



# Victoria Government Gazette

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## **Transport (Compliance and Miscellaneous) Act 1983**

### CONDITIONS UNDER SECTION 220D

I, Hector McKenzie, Director of Public Transport, pursuant to section 220D of the **Transport (Compliance and Miscellaneous) Act 1983**, hereby determine and publish in the Government Gazette the following conditions (the amending conditions) which amend the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (myki) (effective 7 September 2010) published in the Victoria Government Gazette No. S 364 dated Tuesday 7 September 2010 as amended by the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** published in the Victoria Government Gazette No. S 521 dated Thursday 30 December 2010.

The amending conditions take effect from and including 12 March 2011.

Dated 10 March 2011

HECTOR McKENZIE  
Director of Public Transport

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**SPECIAL**

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## AMENDING CONDITIONS

The conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** contained in the Victorian Fares and Ticketing Manual (myki) (effective 7 September 2010) published in the Victoria Government Gazette No. S 364 dated Tuesday 7 September 2010 (the Myki Manual), as amended by the conditions under section 220D of the **Transport (Compliance and Miscellaneous) Act 1983** published in the Victoria Government Gazette No. S 521 dated Thursday 30 December 2010 (the First Amending Conditions), are amended as follows.

In these amending conditions, after this paragraph, a reference to the Myki Manual is a reference to the conditions contained in the Myki Manual, as amended by the First Amending Conditions.

The amendments made by these amending conditions apply in respect of entitlements to use a public transport service that are subject to the conditions contained in the Myki Manual and that are able to be exercised on or after the commencement of these amending conditions, including entitlements that existed, but had not been exercised, before these amending conditions were published in the Government Gazette.

In Chapter One of the Myki Manual, for subparagraph (a) of the fourth paragraph under the heading ‘**Legal Status and Application**’ **substitute** –

- (a) a class of ticket is specified in the Victorian Fares and Ticketing Manual (General) (effective 12 March 2011) published in the Victoria Government Gazette No. S 77 on 10 March 2011 (as amended from time to time) (the General Manual); and’.

In Chapter Three of the Myki Manual, under the heading ‘**How to get a myki**’, **delete** the second paragraph under the heading ‘**Personalisation with name**’.

In Chapter Three of the Myki Manual, under the heading ‘**Myki card designs and customer categories**’, at the foot of the Full Fare card design, for ‘customer category F’ **substitute** ‘customer categories CC, F, FFS’.

In Chapter Three of the Myki Manual, under the heading ‘**Myki card designs and customer categories**’, at the foot of the Other Concession card design –

- (a) after ‘AS,’ **insert** ‘CAR,’; and  
 (b) for ‘S and T’ **substitute** ‘S, T, and V’.

In Chapter Three of the Myki Manual, for the first two tables under the heading ‘**Myki card designs and customer categories**’ **substitute** –

CODE	CATEGORY	MYKI CARD DESIGN	PROPORTION OF FULL FARE PAYABLE USING MYKI	NOTES AND EXTRA BENEFITS
CC	Commuter Club	Full fare	100%	
F	Full fare	Full fare	100%	
FFS	Carer Card – Full fare	Full fare	100%	Two Carer Off-Peak Free Travel Vouchers provided annually to Victorian residents. Free travel on Sundays when travelling in only one or two zones within Victoria.

