



Cubic Transportation Systems (Australia) Pty Limited
Level 5, 443 Queen St, PO Box 10188
Brisbane, Qld 4000, Australia
Tel: +61 7 3232 1000 Fax: +61 7 3232 1085

Our ref: L-CTS-9394-9590

4 September 2015

By Email: anjuna.singh@translink.com

Ms. Anjuna Singh
Principal's Representative
South East Queensland Integrated Ticketing Project
GPO Box 50
BRISBANE QLD 4001

Dear Anjuna

**SOUTH EAST QUEENSLAND INTEGRATED TICKETING PROJECT
BPOINT – Incident Report**

Cubic refers to the recent BPOINT outage that occurred on 31 August 2015.

Enclosed, for TransLink's review and record, is a copy of BPOINT's investigation report.

Please do not hesitate to contact Robert Regan Feldman on 07 3232 1002 if you require further information.

Yours sincerely,

Not Relevant

Scott Goodridge
Contracts Manager, SEQITP

Released under RTI - DTMR



INCIDENT REPORT

Incident reference:

IM1215760

Incident name:

BPOINT Unscheduled disruption 30st August 2015

Severity:

Priority 2

Incident date:

30 August 2015

Incident time:

08:14

Incident reported:

IVR: IVR payments began timing out intermittently from 8:14AM. IVR transactions that timed out are contained in the attached spreadsheet.

INTERNET: Internet transactions began timing out intermittently from Sunday 30th August at 01:06PM. Internet transactions that timed out are contained in the attached spreadsheet.

BATCH / API: Premier paused batch processing at 09:31AM until the issue was resolved. Batch processing was resumed at 11:09AM. The attached spreadsheet contains all batch transactions that were timed out during the incident.

Impact:

Delays in sending transactions to MIG5 for processing causing some transactions to time out.

Some merchants may have seen web page errors, but the transaction was actually approved. As such they may have performed duplicate transactions.

Recovery details:

A default configuration value was applied following the patch on Sunday 30 August 2015. This restricted the number of simultaneous connections to MIG5 from 100 to 2. The configuration was updated at 10:51 to revert to 100 simultaneous connections.

Incident cause:

During a patch release, default settings for simultaneous connections to MiGS were left in place. This restricted the number of concurrent transactions to 2 per application Server, resulting in transactions being queued and eventually timed out.

Corrective action:

- Update the post release verification checklist to include this configuration item is verified prior to and after the release.
- Additional monitoring whereby an alert is raised if the average MiGS response time increases above a value (TBD).
- Additional post-deployment step to verify that transaction throughput and transaction latency are within normal ranges.



Cubic Transportation Systems (Australia) Pty Limited
Level 5, 443 Queen St., PO Box 10188
Brisbane, Qld 4000, Australia
Tel: +61 7 3232 1000 Fax: +61 7 3232 1085

Our ref: L-CTS-9394-9657

2 October 2015

By Email: anjuna.singh@translink.com

Ms. Anjuna Singh
Principal's Representative
South East Queensland Integrated Ticketing Project
GPO Box 50
BRISBANE QLD 4001

Dear Anjuna

**SOUTH EAST QUEENSLAND INTEGRATED TICKETING PROJECT
NextBus Data Security Incident**

Cubic refers to a recent NextBus data security incident that occurred on 18 September 2015.

Please find below details of the event. Based on this information Cubic recommends that all operators should update their passwords as a precautionary action.

We recently learned of a data security incident that may affect you, along with our other NextBus clients.

On September 18, 2015, NextBus detected suspicious activity from an agency account and our IT experts worked quickly to minimize the issue. An unauthorized individual may have gained access to a database containing some account information of our NextBus agency customers and the North American riders that use NextBus services.

For riders in Australia, there is not a MyNextBus access/setup for any of the TransLink agencies. TransLink operators are not visible on the public NextBus web page. However, a rider in Australia – if they are an avid user and were traveling or living in the US or Canada in the past 10 years – may have set up a MyNextBus account for use with one of the US/Canadian agencies. In this case, they will be included in our list of registered users, but we have no method to determine a resident of Australia from any other resident. Therefore, they would fall into the scenario for North American riders described below.

As you know, individuals can sign up for accounts at the NextBus website, and our agency customers like you have accounts for managing the information they make available to riders. This incident may have resulted in the disclosure of usernames, e-mail addresses, telephone numbers and passwords.

As NextBus does not collect or possess Social Security or driver's license numbers or any financial information from its users and customers, including credit cards, none of that type of information is at risk.

