


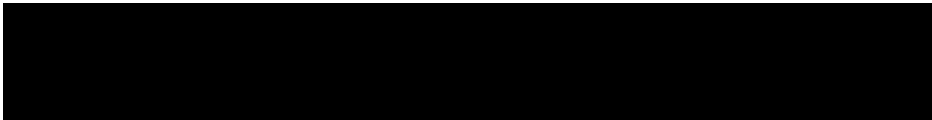
Hi there,

I understand there's currently a review of the transport fares. I would like to request the removal of the 3.21km distance which is automatically added when someone enters the CBD. This puts my fare into a higher category than it would otherwise be if purely the distance from the starting to end station was calculated.

By adding the 3.21km to my trip from Summer Hill to Wynyard stations, my travel falls into the 10-20km bracket even though it would otherwise be in the 0-10km bracket.

From: TfNSW Customer Service <customerliaison@transport.nsw.gov.au>

Sent: Monday, July 31, 2023 7:18:53 pm



Thank you for your enquiry to Transport for NSW.

I apologise for the experience you have described and for the initial response provided to you by my

team.

To answer your query regarding the fares you have been charged for travel from Summer Hill to Wynyard stations, I note that you are already aware that your Opal fare will match the distance of track travelled between the station you tap on at and the station where you tap off.

For train travel in or out of the Sydney CBD on services that go via Wynyard, Kings Cross or Central stations, the distance of 3.21km is charged and added to your total trip distance.

By adding the 3.21km to your trip from Summer Hill to Wynyard stations, your travel falls into the 10-20km bracket and I can confirm you have been charged the correct amount. When adding 3.21km to trips from Lewisham to Wynyard stations, the total distance falls within the 10km limit and thus would be a fare less to what you receive from Summer Hill.

Further information on how our Opal fares are calculated can be found [online](#).

I trust this information is of assistance.

Yours sincerely,

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Transport for NSW