CODE	CATEGORY	MYKI CARD DESIGN	PROPORTION OF FULL FARE PAYABLE USING MYKI	NOTES AND EXTRA BENEFITS
A	Asylum seeker	Other concession	50%	
AS	Australian (interstate) Seniors Card	Other concession	50%	
C	Child – 4 to 16 years of age	Child concession	50%	Children 4 to 16 years of age may also be eligible for half-yearly and yearly student passes, in which case a student myki must be obtained.
CAR	Carer Card – concession	Other concession	50%	Two Carer Off-Peak Free Travel Vouchers provided annually to Victorian residents. Free travel on Sundays when travelling in any one or two zones within Victoria.
DSP	Australian Pension Concession Card, DSP (Disability Support Pension) and CAR (Carer Payment)	Other concession	50%	Pensioner Free Travel Voucher provided annually, two Pensioner/Carer Off-Peak Free Travel Vouchers provided annually to Victorian residents. Free travel on Saturdays and Sundays when travelling in only one or two zones within Victoria.  Holders of Disability Support Pension (Blind) Concession Cards should apply for a vision impaired (VI) travel pass for free travel from the Metlink Central Pass Office.
GC	General Concession	Other concession	50%	Generic concession category available to all concession holders except for Victorian Seniors Card holders and children.
HC	Victorian Health Care Card	Other concession	50%	
PC	Australian Pension Concession Card	Other concession	50%	Pensioner Free Travel Voucher provided annually to Victorian residents.

CODE	CATEGORY	MYKI CARD DESIGN	PROPORTION OF FULL FARE PAYABLE USING MYKI	NOTES AND EXTRA BENEFITS
S	Student – Primary or Secondary	Other concession	50%	Also eligible to purchase half-yearly and yearly student passes (see page 57).
T	Student – Tertiary	Other concession	50%	Not eligible to purchase half-yearly and yearly student passes.
V	War Veterans/ War Widows	See page 38	50%	Concession Card combined with a myki. For eligibility criteria contact the Metlink Central Pass Office on (03) 9619 1159.
VS	Victorian Seniors Card	Seniors concession	50%	Seniors Daily cap when travelling within zones 1 and 2, free travel on Saturdays and Sundays when travelling in only one or two zones within Victoria, two Seniors Off-peak Free Travel Vouchers provided annually. (See page 50 for fare capping.)

In Chapter Three of the Myki Manual –

- (a) in the second dot point in the second paragraph under the heading ‘Free travel vouchers’ **delete** ‘, Carer Card Off-peak Free Travel Vouchers’; and
- (b) after the second dot point in the second paragraph under the heading ‘Free travel vouchers’ **insert** –
  - Carer Card Off-peak Free Travel Vouchers for either:
    - one off-peak Daily Zone 1–53 Short Term Ticket; or
    - two off-peak 2 hour Zone 1–53 Short Term Tickets.’; and
- (c) in the first dot point in the fifth paragraph under the heading ‘Free travel vouchers’, after ‘separate first class upgrade’ **insert** ‘(not available for Off-peak Free Travel Vouchers)’.

In Chapter Four of the Myki Manual, under the heading ‘Calculating myki money fares’, in the second paragraph under the heading ‘Single trip and 2 hour products’, for ‘\$4.96’ **substitute** ‘\$5.10’.

In Chapter Four of the Myki Manual, under the heading ‘Calculating myki money fares’, in the second paragraph under the heading ‘Existing products’ –

- (a) for ‘\$2.94’ (where twice occurring) **substitute** ‘\$3.02’; and
- (b) for ‘\$4.96’ **substitute** ‘5.10’; and
- (c) for ‘\$2.02’ **substitute** ‘\$2.08’.

In Chapter Four of the Myki Manual, under the heading ‘Calculating myki money fares’ –

- (a) in the first paragraph under the heading ‘*Full fare example*’, for ‘\$4.96’ substitute ‘\$5.10’; and
- (b) in the second paragraph under the heading ‘*Full fare example*’, for ‘\$2.94’ substitute ‘\$3.02’; and
- (c) for the fourth paragraph under the heading ‘*Full fare example*’ substitute –  
‘The 2 hour fare for this journey is \$5.10; however, the Daily cap for zone 1–2 travel is \$10.20. The customer has already paid \$8.12 (\$5.10 + \$3.02), so only \$2.08 is deducted for the final journey. No further charges would apply for any further journeys that the customer makes that day within zones 1 and 2.’