While our investigation is ongoing, our experts have determined that an agency account was compromised through stolen login credentials. We have taken steps to further secure our system and to prevent this type of incident from occurring in the future, including disabling the compromised account, increasing the minimum password strength and blocking traffic to or from any suspect Internet addresses. We are also communicating with our NextBus rider customers and requiring them to change and strengthen their passwords.

Our advice to you and your staff is that anyone with an agency or personal NextBus account change their password. If they use that same password anywhere else, they should change it as well. Finally, make sure your team is alert to phishing emails or phone calls that look as if they come from NextBus. Please remind everyone not to click on any embedded links or open any attachments in suspicious emails, and let them know no one from NextBus would ever email or call and ask for personal or account information.

We take the security of your information very seriously and want to make sure we are addressing this event in a manner that enhances your confidence in our company.

If TransLink has any questions or concerns, please do not hesitate to contact me on 07 3232 1053.

Yours sincerely

Not Relevant

Basil Kyriadakis
General Manager, QLD

Released under RTI/OTI

Cleveland line go card issues

We are aware that some customers may not have been able to touch off properly at some train stations on the Cleveland line this afternoon (Monday, 3 August).

This has happened as a result of a software upgrade, which is now being rectified.

TransLink will arrange an adjustment for people who couldn't touch off properly and incurred a fixed fare as a result. These funds will be processed on Tuesday night.

Customers can contact TransLink on 13 12 30 to discuss their fixed fare.

We apologise for the inconvenience caused.

Background

TransLink's go card system is being upgraded to shorten the amount of time in which customers can view their travel histories online and receive top-up amounts within 30 minutes.

The first of this software upgrade was rolled out on the Cleveland line on Thursday night (30 July); however, we've become aware of an issue today, Monday, 3 August, which is affecting the SACID (stand alone card interface device) go card readers at five train stations: Ormiston, Murarrie, Coorparoo, Morningside and Norman Park train stations. These are the stations we are aware of at present.

The issue requires customers to touch their card twice to the go card reader to allow it to correctly read the card and charge the correct fare.

While we expect most customers will touch their card to the reader a second time on observing it did not read properly on the first touch, some customers won't realise they didn't touch on or off properly and will incur a fixed fare of \$10.

Customers will notice they have incurred a fixed fare when they next touch on, which for regular commuters will be tomorrow morning.

This issue will affect peak-hour customers this afternoon (Monday); however, the upgrade will be rolled back overnight to undergo further testing, meaning tomorrow's peak-hour travellers won't be affected.

TransLink will monitor the numbers of people affected throughout this afternoon's peak and will arrange a mass adjustment tomorrow; however, we don't anticipate that this will be a widespread issue.

The following numbers of people are expected to be affected at each train station: 1051 people at Ormiston, 1133 at Murarrie, 1953 at Coorparoo, 2791 at Morningside, and 1230 at Norman Park.

TransLink has advised Queensland Rail, so they can inform their station staff, should customers require assistance or complain to staff. The TransLink contact centre has also been informed.

We could see some congestion at these stations this afternoon, given the extra time needed for customers to touch on or off twice.

We aren't expecting this to be a major issue this afternoon, but will provide updates if necessary.

N.B. A fixed fare is the value charged when a go card is not touched off correctly at the end of a trip. The charge is \$5 for bus, BCC ferry and tram travel, \$10 for trains and SMBI ferry travel, and \$30 for Airtrain travel. Concession fixed fares are half of the adult amounts.

Prepared by: Kirstine O'Donnell	Contact for further information:	Anjuna Singh
Not Relevant		Not Relevant

7-Eleven employment allegations and impact on go card technology

The allegations made against some 7-Eleven franchisees are concerning.

TransLink's go card partner Cubic has a contract with 7-Eleven stores to provide go card services in South East Queensland.

In the interests of fulfilling its corporate social responsibility, we understand Cubic has requested formal advice from 7-Eleven in response to the allegations, particularly around how it intends on working with franchisees to prevent any disruption to the go card system.

Should there be any disruption to the go card system as a result of this, TransLink will work with Cubic to keep the public informed and to minimise inconvenience to customers.

Background

A joint Fairfax/ABC investigation that aired on Four Corners on Monday, 31 August and in Fairfax newspapers across the weekend, alleged that some 7-Eleven franchisees have underpaid employees, falsified payroll sheets and breached visa conditions for foreign workers. These claims are now being investigated by an independent panel and the Fair Work Ombudsman.

TransLink's go card partner Cubic Transportation Systems holds a retail distribution contract with 7-Eleven to provide go card services in South East Queensland. This contract was dated 14 October 2013 and extends to September 2016.

On Monday, 31 August, Cubic wrote to 7-Eleven, requesting a formal response to the allegations, seeking advice about the measures it intends on implementing to address the allegations, should any of them be substantiated. Cubic has also requested advice about how 7-Eleven will prevent disruption to the provision of go card services in stores.

