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South Eastern Trains Limited  
Friars Bridge Court  
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17 June 2005

Dear Consultee

## **Notice of Major Change to Schedule 17 of the Ticketing and Settlement Agreement**

### **Major Change**

The purpose of this letter is to provide you with formal notice under clause 6.18 of the Ticketing and Settlement Agreement (the TSA) that South Eastern Trains Limited (SET) proposes to make a Major Change to Schedule 17 of the TSA.

### **Nature of Change**

SET proposes to revise the ticket office opening hours at stations under its operation, as detailed in attachment I. SET believes that its proposal would meet the definition of Major Change as referred to in 6.18(1)(a)(i), as it would improve current arrangements in terms of cost effectiveness, while still ensuring members of the public continue to enjoy widespread and easy access to the purchase of Rail Products. In accordance with 6.18(3) of the TSA, in reaching the conclusion that the proposal is a Major Change SET has taken into account the following:

*(i) Current levels of accessibility to facilities for the Sale of Fares*

Attachment I sets out the current ticket office opening hours.

*(ii) Need to Safeguard the interests of passengers and other operators*

SET recognises the need to safeguard the interests of passengers and other operators. The ticket office opening hours have been adjusted to reflect those periods where there is reduced customer demand for the purchase of tickets. During times of peak-demand the ticket offices will be fully operational. At times when the ticket offices are closed, customers may purchase tickets from the new Ticket Vending Machines (TVMs), Quickfare Machines or Pertis machines located at the Station. This ensures that passengers may purchase tickets at any time.

*(iii) Promotion of the use of the Network*

The proposed change will continue to promote the use of the Network by ensuring ticket offices are open during peak times while providing sufficient alternative methods to purchase tickets when the offices are closed.

*(iv) The existence of any alternative means, including new technology, of meeting the needs of passengers and other operators*

The majority of SET's stations have or will have in the near future new TVMs operational, as shown in attachment II. In line with our extended penalty fares area, other stations will have Quickfare Machines or Pertis Machines in operation. This enables customers to purchase tickets without having to go to a ticket office. SET also provides for the purchase of tickets through its portable Ticket Issuing Systems (TIS), which are ticketing devices that enable tickets to be purchased on board trains from the increased numbers of revenue protection staff.

Where the ticket office is closed and customers are unable to purchase their required tickets from a TVM, acceptable alternatives will be identified and clearly explained and communicated at each station. This will include:

- indicating ticket office opening hours at the stations;
- listing of other stations where this facility exists;
- allowing a customer to purchase a single fare (by Quickfare machines) or a permit to travel (by Pertis Machines) and obtain a refund;
- providing a customer services contact number in the event of any questions.

(v) *The sufficiency of those alternative means and the extent to which passengers and other Operators can be offered assurances that they will continue to be available*

The introduction of new TVMs has provided a significant number of benefits that reflect the requirements of customers. The new TVMs:

- accept a wider range of coins and notes, such as £20 coins and £20 notes;
- accept all major credit and debit cards, as approved by the Association of Train Operating Companies;
- are easy and simple to use;
- offer improved reliability and performance as they are online and monitored by station staff and the central support team at SET headquarters;
- carry all fares and timetable information;
- enable reservations and advance purchase fares;
- will be fully Chip and PIN compliant, providing a greater level of security and protection from fraud for our customers.

SET has the ability to increase the range of destinations offered at the TVMs in response to customer needs. The functionality to support customers renewing their monthly season tickets is to be implemented on the TVMs during the summer.

(vi) *Costs of providing existing facilities, the level of demand for those facilities and the extent to which the proposals would meet the needs of dependant users and the costs of doing so*

The change to Schedule 17 is required so that the ticket office opening hours better reflect customer demand and ticket purchasing trends. Due to the peak-centric nature of passenger train operations there is only a need to meet high levels of demand within a concentrated and self-contained period of each day. Outside of these periods, many ticket offices experience unsustainably low-ticket issues. At such locations and times, there are insufficient transactions undertaken at the ticket office to justify its continued opening. This situation has been further magnified by the increasing propensity of customers to purchase tickets by other channels, such as National Reservations, through train company websites and the new TVMs. Shown in attachment III are examples of ticket demand at stations, which demonstrate this pattern as recorded from an 8-week study undertaken by SET.