In Chapter Four of the Myki Manual, under the heading ‘Calculating myki money fares’, for the fourth paragraph under the heading ‘*Concession example*’ substitute –

‘A 2 hour zone 4–13 fare is \$11.78. This is reduced by 50% for concession (to \$5.89), then by a further 30% since the journey is off-peak (to \$4.12). The customer has already paid \$0.90 for a zone 13 product, so \$3.22 is deducted from the myki money balance.’

In Chapter Four of the Myki Manual, for the table under the heading ‘Fare table’ substitute –

Melbourne travel		MYKI MONEY						MYKI PASS						SHORT TERM TICKETS							
		MYKI MONEY PEAK			MYKI MONEY OFF-PEAK			7 Day Pass (7 days)		28-70 day pass (Daily Rate)		71-365 day pass (Daily Rate)		CASH		CASH		OFF-PEAK		OFF-PEAK	
		2 HR	DAILY	2 HR	DAILY	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC	FULL	CONC
Z1	3.02	1.51	6.04	3.02	n/a	n/a	30.20	15.10	3.70	1.85	3.70	1.85	3.70	1.85	7.00	3.80	2.40	3.80	2.40	n/a	n/a
Z2	2.08	1.04	4.16	2.08	n/a	n/a	20.80	10.40	2.46	1.23	2.46	1.23	2.46	1.23	5.00	2.80	1.80	5.00	2.80	n/a	n/a
Z1+2	5.10	2.55	10.20	5.10	n/a	n/a	51.00	25.50	5.72	2.86	5.72	2.86	5.72	2.86	11.00	5.80	3.40	11.00	5.80	n/a	n/a

Travel between zone 1 & zone below	No zone travelled excluding zone 1																					
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21-22	
	1.80	0.90	3.20	1.60	1.80	0.90	3.20	1.60	17.00	8.50	2.42	1.21	2.42	1.21	2.00	1.00	3.40	1.70	2.00	1.00	3.40	1.70
	3.00	1.50	6.00	3.00	3.00	1.50	6.00	3.00	32.00	16.00	4.20	2.10	4.20	2.10	3.20	1.60	6.40	3.20	3.20	1.60	6.40	3.20
	3.42	1.71	6.84	3.42	2.39	1.19	4.78	2.39	33.00	16.50	4.34	2.17	4.34	2.17	3.60	1.80	7.20	3.60	3.30	1.60	6.60	3.20
	4.56	2.28	9.12	4.56	3.20	1.60	6.40	3.20	35.00	17.50	4.60	2.30	4.60	2.30	4.80	2.40	9.60	4.80	3.50	1.70	7.00	3.40
	5.14	2.57	10.28	5.14	3.60	1.80	7.20	3.60	38.00	19.00	5.00	2.50	5.00	2.50	5.40	2.70	10.80	5.40	3.80	1.90	7.60	3.80
	6.46	3.23	12.92	6.46	4.52	2.26	9.04	4.52	47.00	23.50	5.94	2.97	5.94	2.97	6.80	3.40	13.60	6.80	4.80	2.40	9.60	4.80
3	7.88	3.94	15.76	7.88	5.52	2.76	11.04	5.52	55.20	27.60	6.54	3.27	6.54	3.27	8.30	4.10	16.60	8.20	5.80	2.90	11.60	5.80
4	9.02	4.51	18.04	9.02	6.32	3.16	12.64	6.32	63.10	31.55	7.48	3.74	7.48	3.74	9.50	4.70	19.00	9.40	6.70	3.30	13.40	6.60
5	10.36	5.18	20.72	10.36	7.26	3.63	14.52	7.26	67.00	33.50	7.94	3.97	7.68	3.84	10.90	5.40	21.80	10.80	7.60	3.80	15.20	7.60
6	11.78	5.89	23.56	11.78	8.24	4.12	16.48	8.24	71.90	35.95	8.50	4.25	7.94	3.97	12.40	6.20	24.80	12.40	8.70	4.30	17.40	8.60
7	12.92	6.46	25.84	12.92	9.04	4.52	18.08	9.04	79.30	39.65	9.40	4.70	8.22	4.11	13.60	6.80	27.20	13.60	9.50	4.70	19.00	9.40
8	14.62	7.31	29.24	14.62	10.24	5.12	20.48	10.24	84.40	42.20	9.98	4.99	8.60	4.30	15.40	7.70	30.80	15.40	10.80	5.40	21.60	10.80
9	16.14	8.07	32.28	16.14	11.30	5.65	22.60	11.30	91.30	45.65	10.80	5.40	8.72	4.36	17.00	8.50	34.00	17.00	11.90	5.90	23.80	11.80
10	17.48	8.74	34.96	17.48	12.24	6.12	24.48	12.24	97.40	48.70	11.56	5.78	9.18	4.59	18.40	9.20	36.80	18.40	12.90	6.40	25.80	12.80
11	19.10	9.55	38.20	19.10	13.38	6.69	26.76	13.38	103.00	51.50	12.20	6.10	9.46	4.73	20.10	10.00	40.20	20.00	14.10	7.00	28.20	14.00
12	20.62	10.31	41.24	20.62	14.44	7.22	28.88	14.44	110.00	55.00	13.00	6.50	9.68	4.84	21.70	10.80	43.40	21.60	15.20	7.60	30.40	15.20
13	22.04	11.02	44.08	22.04	15.42	7.71	30.84	15.42	115.60	57.80	13.72	6.86	9.92	4.96	23.20	11.60	46.40	23.20	16.20	8.10	32.40	16.20
14	23.18	11.59	46.36	23.18	16.22	8.11	32.44	16.22	122.10	61.05	14.46	7.23	10.26	5.13	24.40	12.20	48.80	24.40	17.10	8.50	34.20	17.00
15	24.70	12.35	49.40	24.70	17.28	8.64	34.56	17.28	129.60	64.80	15.32	7.66	10.36	5.18	26.00	13.00	52.00	26.00	18.20	9.10	36.40	18.20
16	26.02	13.01	52.04	26.02	18.22	9.11	36.44	18.22	135.20	67.60	16.04	8.02	10.52	5.26	27.40	13.70	54.80	27.40	19.20	9.60	38.40	19.20
17-18	28.60	14.30	57.20	28.60	20.02	10.01	40.04	20.02	148.70	74.35	17.60	8.80	11.12	5.56	30.10	15.00	60.20	30.00	21.10	10.50	42.20	21.00