It is not expected that these allegations will affect 7-Eleven's ability to deliver go card ticketing services to TransLink's customers.

A response was requested by COB Monday, 31 August. TransLink has not been advised of the response as at the time of drafting this HIB (Tuesday, 1 September).

No go card imagery was included in the report and we aren't expecting reputational damage to TransLink, at this stage.

In South East Queensland, 142 7-Eleven stores offer go card services. There are more than 600 7-Eleven stores around Australia.

Prepared by:	Kirstine O'Donnell	Contact for further information:	Anjuna Singh
	Not Relevant		Not Relevant

7-Eleven media releases:

Independent panel to review 7-Eleven staff payments, company proposes exit option to franchisees who want out

31 August 2015

7-Eleven Stores Pty Ltd will establish an independent panel, chaired by an eminent and qualified Australian, to receive and examine claims including underpayment of staff by franchisees, and franchise agreement terms.

“The key factor here is that the panel will receive, review, and process any claim of underpayment, and authorise repayment where this is appropriate,” said Chief Executive Officer, Warren Wilmot.

“The viability of the 7-Eleven system is in no way, never has been and never will be, dependent on franchisees underpaying their staff,” he said.

“This doesn’t let off the hook any franchisees doing the wrong thing, because we will pursue them to repay any money owed to former or present staff.

“We are seeking the co-operation of the Fair Work Ombudsman (FWO), and today reached out to them, inviting them to assist in establishing the terms of reference of the independent panel and its mode of working.

“This is in addition to our continuing co-operation with FWO to weed out franchisees in our network, who are not doing the right thing by their staff, and further tightening our audit and monitoring systems and processes in collaboration with FWO.”

Mr Wilmot said 7-Eleven Stores Pty Ltd was Australia’s most successful franchisor, with a national network of 620 stores based on a business model of mutuality, and built over nearly four decades.

“While we dispute there is insufficient financial viability in a system that delivers on average net profit of \$165,000 per store, and year-on-year growth of more than nine per cent, the company has committed that any existing franchisee, who no longer wants to participate in the system, 7-Eleven Stores Pty Ltd will refund the franchise fee paid, and help to sell any store where a goodwill payment has been made,” he said.

“What has happened, has happened on our watch, and we are a company with a proud heritage and a strong reputation, we cannot allow the few to taint the achievements of the many.”

Prepared by:	Kirstine O’Donnell	Contact for further information:	Anjuna Singh
	Not Relevant		Not Relevant

A MESSAGE FOR OUR FRANCHISEES' STORE STAFF ABOUT MEDIA COVERAGE

29 August 2015

Our business does not condone the action of any franchisee who does not meet their employer obligations.

If you have any questions or concerns about your pay or conditions, we would encourage you to contact the Fair Work Ombudsman for advice and support.

<http://www.fairwork.gov.au/employee-entitlements/national-employment-standards>

<http://www.fairwork.gov.au/how-we-will-help/how-we-help-you>

We are deeply concerned about the personal impact on affected employees or former employees, and the damage such actions cause to franchisees who are trusted, reliable and responsible small business owners, meeting their obligations as employers.

Released under RTI - STMP

Prepared by: Kirstine O'Donnell	Contact for further information: Anjuna Singh
Not Relevant	Not Relevant

7-Eleven: myki ticket system running off 'corner sweatshops'

Canberra Times, September 1, 2015 - 10:32AM, [Patrick Hatch](#)

Victoria should review its reliance on 7-Eleven's "corner sweatshops" to sell and service myki cards, Greens MP Adam Bandt says.

The convenience chain has been rocked by revelations of widespread wage fraud and allegations that franchisees have [paid staff as little as \\$10 an hour](#).

A joint Fairfax Media and Four Corners investigation has also revealed the company's Australian head office has [covered up wage fraud](#) and exploitation.

The Victorian government struck a deal with 7-Eleven in 2007 to sell and service myki smart tickets - which are used across the state's public transport network - in all stores.

Myki cards cannot be bought or "topped-up" on trams, meaning the 24-hour convenience stores are the only option for some Victorians.

Mr Bandt, the federal member for Melbourne, called on Public Transport Victoria to review its relationship with 7-Eleven in light of how workers have been treated.

"Myki machines shouldn't be located in corner sweatshops where workers report being underpaid and threatened with deportation," Mr Bandt said.

"Melburnians are funnelled into 7-Eleven stores to top-up their Myki cards, making our public transport system dependent on an empire that seems to be systematically exploiting its workers."

Mr Bandt, who on Saturday called for a special [Senate inquiry hearing to examine 7-Eleven](#), said a company that did not guarantee minimum pay and conditions should not be taking a cut of public transport fares.

Victoria's Public Transport Users Association also criticised the arrangement, saying people often found themselves relying on the stores.

"Anytime where we're relying on private enterprise to step into a public function that is being vacated by the public sector, it does create these potential issues," the PTUA's president Tony Morton said.

He said myki machines should be installed on trams, [as originally intended](#).

Stores other than 7-Eleven such as pharmacies and independent newsagents also service myki cards.

A PTV spokesman would not comment on its relationship with 7-Eleven, other than to say its agreement was solely with 7-Eleven's head office, not franchisees.

PTV did not respond to questions about how much 7-Eleven made from myki transactions, if due diligence was undertaken before entering into the agreement with 7-Eleven and if it would review its relationship with the chain.

patrick.hatch@fairfaxmedia.com.au

Prepared by:	Kirstine O'Donnell	Contact for further information:	Anjuna Singh
	Not Relevant		Not Relevant

Not Relevant

alleged go card fraud

TransLink is aware that QPS is investigating alleged illegal activity at a go card retailer.

TransLink and go card supplier Cubic are assisting QPS with their investigations.

Now that this is a police matter, we won't be commenting on the specifics of the investigation.

go card customers have not been adversely affected and have no reason to be concerned.

Background

TransLink's go card partner Cubic has identified an irregularity in the way in which [Not Relevant] is processing go card refunds. This irregularity has resulted in the retailer earning commission that may not be in line with the contract, and if found to be deliberate, could be considered fraudulent activity.

go card retailers earn commission on go card sales and top-ups, but not other transactions, such as refunds.

[Not Relevant] has allegedly been adding additional credit to go cards that customers present for a refund, which results in the retailer being paid a commission on the top-up amount through the back-end system. Cubic's investigation has indicated that the additional top-up credit is then being cancelled by the retail operator and the refund of the remaining valid amount is processed for the customer as normal. The customer is not affected by this irregular activity, but the retailer has earned commission on a transaction that didn't actually take place.

This activity has resulted in the retailer processing about [Not Relevant] in additional credit and earning [Not Relevant] in commission between July 2013 and July 2015. To put this into perspective, the retailer has processed [Not Relevant] in go card sales over the same period, earning about [Not Relevant] in commission.

This is the only reported incident of this nature that we are aware of.

Cubic first identified indications of irregular transactions in April this year. Further investigation finalised at the end of July, found enough evidence to support a show-cause request and/or referral to QPS for investigation. Given Cubic holds the contract with the retailer, it has referred the matter to QPS for investigation. Cubic has not directly discussed the irregular transactions or the investigation with the retailer on the basis that it might impede a police investigation. The referral to QPS happened at 12.30pm on Monday, 7 September.

The QPS investigation has been ongoing. Both mystery shopping and owner/employee interviews are being conducted. QPS has not yet confirmed when the outcomes of the investigation will be known, however it is expected that this will be in mid-January.

The contractual agreement that Cubic has with the retailer indemnifies TransLink Division and the State from any loss as a result of wrong-doing or criminal acts such as fraud. This is however a significant reputational risk and as such TransLink Division will work with Cubic to ensure proper management of the contract with the retailer depending on the outcomes of the QPS investigation.

Not Relevant

While customers are currently unaffected by the QPS investigation, they will be impacted should Cubic cease the contract due to substantiated fraud.

Prepared by:	Kirstine O'Donnell	Contact for further information:	Jasmine Green
	[Not Relevant]		[Not Relevant]

Not Relevant

TransLink Division is developing a communications plan to direct customers to alternative top up locations in the event that Cubic terminates its agreement with the retailer.

Author	Kirby Orr	Date	22/12/2015
Approver	Wietske Smith Steven Pree	Date 22/12 22/12	
Media outlet		Date	

Released under RTI - DTMR

Prepared by: Kirstine O'Donnell	Contact for further information: Jasmine Green
Not Relevant	Not Relevant

Hot Issue Brief

Saturday 9 January 2016

go card fraudulent activities

On Friday (8 January), TransLink and go card supplier Cubic, identified a small number of potential fraudulent transactions which are now being investigated

Early indications show that a number of monetary top ups have occurred to cards using suspected stolen credit cards

While we are still investigating, it is possible that this has occurred if customers have given third party access to their go card details and accounts which has then allowed money to be added to their go cards

TransLink has temporarily suspended the identified go cards and will now seek to understand from these customers what has occurred to allow third party access

TransLink has notified Queensland Police and will work with them, as required

Cubic and TransLink have fraud detection programs in place which have enabled us to quickly identify abnormal patterns which has led to identifying these transactions

Customers are reminded that giving a third party access to their go card account information is a breach of the terms and conditions of go card use

Any customer who is aware of providing go card account information to a third party should contact the TransLink Contact Centre on 13 12 30

Background

Cubic and TransLink have identified approximately \$18,000 of top ups that have occurred across 225 cards in the last 10 days that we believe to be fraudulent transactions.