In addition to customer demand, it has also become necessary to request changes to the opening and closing times of sales points at various locations as a result of the reduction in the working week (35 hour week) agreed with the Trade Unions as part of the restructuring initiative.

In formulating the proposed change in ticket office hours, the following principles were adopted:

- Minimise complete closures of stations
- Protect hours at key locations
- Reduce to part time hours rather than complete closures
- Local management review of hours to ensure other station related issues are considered

In taking these principles in to account, the needs of dependent users were considered.

- (vii) *The adequacy of the proposed alternatives in relation to the needs of passengers who are disabled*

All new TVMs are compliant with the Disability Discrimination Act; they replace the heritage Quickfare machines, which are not compliant with this legislation. This ensures that when ticket offices are not open, there are alternative means of purchasing tickets for those who are mobility impaired.

- (viii) *The continued provision of clear standards of service which can easily be understood and monitored*

SET will continue to monitor its ticket office services. The new TVMs can also be adequately monitored as they provide up to date monitoring facilities enabling staff to respond quickly to problems at the TVMs by easily identifying when there is a problem and the cause of such problems.

- (ix) *The need to provide passengers with reasonable certainty about the new arrangements and avoid frequent changes*

SET does not propose to make any further changes to schedule 17 in the foreseeable future. This exercise is part of a re-profiling initiative to align our staffing levels more directly to customer needs. As such, SET intends to introduce new and revised customer-interfacing roles as well as increasing numbers in other front-line positions.

## **Right of Objection**

In accordance with Clause 6-18(2)(d) of the TSA, you have the right to object to this proposal by serving notice in writing to this effect within 28 days of the date of service of this proposal to the following:

Diana Murphy  
South Eastern Trains Ltd  
Friars Bridge Court  
41-45 Blackfriars Road  
London SE1 8PG

Mark Davis  
Franchise Manager  
Strategic Rail Authority  
55 Victoria Street  
London SW1H 0EU

Mark Bryce  
Rail Settlement Plan Ltd  
3<sup>rd</sup> Floor  
40 Bernard Street  
London WC1N 1BY

If an objection is made, the matter will be referred to the Strategic Rail Authority who will consider whether the relevant criteria are satisfied **ADDED FOR RPCs.**

If no such notice is received, this proposal will be deemed to have been approved and shall be binding on you and Rail Settlement Plan Limited in accordance with Clause 6-18(2)(d) of the TSA.

If you have any questions or require any further information, then please do not hesitate to contact me in the first instance.

Yours sincerely,

**Michael Holden**  
Managing Director

Current Schedule 17 Ticket Opening Hours						
Station	Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
ABBEY WOOD	6:10	20:05	6:10	20:05	6:40	21:40
ALBANY PARK	6:10	20:00	8:10	15:05	8:10	15:40
ASHFORD KENT TICKET OFFICE	OPEN 24 HOURS					
AYLESHAM	06:30	13:50	06:30	13:50		
BARMING	05:50	09:15				
BARNEHURST	06:10	20:00	08:10	15:00	08:10	15:40
BATTLE	05:40	19:40	05:40	19:40	09:20	16:40
BEARSTED	06:10	19:30	06:10	13:00	07:40	15:10
BECKENHAM HILL	06:40	13:20				
	15:40	19:10				
BECKENHAM JUNCTION	06:10	19:45	06:10	19:45	08:10	17:40
BELLINGHAM	06:40	20:20	06:40	20:20	08:10	15:40
BELVEDERE	06:10	13:05	07:40	14:35		
	14:40	18:10				
BEXLEY	06:10	20:00	06:10	20:00	08:10	15:40
BEXLEYHEATH	06:10	20:00	06:10	20:00	08:10	16:40
BICKLEY	06:45	21:20	06:45	21:20	08:15	15:40
BIRCHINGTON ON SEA	06:15	13:00	06:15	13:00		
BLACKHEATH	06:10	20:00	06:10	20:00	08:10	19:40
BOROUGH GREEN & WROTHAM	06:10	18:00	07:15	14:20	08:10	15:40
BRIXTON	06:10	20:30	08:10	15:15		
BROADSTAIRS	06:15	20:00	06:15	20:00	08:10	15:40
BROMLEY NORTH	06:15	19:00	06:45	14:00		
BROMLEY SOUTH	05:40	21:30	06:20	21:30	06:40	22:10

