



### Why Opal?

**1** 1.5 million customers daily

**39,000** pieces of equipment

**40,000** transport employees

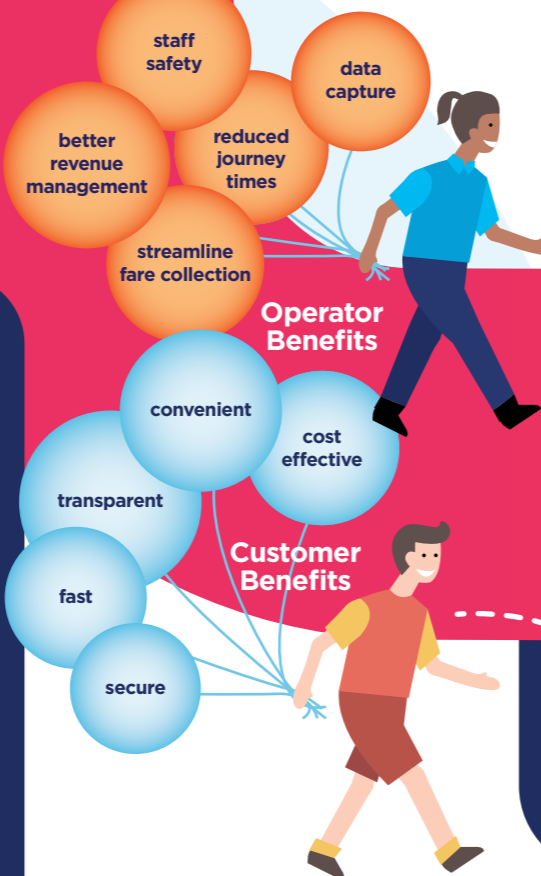
**40** FERRY wharves

**310** train stations

**5,000+64** buses depots

**23** light rail stops

geographically covers **40,000km<sup>2</sup>**



### Obtain + Activate your Opal Card



Remember to add value to your card

### Types of Opal Cards



### Gated + Ungated Locations



### Tap On!



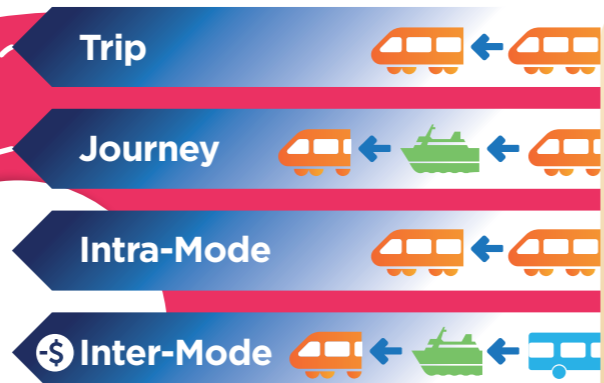
**CUSTOMER MESSAGES**

- Balance \$34.00 ✓
- Tap-on reversed Balance \$34.00 ✓
- Low balance \$2.40 !
- Balance too low \$0.40 ✗

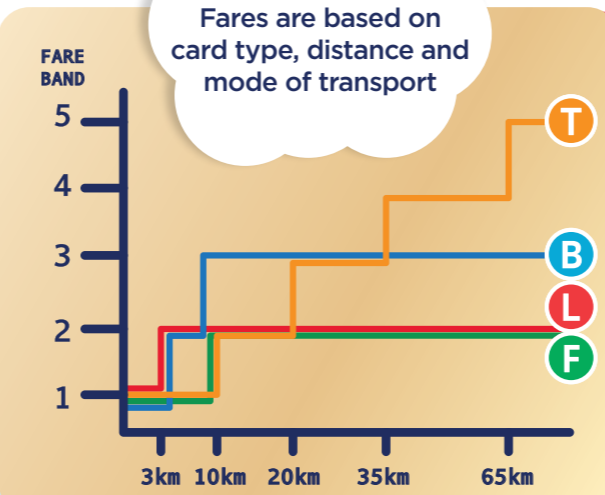
### Adult Opal Alert tones:



### Trips + Journeys



### Fares



Tap On reversal: Same Opal card is presented at a reader at the same location where the Tap On occurred and within a determined timeframe

### Adult Minimum Balance to Travel:

F ~~TRNN~~ B ~~TRNN~~

T ~~TRNN~~ L \$2.5

### Tap Off!

**CUSTOMER MESSAGES**

- \$2.10 Balance \$34.00 ✓
- +\$40.00 -\$7.18 Balance \$44.18 ✓
- \$7.18 Low balance \$2.40 !
- Please try again ✗

**WATCH:** Make the most of 60 minutes with Opal card

Transfer time: 60 minutes



### Activity Statements

**For Registered Cards Only**

- 18-month history
- Monthly or quarterly statements via email or at opal.com.au

**For Unregistered Cards**

- 10 activities viewable at opal.com.au

### Refunds

**For Registered Cards**

- full balance refunded via bank account/cheque to Australian credit card/address
- 13 OPAL

**For Unregistered Cards**

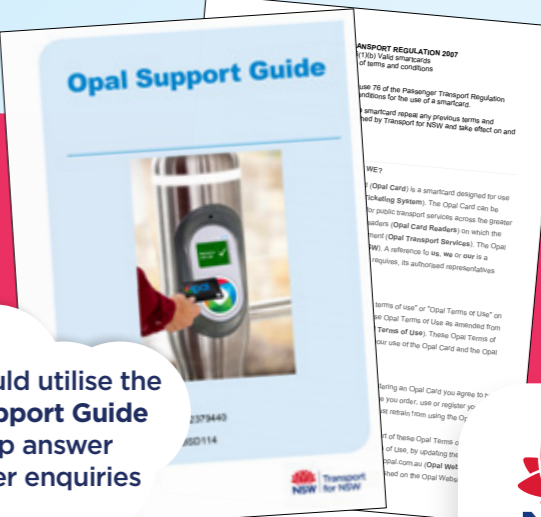
- \$5 minimum surrender card

### Top Up!



Opal Retailer | 13 OPAL | opal.com.au | Service NSW Centres | TfNSW Customer Service Centres | Top-up Machines | Auto Top-up | Opal Travel App

Staff should utilise the Opal Support Guide to help answer customer enquiries



Customers must abide by the Opal Terms of Use at all times