In Chapter Five of the Myki Manual, for the table after the fifth paragraph under the heading ‘28–365 day myki pass’, **substitute** –

MYKI PASS DAILY RATE	ZONE 1	ZONE 2	ZONE 1+2
FULL FARE	\$3.70	\$2.46	\$5.72
CONCESSION	\$1.85	\$1.23	\$2.86

In Chapter Six of the Myki Manual, for the table under the heading ‘MELBOURNE SHORT TERM TICKET FARES’ **substitute** –

		Zone 1	Zone 2	Zone 1+2
2 hour	Full	\$3.80	\$2.90	\$6.00
	Concession	\$2.40	\$1.80	\$3.40
Daily	Full	\$7.00	\$5.00	\$11.00
	Concession	\$3.80	\$2.80	\$5.80

In Chapter Seven of the Myki Manual, in the second paragraph under the heading ‘General rules’, for ‘A myki will also need to be replaced after 4 years when the card itself expires.’ **substitute** ‘A myki will also need to be replaced when the card itself expires. In the case of a Vision Impaired Travel Pass, this is after five years. In all other cases, it is after four years.’.

In Chapter Seven of the Myki Manual, in the third paragraph under the heading ‘Lost or stolen tickets’, after ‘the customer’ **insert** ‘or account holder’.

In Chapter Seven of the Myki Manual, in the fourth paragraph under the heading ‘Lost or stolen tickets’, for ‘a customer phones’ **substitute** ‘the customer or account holder phones’.

In Chapter Seven of the Myki Manual, under the heading ‘Replacement mykis’, after the fourth paragraph under the heading ‘Replacement process’ **insert** –

‘Student Pass mykis are able to be replaced on the spot, but may only be replaced at the original place of purchase.’.

In Chapter Seven of the Myki Manual, under the heading ‘Refunds of unused value’, in the paragraph under the heading ‘Application for refund’ for ‘The myki that the value to be refunded is on must be surrendered at the time of application, and will be blocked from further use.’ **substitute** ‘The myki that the value to be refunded is on must be submitted with the form at the time of application and will be blocked from further use (except in the case of registered mykis that have been lost or stolen).’.

In Chapter Seven of the Myki Manual, under the heading ‘Reimbursements’, in the second paragraph under the heading ‘Severe service disruption’, for ‘To seek a reimbursement, a customer must complete a myki refund and reimbursement form, and submit this together with a short term ticket or myki card number which:’ **substitute** –

‘Eligibility criteria will be determined and published for each event. Affected and eligible customers on these occasions will be identified and compensation amounts will be paid to the accounts of nominated and/or approved mykis. No action is required by affected customers unless specifically advised (per event).

Customers affected by service disruptions who use short term tickets should apply to the operator under Compensation Code and Customer Charter. In some cases, customers may be advised to seek a reimbursement by completing a myki refund and reimbursement form, and submitting this together with a short term ticket or myki card number which:’.

In Chapter Seven of the Myki Manual, under the heading ‘Reimbursements’ –

- (a) after the first paragraph under the heading ‘*Ticketing equipment faults*’ **insert** –  
‘Customers may also request reimbursement for ticketing equipment faults by directly contacting the myki call centre on 13 myki (13 6954) or through the myki website feedback form. Payment of a reimbursement will be subject to verification by myki customer care staff.’; and
- (b) in the paragraph under the heading ‘*Ticketing equipment faults*’ beginning ‘Note that where a customer is charged a default fare ...’ **delete** ‘In this case they do not need to complete a form.’.

In Chapter Seven of the Myki Manual, after the fourth paragraph under the heading ‘Myki pass transfers’ **insert** –

‘Customers must purchase another ticket to travel while awaiting return of their myki.’.

In Chapter Eight of the Myki Manual, under the heading ‘Failure to touch on and off correctly’, for the table after the last paragraph under the heading ‘Default fares – myki money’ **substitute** –

SERVICE	DEFAULT FARE	PRODUCT CREATED ON MYKI
<b>TRAIN*</b>		
Railway stations in zones 1 or 2	\$5.10	Zone 1–2
Railway stations in zone 3	\$7.88	Zone 1–3
Railway stations in zone 4	\$9.02	Zone 1–4
All other railway stations	\$4.56	4 zones (zone in which the station is situated and the next 3 zones toward Zone 1)
<b>TRAM</b>		
All trams	\$3.02	Zone 1
<b>BUS AND COACH</b>		
All buses and coaches	2 hour myki money fare between when a customer boards and the zone of the end of the service**	

\*The default fare for V/Line services may be reset by the conductor as indicated above

\*\*Until myki equipment is fully installed on all metropolitan bus vehicles, the default fare on bus services within zones 1 and 2 will be the 2 hour fare for the zone in which the customer touches on (within the zone 1/2 overlap, this will be deemed to be zone 2).

In Chapter Eight of the Myki Manual, under the heading ‘Validity of tickets’ –

- (a) in subparagraph (b)(i) of the third paragraph under the heading ‘*General*’, for ‘a product or a myki pass’ **substitute** ‘a myki pass or other product’; and
- (b) in subparagraph (a) of the fourth paragraph under the heading ‘*General*’, for ‘fare for the ticket’ **substitute** ‘fare for the journey or entry’.

In Chapter Eight of the Myki Manual, under the heading ‘**Validity of tickets**’, for the heading ‘**Transfer of ticket**’ and the two paragraphs under that heading **substitute** –

**‘Use of ticket**

The conditions in the paragraphs under this heading set out who, subject to compliance with all other applicable conditions in this manual, is entitled to use a myki or a short term ticket for a journey or an entry to a designated area. A ticket that is used for a journey or an entry to a designated area in contravention of those conditions is invalid for that journey or entry.

Only the person who first uses a short term ticket for a journey or an entry to a designated area is entitled to use that ticket for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the ticket.

If a myki has been issued with a free travel pass loaded on it, only the person in respect of whom the myki was issued is entitled to use it for a journey or an entry to a designated area.

If a registered myki (other than a myki issued with a free pass loaded on it) does not have a myki pass loaded on it, only –

- (a) the person who is registered as the cardholder in respect of the myki; and
- (b) any other person who has the consent of the person registered as the account holder in respect of the myki –

is entitled to use the myki for a journey or an entry to a designated area.

If a registered myki (other than a myki issued with a free pass loaded on it) does have a myki pass loaded on it, only whichever of –

- (a) the person who is registered as the cardholder in respect of the myki; or
- (b) another person who has the consent of the person registered as the account holder in respect of the myki –

who first uses the myki for a journey or an entry to a designated area after the myki pass was loaded on it is entitled to use the myki for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the myki while the myki pass is loaded on it.

If a myki that is not registered has a myki pass loaded on it, only the person who first uses the myki for a journey or an entry to a designated area after the myki pass was loaded on it is entitled to use the myki for that journey or entry to a designated area and any subsequent journey or entry to a designated area authorised by the myki while the myki pass is loaded on it.

If a myki that is not registered does not have a myki pass loaded on it, any person lawfully in possession of the myki may use it for a journey or an entry to a designated area.

A myki that may be used by more than one person must be used by only one such person for the whole of any journey and any related entries to a designated area or for the whole of any other entry to a designated area.’.

For Chapter Twelve of the Myki Manual **substitute** –

**‘CHAPTER TWELVE – MYKI TERMS OF USE**

**General Conditions**

A myki (‘the Card’) is issued and must be used subject to the conditions contained in this manual as amended, replaced, consolidated or re-enacted from time to time.

The Card may only be used to obtain or prove an entitlement to use a public transport service to which the conditions in this manual apply (‘Public Transport Service’). Subject to all applicable conditions contained in this manual and in the regulations under the **Transport (Compliance and Miscellaneous) Act 1983**, the Card may be used for these purposes by –

- (a) doing one or more of the following –
  - (i) paying money into the account associated with the Card (‘Card Account’) and having that amount recorded as stored value (‘Value’) on the Card for the purpose of using Value to pay for Public Transport Services;

- (ii) paying directly for a Public Transport Service and having the authority to use the relevant service ('Product'), recorded on the Card;
  - (iii) having a free travel pass to which the cardholder is entitled recorded on the Card; and
- (b) touching on and touching off the card if required by, and in accordance with, the conditions contained in this manual.

Where a cardholder makes a payment from Value on the Card in accordance with the conditions contained in this manual, the amount of the payment will be deducted from that Value. Value and Product may only be added to the Card by such means as are specified in this manual.

The Card remains the property of TTA. TTA or its authorised representatives may inspect, deactivate, suspend or take possession of the Card or require its return at any time in their discretion without notice to the cardholder or any account holder and the cardholder and any account holder must comply with any directions of TTA or its representatives in this regard. The cardholder and any account holder must not alter, tamper or interfere with the Card or knowingly use a defective Card.

Transactions which would result in the Value on the Card exceeding the maximum amount specified in this manual will be rejected. The Card may not be able to be used if the Value falls below the relevant minimum amount specified in chapter eight of this manual.

If TTA, in its absolute discretion, allows the Card to operate with a debit (negative) Value balance, the cardholder or, in the case of a registered myki, the account holder, must pay TTA any debit (negative) balance on the Card upon request by TTA and any Value subsequently added to the Card will be applied first by TTA to any debit (negative) balance.

The cardholder or any account holder, as is applicable, is liable to pay the fees and charges as published in this manual from time to time. The applicable fees and charges may be deducted from the Value on the Card.

Unless the Card is a registered myki, any person presenting the Card may redeem Value on the Card for money (less any amounts owed by the cardholder or any account holder to TTA), subject to complying with any applicable conditions specified in this manual. TTA is entitled to reject an application to redeem Value on a Card if there has been a material breach of the conditions contained in this manual.

Until five years after the last use of the Card or the last activity on the Card Account not initiated by TTA, the TTA will hold all money representing Value on the Card unless, prior to that time, the Value is redeemed in accordance with the conditions contained in this manual. After that time, such money, other than amounts the value of which is less than \$20 (or any higher amount prescribed under the **Unclaimed Money Act 2008**) will be 'unclaimed money' for the purposes of that Act and will only be able to be claimed from the Registrar of Unclaimed Money.

Apart from the right to redeem Value in accordance with the conditions contained in this manual, neither the cardholder nor any account holder has any legal, equitable or other right or interest in relation to money representing Value on the Card. No trust or other fiduciary relationship exists between TTA and the cardholder or TTA and any account holder. TTA owns all data and expressions of that data resulting from, or in respect of, transactions generated or processed in relation to use or operation of the Card.

Any complaint about a public transport service must be raised directly with the operator. A complaint in relation to the Card or Card Account may be made by contacting TTA at [myki.com.au](http://myki.com.au) or by calling 13 myki (13 6954). If a complaint in relation to the Card is not resolved by contacting TTA, the Public Transport Ombudsman provides a cost-free, independent and accessible dispute resolution scheme. Further information about the Public Transport Ombudsman is available at [ptovic.com.au](http://ptovic.com.au) or by calling 1800 466 865.

TTA's records are, in the absence of manifest error, conclusive of the amount of Value on the Card and any other matter in relation to the Card Account or the Card. TTA may adjust the Card Account or Card balance retrospectively if TTA reasonably believes that either of them is incorrect.

If any part of the conditions in this Chapter is invalid, the conditions are invalid only to the extent of such part without invalidating the remaining conditions.

#### **Additional Conditions for Registration and Registered Cards**

Upon request in the manner required by TTA, TTA will register a Card ('the Registered Card') subject to these Additional Conditions for Registration and Registered Cards.

If there is any inconsistency between these Additional Conditions for Registration and Registered Cards and the conditions in this chapter under the heading 'General Conditions', these Additional Conditions for Registration and Registered Cards will prevail to the extent of that inconsistency.

Each Registered Card must also have a person registered with TTA as an account holder ('the Account Holder'). The Account Holder will manage, and the cardholder will use, the Registered Card in accordance with the rights and obligations given to each of them under the conditions contained in this manual. An Account Holder may manage multiple Card Accounts. TTA is entitled to rely upon any instructions given by the Account Holder in relation to the Registered Card.

The cardholder or Account Holder must advise TTA as soon as possible if a Registered Card is lost or stolen. TTA will deactivate the Registered Card following notification by either the cardholder or the Account Holder that it is lost or stolen. If a Registered Card is lost or stolen, the cardholder or Account Holder has no liability in respect of that Card, or for any costs incurred using that Card, after the time the loss or theft of the Card is notified to TTA, other than any fees which apply.

Where a Registered Card has been lost or stolen, the cardholder or Account Holder may obtain a replacement Registered Card subject to complying with TTA's requirements, which, at TTA's discretion, may involve payment of a fee as specified in this manual.

Where a Registered Card has been replaced, TTA will, after deducting any amounts owed to TTA, transfer the Value and/or Product from the Registered Card which is being replaced to the new Registered Card. Any money payable by TTA in respect of the redemption of Value on a Registered Card will only be payable to the Account Holder.'

In Chapter Thirteen of the Myki Manual, under the heading '**Definitions**' for the definition of '**cardholder**' substitute –

'**cardholder**' means a person who uses a myki for travel or an entry to a designated area or for any related purpose.'

Note: In Chapter Three of the Myki Manual, the third paragraph in green text under the heading '**Managing a myki for someone else**' is no longer accurate following the amendments made by these amending conditions and should be disregarded.

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