Proposed Schedule 17 Ticket Opening Hours					
Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
6:00	19:00	7:30	19:00	8:00	19:00
6:10	12:30	9:00	14:00	10:00	13:00
06:00	20:00	06:00	20:00	07:00	20:00
06:00	10:00				
06:00	10:00				
06:10	19:00	08:00	15:00	09:00	15:00
06:10	12:30	07:00	13:45	08:00	14:00
06:15	13:00	08:00	13:00		
07:00	09:00				
06:10	19:00	07:30	19:00	09:00	17:00
06:30	11:00	08:00	13:00		
06:00	10:00	08:00	13:00		
06:10	19:00	08:00	18:00	09:00	14:00
06:10	19:00	07:30	19:00	09:00	17:00
07:00	19:00	08:00	18:00		
06:30	10:30	08:00	12:00		
06:10	19:00	07:30	19:00	09:00	17:00
06:15	13:00	07:00	13:00		
06:10	20:00	08:00	15:00		
06:10	12:40	07:00	14:00		
07:00	11:00	09:00	13:00		
06:00	20:30	06:30	20:30	07:00	20:30

Current Schedule 17 Ticket Opening Hours						
Station	Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
CANTERBURY EAST	06:10	20:20	06:10	20:20	06:40	21:20
CANTERBURY WEST	06:15	20:00	06:35	20:00	09:15	16:40
CATFORD	06:40	20:25	06:40	20:25	08:10	15:40
CATFORD BRIDGE	06:10	20:00	06:10	20:00	08:10	15:40
CHARING	07:15	11:40				
CHARLTON	06:10	20:00	06:10	20:00	08:10	15:40
CHATHAM	05:45	20:00	06:15	20:00	06:15	20:00
CHELSEFIELD	05:45	20:40	08:15	15:30	08:15	15:40
CHESTFIELD & SWALECLIFFE	06:45	10:15				
CHISLEHURST	06:15	21:20	06:15	21:20	08:15	15:40
CLOCK HOUSE	06:10	20:00	08:10	15:00		
CRAYFORD	06:15	19:50	06:40	20:30	08:10	15:40
CROFTON PARK	06:40	13:30				
	15:45	19:10				
CROWHURST	06:00	10:00				
DARTFORD	06:10	20:40	06:10	20:10	06:10	21:10
DEAL	05:45	20:30	05:45	20:30	07:10	18:50
DENMARK HILL	06:10	21:45	06:40	21:45	08:10	17:40
DEPTFORD	06:40	17:40				
DOVER PRIORY	04:15	23:20	04:15	23:20	06:15	23:20
EDEN PARK	06:10	20:00	08:10	15:00		
ELMERS END	06:40	13:30	06:40	13:30		
ELMSTEAD WOODS	06:15	21:20	08:15	15:30	08:15	15:40
ELTHAM	06:10	20:00	06:10	20:00	08:10	15:40
ERITH	06:10	20:00	06:10	20:00		
ETCHINGHAM	06:10	13:15	07:10	14:15		