The fraudulent transactions have been identified due to:

- all transactions having occurred between 12 midnight and 5am

- all transactions are using foreign credit cards (Swiss, South Korean, Japanese and Malaysian)
- all are occurring with approximately 7 Bank Identification Numbers with the partial credit card numbers matching up
- all the go card accounts have had their passwords changed to the same password.

Early indications are that individuals have given their go card details as well as access to their accounts/passwords to a third party who has then topped up their go card account using suspected stolen credit card details.

No bank has notified us of any charge backs or stolen credit cards.

TransLink and Cubic will now temporarily suspend the 225 go cards involved and seek to understand from customers what has occurred to allow these transactions to occur

The 225 customers will not be able to travel on their go card or have their balance transferred or refunded – they will need to buy new go cards or purchase paper tickets

Banks have six months in which to make application for a charge back – funds will need to be held until this time

TransLink will begin trying to contact impacted customers today by SMS through the mobile numbers provided as part of the go card registration, however it is unknown if these numbers are in use.

TransLink's Contact Centre have been notified of the situation and are fully prepared to receive calls following the SMS through to mobile numbers.

Specific scripting has been developed for the Contact Centre which will include a request for name, go card number and appropriate contact details. Customers will be advised of the unusual activity and advised a TransLink staff member will contact them early next week to discuss the outcomes of the investigation into these transactions.

TransLink is unable to contact customers via email as the majority email addresses have also been changed and 50 per cent of the 225 cards currently have the same email address registered.

TransLink is in the process of looking to cease all foreign credit cards with online transactions for top ups. This will have minimal impact upon customers. This will not impact retail sales and top ups of go cards for tourists as foreign credit cards will still be able to be used at retail outlets, 7 Eleven, QR rail stations and AVVM's

TransLink and Cubic are monitoring for these transactions daily so we can take immediate action to hotlist/suspend go cards.

Go card terms and conditions

Third-party go card applications

There are third party applications available on the internet that can offer to display go card account balances and other go card information. Currently these products are not endorsed or able to be endorsed by TransLink.

Customers who provide their go card details to non-TransLink third party applications or non-endorsed services are breaching the [go card terms and conditions](#).

You should only access your go card account via the methods provided on the TransLink website.

This policy is to ensure your personal data is kept secure.

Check out the [Stay Smart Online website](#) for more tips on internet security and keeping your personal information safe.

Hot Issue Brief

Thursday, 14 January

go card fraudulent activities

On Friday (8 January), TransLink and go card supplier Cubic, identified a small number of potential fraudulent transactions which have now been investigated.

Findings from the investigation showed that a number of monetary top ups were made to go cards using suspected stolen credit cards.

TransLink has temporarily suspended 228 go cards and made contact with all customers where contact details were available.

Following the investigation and conversations with customers, these fraudulent transactions have occurred due to customers giving third party access to their go card details and accounts which has then allowed money to be added to their go cards.

Affected go cards will remain temporarily suspended while TransLink continues to work with Queensland Police to further progress the necessary actions of the investigation.

Until the investigation with Queensland Police is concluded, go card funds will remain held in the possession of the Department of Transport and Main Roads.

Cubic and TransLink have fraud detection programs in place which have enabled us to quickly identify abnormal patterns which has led to identifying these transactions.

Customers are reminded that giving a third party access to their go card account information is a breach of the terms and conditions of go card use.

Any customer who is aware of providing go card account information to a third party should contact the TransLink Contact Centre on 13 12 30.

Background

Cubic and TransLink have identified approximately \$18,000 of top ups that have occurred across 228 cards in the last 10 days that we believe to be fraudulent transactions.

The fraudulent transactions have been identified due to:

- all transactions having occurred between 12 midnight and 5am
- all transactions are using foreign credit cards (Swiss, South Korean, Japanese and Malaysian)
- all are occurring with approximately 7 Bank Identification Numbers with the partial credit card numbers matching up
- all the *go* card accounts have had their passwords changed to the same password.

These activities have occurred due to individuals giving their *go* card details as well as access to their accounts/passwords to a third party who has then topped up their *go* card account using suspected stolen credit card details.

No bank has notified TransLink of any charge backs or stolen credit cards.

TransLink and Cubic have temporarily suspend the 228 *go* cards involved with customers unable to travel on their *go* card or have their balance transferred or refunded – they will need to buy new *go* cards or purchase paper tickets.

Until the investigation with Queensland Police is finalised, *go* card funds will remain held by TMR, this is supported by legal advice.

Banks have six months in which to make application for a charge back – funds will need to be held until this time

TransLink has sent a SMS to all impacted customers by SMS where details were available.

To date, 19 calls have been received following the SMS to customers. From these 19 calls, the majority of customers were aware of the actions they had taken to allow these transactions to occur.

TransLink was unable to contact customers via email as the majority email addresses have also been changed and 50 per cent of the 228 cards currently have the same email address registered.

TransLink is in the process of looking at the ability to cease all foreign credit cards with online transactions for top ups. There are approximately 5,000 foreign cards however further investigations are being carried out to assess how many of these cards are active. This will not impact retail sales and top ups of *go* cards for tourists as foreign credit cards will still be able to be used at retail outlets, 7 Eleven, QR rail stations and AVVM's

TransLink will also undertake a review of the Go Card Terms and Conditions to ensure they handle situations such as this in the most efficient manner.

Go card terms and conditions

Third party *go* card applications

There are third party applications available on the internet that can offer to display *go* card account balances and other *go* card information. Currently these products are not endorsed or able to be endorsed by TransLink.

Customers who provide their *go* card details to non-TransLink third party applications or non-endorsed services are breaching the [go card terms and conditions](#).

You should only access your *go* card account via the methods provided on the TransLink website.

This policy is to ensure your personal data is kept secure.

Check out the [Stay Smart Online website](#) for more tips on internet security and keeping your personal information safe.

Hot Issue Brief

Thursday, 25 February 2016

Changes to international credit cards and go card top ups

From 1 March, foreign cards will not be accepted when a monetary top up is attempted via the TransLink website or contact centre.

This change **does not** affect customers using an international credit card when topping up their go card at all fare machines, retailers and attended QR stations.

TransLink has emailed approximately 4,000 customers who have a foreign credit card recorded against their go card for auto top up purposes, to advise them of the upcoming changes.

In January 2016, TransLink and go card supplier Cubic identified and investigated a number of fraudulent transactions where monetary top ups were made to go cards using suspected stolen credit cards.

The investigation found that these transactions were undertaken with foreign credit cards and occurred due to customers giving third party access to their go card details and accounts which has then allowed money to be added to their go cards.

Cubic monitor and assess go card transactions on a daily basis to identify any abnormal patterns in data.

Customers are reminded that giving a third party access to their go card account information is a breach of the terms and conditions of go card use.

Any customer who is aware of providing go card account information to a third party should contact the TransLink Contact Centre on 13 12 30.

Background

There is over 286,000 *go* cards with auto top up enabled.

There are 4045 *go* cards connected with an international credit card as of 26 February, 2016. The table below reflects the past five months of transactions using these *go* cards connected with an international credit card.

Month	Dollars	Transaction number	Average dollar amount per transaction
October 2015	\$49,880	1787	27.91
November 2015	\$42,245	1595	26.49
December 2015	\$44,620	1256	35.53
January 2016	\$52,915	1289	41.05
February 2016	\$41,820	1466	28.53

Earlier Background – dated 9 January 2015

Cubic and TransLink have identified approximately \$18,000 of top ups that have occurred across 228 cards in the last 10 days that we believe to be fraudulent transactions.

The fraudulent transactions have been identified due to:

- all transactions having occurred between 12 midnight and 5am
- all transactions are using foreign credit cards (Swiss, South Korean, Japanese and Malaysian)
- all are occurring with approximately 7 Bank Identification Numbers with the partial credit card numbers matching up
- all the *go* card accounts have had their passwords changed to the same password.

These activities have occurred due to individuals giving their *go* card details as well as access to their accounts/passwords to a third party who has then topped up their *go* card account using suspected stolen credit card details.

No bank has notified TransLink of any charge backs or stolen credit cards.

TransLink has sent a SMS to all impacted customers by SMS where details were available.

This will not impact retail sales and top ups of *go* cards for tourists as foreign credit cards will still be able to be used at retail outlets, 7 Eleven, QR rail stations and AVVM's

Airtrain ticket machines – 2/2/17

Some Brisbane Airtrain customers were undercharged for travelling between Brisbane and the Gold Coast between Monday 19 December and Thursday 26 January due to a minor issue affecting ticket machines at Brisbane Airport and a small number of other locations.

The issue affected travellers who bought paper tickets for travel between the domestic and international airport terminals in Brisbane and light rail stations and a small number of tourist locations on the Gold Coast. The amount they were undercharged was relatively low.

The issue has been resolved.

Background

After the Fairer Fares changes came into effect on Monday 19 December, Brisbane Airtrain customers using non-rail Add Value Vending Machines (AVVMs) to purchase paper tickets for travel between Brisbane Airport railway stations and non-rail locations, including some Gold Coast destinations, were undercharged.

The issue affected machines at locations including Brisbane Airport domestic and international terminal railway stations, Gold Coast Light Rail stations and a small number of tourist locations on the Gold Coast.

Prior to Monday 19 December, the cost of paper tickets purchased at these machines was calculated as the sum of the Airtrain/rail component with the bus/tram fare. Between 19 December and 26 January when was fixed, customers were charged for the Airtrain/rail journey only.

For instance, a ticket for travelling from Brisbane Airport to Helensvale by rail, then from Helensvale to Florida Gardens light rail station at Surfers Paradise by bus, previously cost \$37.60 in total. This consisted of \$33.00 for the rail journey and \$4.60 for the bus journey.

After 19 December and until the issue was resolved, the machines charged customers \$33.00 for the same trip. The correct fare is \$37.60.

The problem was confined to tickets bought from these machines. There is no suggestion that customers using go cards or the ticket windows at Brisbane Airport were charged incorrectly for the same journey.

TransLink tested the machines before the Fairer Fares package was introduced to ensure they charged the correct fares for travel to non-rail destinations on the Gold Coast and no problem was identified.

The provider of the go card technology, Cubic, identified a problem during a cash reconciliation in the week starting 19 December and alerted TransLink.

The revenue impact to TransLink was minimal.

Between 19 December and 30 January \$2,447 of these types of these tickets were sold.

The financial cost to TransLink was a proportion of this (ie \$4.60 for every \$33 in example above).

There was no impact on Airtrain revenue under the contract.

TransLink resolved the issue by changing the computer code behind the machines to the position it was in prior to the fare change while maintaining the Fairer Fares enhancements.

TransLink fixed the problem on Thursday 26 January by publishing the updated fare tables. Following this, final network/production testing was undertaken to certify the fix and formally mark the issue as resolved.

ENDS

Prepared by: Garry West	Contact for further information:	xxxx xxxx
Not Relevant		3338 xxxxx

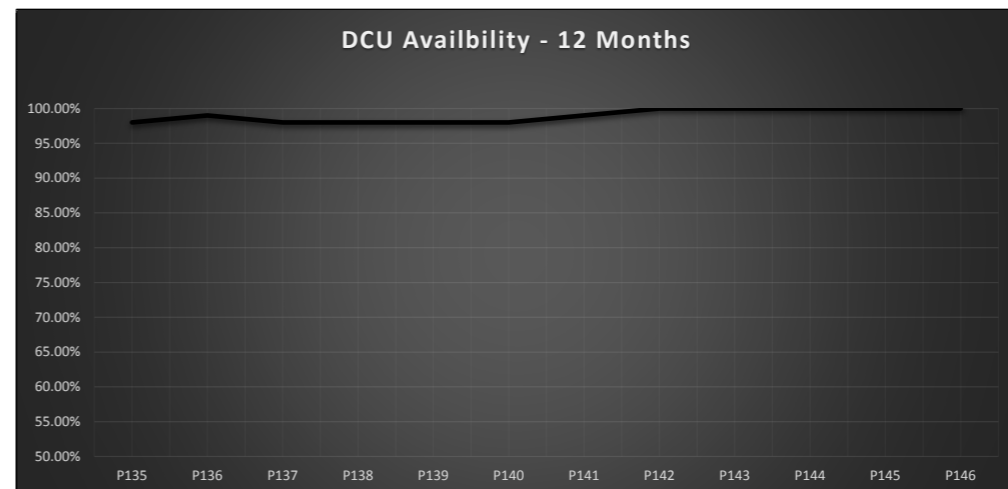
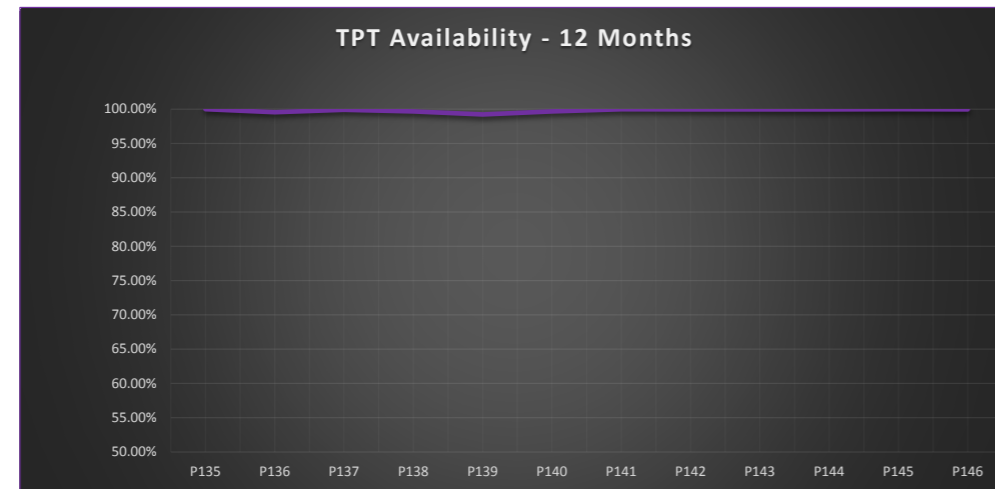
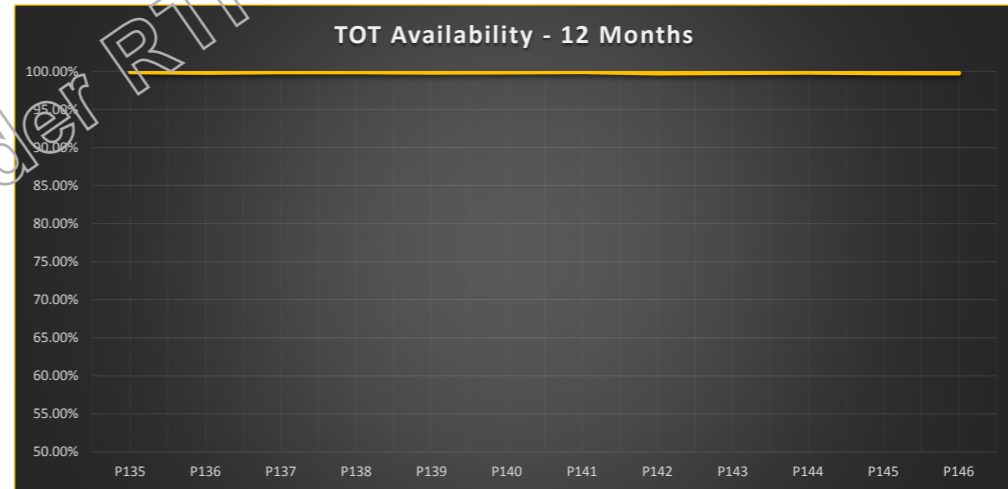
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Prepared by:	Garry West	Contact for further information:	xxxx xxxx
	Not Relevant		3338 xxxxx

Availability of Equipment - 12 Months

*Note: SLA configuration issues in ServiceNow are causing downtime in some incidents to be counted multiple times negatively impacting reported performance.

Reporting Period		P135		P136		P137		P138		P139		P140		P141		P142		P143		P144		P145		P146	
Date	Goal	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage	Device Count	Percentage
14/03/2016	98.00%	322	99.43%	322	99.37%	322	99.35%	322	99.47%	322	99.38%	319	99.16%	319	99.45%	332	99.38%	332	99.47%	332	99.36%	332	99.40%	333	98.84%
10/04/2016	99.00%	178	99.43%	178	99.85%	178	99.85%	178	99.86%	178	99.82%	178	99.74%	178	99.83%	178	99.76%	178	99.74%	178	99.36%	178	99.77%	178	99.68%
11/04/2016	99.94%	676	99.93%	676	99.96%	676	100.00%	676	99.94%	684	99.94%	684	99.93%	684	99.96%	706	99.95%	706	99.94%	706	99.94%	706	99.95%	702	99.94%
8/05/2016	99.70%	214	99.92%	214	99.85%	214	99.93%	214	99.93%	253	99.87%	253	99.90%	253	99.95%	217	99.78%	217	99.83%	217	99.87%	217	99.78%	215	99.77%
9/05/2016	99.50%	96	99.99%	96	99.56%	96	99.93%	96	99.68%	102	99.24%	102	99.68%	102	100.00%	102	99.98%	102	99.98%	102	99.99%	102	99.99%	105	99.98%
5/06/2016																									
6/06/2016																									
3/07/2016																									
4/07/2016																									
31/07/2016																									
1/08/2016																									
28/08/2016																									
29/08/2016																									
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18/12/2016																									
19/12/2016																									
15/01/2017																									
16/01/2017																									
12/02/2017																									
3095	98.00%	3095	99.00%	3095	98.00%	3095	98.00%	3095	98.00%	3095	98.00%	3095	98%	3095	99%	100%		100%		100%		100%		100%	100%



Go Card Transactions per Financial Year below.

Measures	15/16	16/17	Total
Transactions	312,898,255	299,542,920	612,441,175
Tag On Trans	158,292,786	151,759,609	310,052,395
Tag Off Trans	154,605,469	147,783,311	302,388,780

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