

## 1. How do I get my new eTransport Card?

If you are a regular traveller, you should register for a permanent eTransport Card at any authorized Vodafone retail outlet, Mr. Mobile outlet, Valufone outlet and eTransport roadshow location. To obtain a permanent eTransport Card, you must provide a valid form of identification (i.e. driver's license, passport, FNPF/FRCS Joint Card, Voter Registration Card or birth certificate).

## 2. If I do not travel regularly on a bus, do I still need to register for a permanent eTransport Card?

No. Disposable cards will be available for purchase on the buses, and do not require any registration. Disposable cards will be available in \$2, \$5, \$10, \$20, \$50 and \$100 denominations. Disposable cards are recommended for tourists and passengers who may not use public buses on a regular and ongoing basis. Disposable cards have 30 days expiry from the first day of use.

## 3. How much do I need to pay for my permanent card?

Your first card is provided free of charge. First replacement cards will also be free of charge. Thereafter, card replacements will cost \$5.00.

## 4. How do I pay my fare using my permanent or disposable eTransport Card?

To pay for your bus fare, you first need to tell the bus driver your destination. Once the driver enters the number of stage(s) you are travelling, you will be asked to tap your eTransport Card against the Point-Of-Sale (POS) machine in the bus. Once the fare is paid, the POS machine will print a ticket which will state the number of stage(s) you are travelling and the amount of the fare, along with your remaining balance. For disposable cards, ensure that driver activates your card by tapping onto the bus POS as the disposable cards needs to be activated prior to use.

## 5. How do I top up my permanent card?

To top up your card, you will need to visit an authorized Vodafone Top Up agent. You can pay cash over the counter to top up your eTransport Card and you will then receive a receipt that confirms the amount you've paid and the new balance of your card.

For your convenience, you can dial \*134# to get a list of Vodafone Top Up agents in the area. Location services on your phone must be switched on to use this service.

## 6. I registered for an eTransport Card prior to 29 July 2017. Do I need to get a new card?

Yes, you need to register for a new card. As of 1 October, buses only accept the new permanent and disposable eTransport Cards.

## 7. I still have a balance remaining on my old card. What happens to my old balance?

Any balance remaining on your old card will be refunded to you in cash. To receive your cash refund you can visit any authorized Vodafone, Mr. Mobile or Valuefone outlet. You will be asked to provide your old card and a valid ID.

## 8. What if our children have not received their school eTransport Cards?

Until all eTransport Cards are distributed to students, all students in Fiji will be able to ride their usual buses to school for free, whether or not they have yet received their e-Ticketing Cards.

Vodafone and the Ministry of Education will continue the distribution of school eTransport Cards, and all students should receive their cards in the near future.

## 9. If I purchase a disposable card what happens to any balance remaining?

Any balance remaining on your disposable card will be refunded to you in cash. You will need to visit any Vodafone retail or authorized agent outlet with your disposable cards and a valid ID to get a refund before the card expires (30 days after being issued).

## 10. What if the balance on my card is too low to get to my destination?

In the case of insufficient funds, you will need top up before you travel. You also have the option of purchasing a disposable card (available on all buses) to travel to your destination.

## 11. Can my eTransport Card be used in other buses apart from the bus which services our area?

Yes. Your eTransport Card will be valid on any public bus in Fiji, provided it is topped up with the proper balance for your trip.

## 12. I am assisted with travel by the Ministry of Women, Children and Poverty Alleviation. Do I need to get an eTransport Card too?

Yes. The Ministry of Women, Children and Poverty Alleviation has stopped issuing travel vouchers.

You will need an eTransport Card to travel on the bus if you wish to enjoy the concession fare. You will need to check with the Ministry of Social Welfare on where and how to get your eTransport Card. All persons receiving social welfare travel concessions, including persons living with disabilities, the elderly and senior citizens should visit the nearest Ministry of Social Welfare office to obtain a concession eTransport Card.

## 13. I am a student assisted with travel by the Ministry of Education. Do I also require an eTransport Card?

Yes. The Ministry of Education is only issuing travel vouchers for certain areas of Fiji that are serviced by mini-buses and carriers to travel students to major fairways.

All students who are travelling on public buses will receive eTransport Cards that they must use to enjoy concession fares. Bus operators will allow all students to travel with or without their cards until the eTransport Card distribution process is completed.

## 14. What happens if I lose my eTransport Card?

You can report a lost or stolen card to Vodafone to protect your unused balance. You can then obtain a replacement card at any authorized Vodafone outlet. Any unused balance on the missing card will be transferred to your new card.

## 15. Can I block my eTransport Card so that no one uses it?

You can request a block for your card for any reason. To block a card, you can visit any authorized Vodafone outlet or call Toll-free number 151 (for any network users). Agents will be able to block the card following a verification process.

## 16. What happens if I was charged an incorrect fare? What do I need to do?

When boarding the bus, check the fare when the driver enters the stage to see that it is correct. Also, be sure to only tap your card at the POS once; multiple attempts of tapping your card may incur extra fares being deducted.

If you think that you have been overcharged, please keep your receipt and advise the driver. You can call the toll-free line 151 (for any network users) or visit any Vodafone outlet with the copy of your receipt as evidence of an overcharged bus fare. You will have to go through a verification process prior to being refunded.

## 17. Will I be paying more in bus fares now?

No. The bus fares will remain the same. However, fares will be no longer be rounded off in the e-Ticketing system. For example, the \$0.68 stage one fare will be charged exactly, rather than be rounded up to 70 cents. The stage two fare of \$1.11 will also be charged exactly, rather than be rounded down to \$1.10.

The full fare table will be displayed in every bus and is also available on our website [www.vodafone.com.fj](http://www.vodafone.com.fj) and can be clarified through LTA. A review to reduce the cost of bus fares will also be carried out with consultations to be held throughout the country, as announced in the 2017-2018 National Budget Address.

CONDITIONS: Customers must bring a valid ID for registration. You can also provide Police ID, Reference letter or Military ID for registration. All senior citizens and persons with disabilities need to check with the nearest Ministry of Social Welfare Office to get a concession or exempt eTransport Card. If you are a Student you will need to check with the Ministry of Education or your school on where and how to get your eTransport Card. For more information visit any Vodafone authorized outlets or call Toll-free number 151 (for any network users) or visit [www.vodafone.com.fj](http://www.vodafone.com.fj)