Proposed Schedule 17 Ticket Opening Hours					
Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
06:00	19:00	06:30	19:30	08:00	17:00
06:00	19:00	06:30	19:30	08:00	17:00
07:00	13:00	08:00	14:00	09:00	16:00
06:00	19:00	08:00	17:00	09:00	15:00
06:00	10:00				
06:10	19:00	06:00	19:00	09:00	13:00
05:45	19:00	06:00	19:00	08:00	19:00
06:00	11:00				
06:00	10:00				
07:00	13:00	08:00	18:00	09:00	15:00
16:00	19:00				
06:15	13:00	08:00	15:00		
16:00	19:00				
06:15	13:00	08:00	14:00	10:00	14:00
16:00	19:00				
07:00	11:00	09:00	14:00		
06:00	10:00				
06:10	20:00	06:30	19:30	07:30	19:30
06:30	11:30	08:00	13:00		
06:10	19:00	08:00	16:00	09:00	15:00
07:00	11:00				
04:15	23:20	04:15	23:20	06:15	23:20
06:00	10:00				
06:30	20:00	07:30	13:30		
06:00	13:00	08:00	15:00	09:00	14:00
16:00	19:00				
06:00	19:00	07:30	19:00	08:00	15:00
06:10	11:00	09:00	13:00		
06:10	10:45				

Current Schedule 17 Ticket Opening Hours						
Station	Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
EYNSFORD	06:10	13:30				
FALCONWOOD	06:10	20:00	08:10	15:00	08:10	15:40
FARNINGHAM ROAD	06:15	13:25				
FAVERSHAM	06:15	20:00	06:15	20:00	06:40	21:00
FOLKESTONE CENTRAL	06:00	19:00	06:00	19:00	08:10	17:40
FOLKESTONE WEST	06:20	13:30	07:30	14:40		
FRANT	06:25	09:45				
GILLINGHAM KENT	06:10	20:00	06:10	20:00	06:45	20:15
GRAVESEND UPSIDE	05:45	20:00	05:45	20:00	06:45	20:00
GRAVESEND DOWNSIDE	06:10	13:00	08:45	15:30		
GREENHITHE	06:10	13:30	08:40	16:00		
	15:10	18:40				
GREENWICH	06:10	20:00	06:40	20:30	08:10	17:40
GROVE PARK	05:15	20:15	06:45	20:15	06:45	21:40
HARRIETSHAM	06:10	10:25				
HASTINGS	05:50	23:30	05:50	23:30	05:50	22:30
HAYES KENT	06:10	20:00	08:10	15:00		
HEADCORN	05:40	21:10	06:40	13:55	09:10	18:30
HERNE BAY	06:10	20:20	05:55	20:20	09:10	16:40
HERNE HILL	06:10	19:50	06:10	19:50	08:10	17:40
HIGHAM	06:15	13:25				
HIGH BROOMS	06:20	18:30	07:10	14:15		
HILDENBOROUGH	06:10	17:00	07:10	14:15		
HITHER GREEN	06:10	20:05	06:10	20:05	08:10	19:40
KEARSNEY	06:40	10:20				
KENT HOUSE	06:40	20:25	06:40	20:25		
KIDBROOKE	06:10	20:00	06:40	20:30	09:10	16:40
KNOCKHOLT	06:15	09:40				
LADYWELL	06:10	20:00	08:10	15:00		

Proposed Schedule 17 Ticket Opening Hours					
Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
07:00	10:00				
06:10	13:00	09:00	14:00	09:00	13:00
06:30	11:00				
05:30	19:00	07:00	20:00	08:00	18:00
06:00	19:00	07:00	19:00	08:00	17:30
06:30	11:00				
06:00	10:00				
06:00	19:00	07:00	20:00	08:00	19:00
06:00	19:30	07:30	19:00	08:00	19:00
06:00	19:00	06:00	19:00	10:00	15:00
06:10	19:00	08:00	19:00	09:00	17:00
06:10	19:00	07:30	19:00	08:00	16:00
06:30	10:30				
06:00	20:00	07:00	19:00	08:00	18:00
06:10	13:00	09:00	14:00		
06:00	12:45	08:00	13:00	08:00	14:00
06:10	12:40	07:00	14:00		
06:10	19:00	07:30	19:00	09:00	17:00
06:10	10:10				
06:00	12:45	07:00	12:45		
07:00	11:00				
06:10	19:30	07:30	19:00	09:00	19:00
06:40	10:20				
07:00	11:00	09:00	14:00		
06:10	13:00	07:00	14:00	10:00	15:00
06:10	13:00	09:00	15:00		

