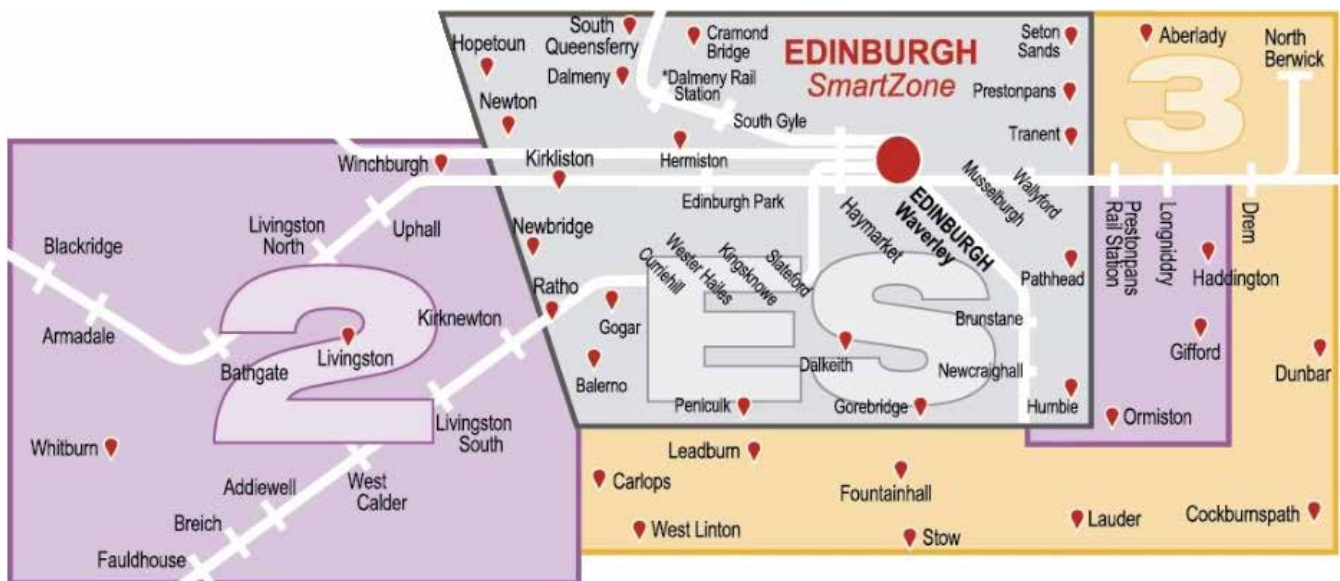


One-Ticket: Zone Guide

One-Ticket is a multi-operator ticketing scheme which is available as **1-day**, **7-day**, **28-day** or **annual** tickets for either **bus only** or **rail and bus** journeys.

Tickets are valid on daytime services in a number of different zones:



Validity on EastCoastbuses services:

In city zone a and county zone b*: **Edinburgh SmartZone (Zone ES), Zone 2, Zone 3, Zone 4** and **Zone 5** area tickets are all valid.

In county zone c and Haddington*: **Zone 2, Zone 3, Zone 4** and **Zone 5** area tickets are all valid.

In county zones d-f (excluding Haddington)*: **Zone 3, Zone 4** and **Zone 5** area tickets are all valid.

Central, Fife, Scottish Borders and **Inner Scottish Borders** zone tickets are **NOT VALID** on any Lothian group services.

***One-Ticket** products are **NOT VALID** on **NightHawk** services.

One-Ticket: Day Tickets

One-Ticket day tickets are issued in two types - scratchcard and PayPoint.

Scratchcard Example:



PayPoint Example:



For scratchcards, only ONE date and ONE travel area should be scratched off the ticket. If there is any evidence of the ticket being tampered with, please remove the ticket if possible and deny travel.

PayPoint tickets will specify the date and travel area on the bottom half of the ticket, and they must be in a sealed wallet. If there is any evidence of the ticket being tampered with, please remove the ticket if possible and deny travel.

Each One-Ticket product should be recorded using the 'One-Ticket COUNT' button on the ETM main menu.

One-Ticket: Bus-Only Season Tickets

One-Ticket bus-only season tickets can be issued for 7 days, 28 days, or annually. Printed season tickets **MUST** be accompanied by a photo ID card.

The 'Identity Card' number on the photo ID should match the one displayed on the ticket.

7/28-Day Ticket Example:



Annual Ticket Example:



Photo ID Example:



Each One-Ticket product should be recorded using the 'One-Ticket COUNT' button on the ETM main menu.

One-Ticket: Rail & Bus Season Tickets

One-Ticket rail & bus only season tickets can be issued for 7 days, 28 days, or annually. Season tickets **MUST** be accompanied by a photo ID card. The 'Identity Card' number on the photo ID should match the one displayed on the ticket.

A 'valid until' date is printed on each ticket. The travel area number will be specified in one of the destinations (for example, 'Longniddry 2' is Zone 2).

7-Day Paper Ticket Example:



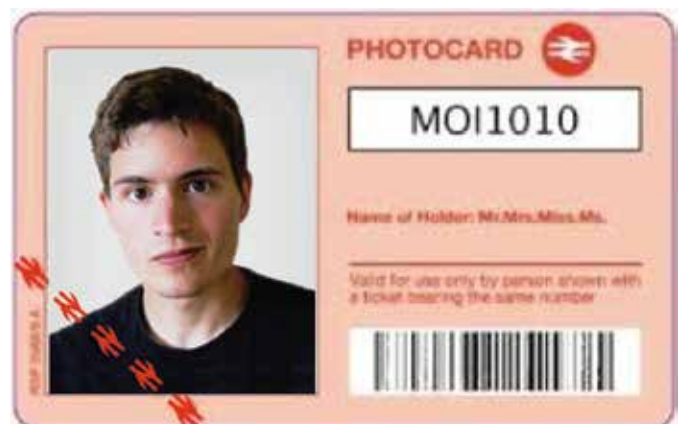
Annual Ticket Example:



28-Day Traditional Ticket Example:



Photo ID Example:



Each One-Ticket product should be recorded using the '**One-Ticket COUNT**' button on the ETM main menu.

One-Ticket: m-tickets

One-Ticket bus-only tickets can be issued as an m-ticket on mobile devices. These are valid for 1 day, 7 days, 28 days, or annually. Season tickets will display the user's photo towards the bottom-left of the screen. A photo is not required for 1-day tickets.

An example of a mobile One-Ticket is shown on the right. There are three sections on the screen.

Section 1 shows a security symbol which changes every day (a purple arrow is shown in the example), and also the travel area which the ticket is valid in.

Section 2 shows the start and expiry date/time, the ticket cost, as well as a large One-Ticket logo.

Section 3 shows a small One-Ticket logo and green bubbles which should continuously move to prove validity.

If the ticket shows the wrong travel area or the ticket has expired, the passenger must pay a fare to travel.

Each One-Ticket product should be recorded using the **'One-Ticket COUNT'** button on the ETM main menu.

