start and End Time of the Event.
6. The Line Manager records the reference number issued by the Pearl Service Desk operator and other relevant details in the Station Diary.

Crowd Control

At gated stations, gates are opened at various times to assist with Customer flow. At ETS enabled stations, follow the process below:

1. Follow the 'Business as usual' Crowd Control and Gate Management Plan to configure the gate array.
2. Advise Opal Customers they must **Tap Off** as they pass through the gates to ensure they are charged the correct fare for their journey.
3. Where required, assist Opal Customers to **Tap Off**.
4. If a Customer is not able to **Tap Off** safely, advise them to contact Opal Customer Care - **13 67 25 (13 OPAL)** to request a fare adjustment.

Train Replacement Services

As per current arrangements, situations may arise where buses are used to replace train services to take Customers from one station to another. In the instances where Opal Customers need to complete their train journey on a bus;

Customers should be advised to:

1. Ensure they **Tap Off** as they exit the station
2. Present (flash their pass) Opal card to the Bus Driver on the replacement bus service, if the bus is not Opal enabled.

Report a Fault with an Opal Card Reader

Ungated Station

1. The Officer in Charge contacts the Pearl Service Desk (PSD) on **ext 91779 or 9751 9999** with the following information:
 - Station Name and ID.
 - Device Serial Number where known.
 - Description of the Fault
 - Caller Details.
2. The Officer in Charge records the reference number issued by the Pearl Service Desk operator in the appropriate Station Diary with the time of the call, device number, station name and description of the fault.

Note: For an unstaffed station, the roving Station Staff member informs the Officer in Charge at the controlling station of the fault. The Officer in Charge then contacts the Pearl Service Desk.

Gated Station

Where a gate related problem remains unresolved, the fault should be reported to the Ticketing Service Desk.

1. The Station Staff contacts the Ticketing Service Desk (TSD) on **1800 808 822 (ext 39009)** with the following information:
 - Station Name
 - Device Serial Number (found on the GAC2 within the details icon for the gate) and gate multi drop number (from the GAC2 main screen, e.g. Gate 03 will be a multi drop number of 03).
 - Error Code displaying on the GAC2 console and a description of the fault (incident).
 - Caller Details.
2. The Station Staff records the reference number issued by the Ticketing Service Desk in the Station Diary with the time of the call, the device number and a description of the fault.

Note: If the fault (incident) is related to damaged or vandalised gated/ungated equipment, Station Staff are also required to carry out the local security reporting procedure.

Escalating a Fault/Incident of an Opal Card Reader

Ungated Station

In the instance where Station Staff need to escalate a fault/incident, it should be escalated to the TaC Operations Management Team as follows:

1. The Officer in Charge contacts the Pearl Service Desk on **ext 91779 or 9751 9999** to escalate the logged fault/incident.
2. Pearl Service Desk will investigate the fault via internal escalation process.
3. If the escalated fault/incident is still not resolved, the Officer in Charge contacts the Line Manager and advises them of the need to further escalate the fault/incident.
4. The Officer in Charge provides the Line Manager with the call reference number and the nature of the fault/incident as recorded in the Station Diary.
5. The Officer in Charge records the escalation time in the Station Diary as a separate item.
6. The Line Manager will contact the TaC Branch by email on ets.operations@transport.nsw.gov.au to further escalate the fault/incident. In the case of urgent escalations, the Line Manager can contact ETS Operations Management Team directly on **8202 2333**.
7. The ETS Operations Management Team will work with the Pearl Service Desk Manager to expedite resolution of the fault/incident.

Gated Station

In the instance where Station Staff need to escalate a fault/incident, it should be escalated to the Ticketing Specialist for Trains within the Ticketing Services Operations Team as follows:

1. The Officer in Charge contacts the Ticketing Service Desk on **1800 808 822 (ext 39009)** to escalate the logged fault/incident.
2. Ticketing Service Desk will investigate the logged fault/incident via its internal escalation process.
3. If the escalated fault/incident is still not resolved, the Officer in Charge contacts the Line Manager and advises them of the need to further escalate the fault/incident.
4. The Officer in Charge provides the Line Manager with the call reference number and the nature of the fault/incident as recorded in the Station Diary.
5. The Officer in Charge records the escalation time in the Station Diary as a separate item.
6. The Line Manager contacts the Ticketing Specialist for Trains to further escalate the fault/incident.
7. The Ticketing Specialist for Trains will contact the Ticketing Service Desk to expedite resolution of the fault/incident.

Note: Faults/incidents should only be escalated after 24 hours (or in line with current “Business as usual” process of 2 peak periods being impacted).

Notes: