

## Concession rules

- Scholars will pay a flat rate of R7 or 7 points for all trips.
- Pensioners will qualify for a discount when boarding a bus outside peak periods (between 08:00 and 15:30 and before 06:00 in the morning and after 17:00 in the afternoon) on weekdays as well as on weekends or public holidays.
- Pensioners between the ages of 60 and 65 qualify for a 25% discount during off-peak hours.
- Pensioners over the age of 65 may travel for free during off-peak hours.
- Full payment applies to all pensioners during peak hours, and they will be charged the standard adult fare if they travel during peak hours.
- The status of all concessions must be renewed before the beginning of each calendar year at the Church Square or Sammy Marks Square Walk-inCentres.
- Concessionaires (scholars and pensioners) must ensure that their picture is printed on the card. A concession card without a photo will be confiscated.
- Concessions are valid for South African citizens only.

## 12. Do I get a receipt when I top up my Connector card?

You certainly do. If the cashier does not issue you with a receipt, please ask for one.

## General rules

- No card, no travel. No passengers will be allowed in the buses without a Connector card.
- No cash is handled on the bus.
- Each passenger must at all times be in possession of their own Connector card when travelling on the bus.
- Always tap in (beginning of journey) and tap out (end of journey) on the bus. The tap machine is situated on the left side of the driver.
- No tap = penalty fees. The maximum fare will apply.
- Sharing cards for travel is not allowed. The rule is one card per person per trip.
- You may use your Connector card for low-value purchases (maximum of R200 per transaction) at retail outlets.
- You can use your Connector card for both TBS and A Re Yeng bus trips.

## Card rules

- Keep your Connector card and PIN safe, and report a lost card immediately.
- If a passenger forgets their pin, the points on the current card can be used; however, new points cannot be loaded on the card. Should a passenger wish to transfer points immediately, they will be required to buy a new card at a cost of R25,00 to allow points to be transferred to a new card. Cash value will be transferred within 30 days from the reporting date. Identity verification will be required.
- If a passenger forgets their pin for their anonymous card, all travel points and cash value will be lost. Travel points and cash value will not be transferred to a new card.
- A damaged card may be replaced if the card is electronically faulty and has not been physically damaged by the cardholder (for example through chip tampering).

# TSHWANE BUS SERVICES *introduces* the Connector



From 1 May 2017, paper tickets will no longer be sold. However, you will still be able to use the paper tickets that you already have until 17 May 2017. Therefore, between 1 March and 17 May 2017, both the Connector card and paper tickets can be used to board the bus.

## Frequently asked questions

### 1. How do I get my Connector? Can I get it from the same places I used to buy paper tickets?

You may only purchase your Connector card from the following places:

- Church Square TBS Customer Care Centre
- Sammy Marks Square Walk-in Centre
- A Re Yeng stations (concessions are not provided for at these stations)

Please note that you will not be able to get your Connector card from any municipal offices.

### 2. Do I have to pay for my Connector card? How much will it cost?

The Connector card costs R25 (once-off fee).

New users will have a choice between registering their Connector cards or purchasing a Connector card as an anonymous user.

If you choose to become a registered user upon registration, you will receive 25 bonus points from the R25 (once-off fee). You will need an ID card or an acceptable form of identification.

Should you choose not to be registered, no bonus points will be added to the card.

*Your passport to ride*



Follow the conversation on #TBSCconnector



[www.tshwane.gov.za](http://www.tshwane.gov.za)

For more information, please contact

Tshwane Bus Services at 012 358 0233/ 0214/1443.

For Connector-related queries, please call 012 358 4848.

Email address: [busenquiries@tshwane.gov.za](mailto:busenquiries@tshwane.gov.za)

### 3. Will I be able to transfer my current paper ticket value to the new Connector card?

No, you will not be able to transfer the current paper ticket value to the Connector. It is important that you use up all your paper tickets by 17 May 2017.

### 4. How do I load or top up travel points on my Connector card?

You may present your Connector card and cash to a cashier at the following places:

- Church Square Customer Centre
- Sammy Marks Square Walk-in Centre
- Kiosks inside A Re Yeng stations

You may also load points on your Connector card at selected cash-accepting ABSA ATMs. Simply insert the card and follow the prompts. (Always remember your pin!)

### 5. How much can I load onto my Connector card?

The system allows you to load either travel points or cash value.

You can load any amount up R1 500 of cash value on your Connector card at a time, with no minimum amount.

The minimum number of travel points that you can load on your Connector card is 60 points for R60. The maximum number of travel points that you can load on your Connector card at a time is 440 points for R350. When you buy travel points (and do not load cash value on your Connector card), the system only allows travel points to the values as shown in the table below.

#### 5.1 Travel points

COST OF TRAVEL POINTS	NUMBER OF TRAVEL POINTS
R60 (sixty rand)	60 (sixty points)
R80 (eighty rand)	96 (ninety-six points)
R100 (one hundred rand)	120 (one hundred and twenty points)
R150 (one hundred and fifty rand)	180 (one hundred and eighty points)
R200 (two hundred rand)	240 (two hundred and forty points)
R350 (three hundred and fifty rand)	440 (four hundred and forty points)

- Commuters do not pay a loading fee for loading travel points.
- The maximum balance of travel points that can be on your Connector card at any time is 2 500 points.

#### 5.2 Cash value

The maximum cash value that can be loaded at once is R1 500, and the maximum cash value that can be loaded during a calendar month is R3 000.

- Commuters pay a loading fee when loading cash value.
- The loading fee for loading cash value on your Connector card at the Church Square Customer Centre, Sammy Marks Customer Centre and at A Re Yeng stations is as follows:
  - o All cash loads up to R60 are charged a loading fee of R1,50.
  - o All cash loads of more than R60 are charged at a loading fee of 2,5% of the cash load amount. For example, a loading fee of R2,00 is charged for a cash load of R80, and a loading fee of R2,50 is charged for a cash load of R100.

- The loading fee for loading cash value on your Connector card at a cash-accepting Absa ATM is as follows:
  - o All cash loads up to R60 are charged at a loading fee of R1,50.
  - o All cash loads of more than R60 are charged at a loading fee of 3,5% of the cash load amount. For example, a loading fee of R2,80 is charged for a cash load of R80, and a load fee of R3,50 is charged for a cash load of R100.

#### 5.3 Rules for the Connector

- You cannot convert cash value to travel points.
- You cannot convert travel points to cash value.
- There are no refunds. Terms and conditions apply.

To save time and to avoid standing in a queue, load your card with enough value to satisfy your travel needs.

### 6. Can I load my points on the bus?

No, you will not be able to load points on the bus. The bus driver will not be able to assist you in any way. It is important to plan your trip in advance.

### 7. When I run out of points, can I ride on the bus and pay later?

Remember, if you have no value loaded on your card, you cannot travel. You will not be allowed on the bus with no value! No value, no ride.

### 8. Will only cash will be accepted as a method of payment when loading value onto my Connector card? Can I use my credit card?

No credit or debit cards will be accepted for loading value on the Connector – only cash.

### 9. How often do I have to load travel points onto my Connector card?

The Connector is a prepaid transit card. This means that it must be loaded with sufficient value before a commuter can use it to pay for a trip.

### 10. What happens if I lose my Connector card?

If you lose your Connector card, report the card lost at any of the following points:

- Church Square Customer Centre
- Sammy Marks Square Walk-in Centre
- A Re Yeng stations (concessions are not provided for at these stations).

If your card is registered on the system, you will be able to ‘hotlist’ a lost card and apply for the remaining funds on your card to be transferred to a new card. Terms and conditions apply.

The lost card will be put on hold, and you must request and purchase a replacement card at one of the above-mentioned selling points.

### 11. Do I qualify for a concession fare?

Scholars (between the ages of 5 and 19) who are enrolled at a school and can prove that they are scholars will be registered as scholar concessionaires and issued with a Scholar Connector.

Commuters over the age of 60 will be registered as pensioner concessionaires and issued with a Pensioner Connector.