

Latest News — 17th March 2017

Default Fares

When a customer using myki money touches on but does not touch off at the end of their trip, the myki system does not have all the information it needs to calculate their fare. As a result, the customer will be charged a 2 hour default fare.

Here is how you can work out the cost of a 2 hour default fare on the different types of public transport:

- **Metropolitan Trains** = 2 hour Zone 1 & 2 myki money fare
- **Metropolitan Trams** = 2 hour Zone 1 & 2 myki money fare
- **Buses** = 2 hour myki money fare based on the number of zones in which the bus travels
- **V/Line Trains** = 2 hour peak fare between the zone of touch on and Zone 1

The customer will not have any money taken from their myki until the next time they touch on – this may be later the same day, or the following day, week, month etc.

If the customer requires more information on fares, including default fares, please advise them to contact the PTV Call Centre on 1300 800 007 or visit <https://www.ptv.vic.gov.au/tickets/fares/metropolitan-fares/>

Kind Regards,

PTV myki Retail

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