Transport for London

Customer Experience, Revenue Policy: Staff Briefing Notice 17

October Fares Revision - Extension fares issue: Update

Effective date:	21 October 2012

This is an update to the issue highlighted in Staff Briefing 16 concerning Watford Junction extension fares. This issue also affects some customers travelling to and from Grays, Chafford Hundred, Ockendon and Purfleet.

Issue

Oyster card holders with a Zone 1-2, 1-3 or 2-3 Travelcard, who make a journey on both TfL and National Rail services via Zone 1 from or to Watford Junction, Grays, Chafford Hundred, Ockendon or Purfleet are being charged incorrect Oyster extension fares.

This issue affects approximately 100 customer journeys a week.

Oyster extension fares

Oyster extension fares are charged when customers travel outside the zones of their Travelcard. Extension fares cover the cost of travel outside the zones of the Travelcard. They are calculated based on where the customer has touched in and out and deducted from a customers' pay as you go balance.

Automatic Refunds

It was anticipated that automatic refunds would be in effect from 29 October 2012, but due to the complexity of the issue this was delayed. Automatic refunds have been processed from 21 November for these customers who have been overcharged Oyster extension fares.

Customers who have been overcharged when the issue began on the 21 October will receive an automatic back dated refund. In some cases, the back dated refund may be for a large amount as it can cover overcharges incurred over a one month period.

Automatic refunds will be available to collect from the gateline of the station the customer most frequently uses. Customers who have been overcharged after the 21 November will receive automatic refunds approximately 3 days after they were overcharged.

Resolution

This issue will be resolved as part of the 2 January 2013 fares revision.

If you have any questions or comments about this briefing please email Darren Kelly