Current Schedule 17 Ticket Opening Hours						
Station	Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
LEE	06:10	20:00	06:40	20:30	08:10	15:40
LENHAM	06:15	13:20	06:15	13:20		
LEWISHAM	06:10	21:00	06:10	21:00	06:40	21:40
LONDON BRIDGE	04:50	01:20	05:05	01:20	06:45	01:20
LONDON CANNON STREET	07:15	19:40				
LONDON CHARING CROSS	04:30	01:05	04:30	01:05	06:45	01:05
LONGFIELD	06:15	20:00	07:15	14:25	08:15	15:30
LOWER SYDENHAM	06:10	13:00	08:10	15:00		
	14:40	18:10				
MAIDSTONE EAST	06:00	20:00	06:00	20:00	07:45	21:00
MAIDSTONE WEST	06:15	13:00	06:15	13:00		
MARDEN	06:15	13:00	07:00	13:00		
MARGATE	06:15	20:00	06:15	20:00	09:10	16:40
MARTIN MILL	06:00	21:30	06:00	21:30	06:00	21:30
MAZE HILL	06:40	20:30	06:40	20:30		
MEOPHAM	06:15	13:25	07:15	14:25		
	16:15	19:30				
MINSTER						
MOTTINGHAM	06:10	20:00	06:40	20:30	08:10	15:40
NEW BECKENHAM	06:10	13:00	08:10	15:00		
	14:40	18:10				
NEW CROSS	06:10	20:30	06:10	20:30	07:10	22:40
NEW ELTHAM	06:10	21:05	06:40	20:30	08:10	15:40
NEWINGTON	06:10	13:20	06:10	13:20		
NORTHFLEET	06:10	10:10				
NUNHEAD	06:10	20:40	08:10	15:20		
ORPINGTON UPSIDE	06:15	21:55	06:45	21:40	06:45	21:40
ORPINGTON DOWNSIDE	06:15	20:05	07:15	20:05	08:10	15:40

Proposed Schedule 17 Ticket Opening Hours					
Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
06:10	19:00	08:00	15:00	09:00	14:00
06:30	11:00				
06:10	20:00	07:00	20:00	07:30	19:30
04:45	01:00	05:00	01:00	07:30	01:00
07:00	19:40				
04:30	00:55	04:50	00:55	07:30	00:55
06:15	12:45	08:00	13:00		
07:00	11:00				
06:00	20:00	07:00	19:00	07:30	19:00
06:30	10:00				
06:30	11:00	08:00	12:00		
06:00	19:00	07:00	19:00	09:00	16:00
06:40	11:00	08:00	13:00		
06:30	11:00	08:00	12:00		
06:10	19:00	08:00	15:00	09:00	14:00
06:10	11:00	09:00	13:00		
06:10	20:30	06:10	20:30	07:10	22:40
06:10	19:00	07:30	19:00	09:00	15:00
06:30	11:00				
06:10	10:10				
07:00	11:00	09:00	14:00		
06:00	20:00	07:00	20:00	07:00	18:00
06:30	19:30	08:00	18:00	09:00	16:00

Current Schedule 17 Ticket Opening Hours						
Station	Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
OTFORD	06:15	21:20	07:05	20:20	07:15	22:45
PADDOCK WOOD	06:10	19:40	08:10	15:00	08:10	17:40
PENGE EAST	06:10	20:00	07:10	21:00	08:10	15:40
PETTS WOOD	05:45	21:05	05:45	20:05	06:45	21:40
PLUCKLEY	06:10	10:40				
PLUMSTEAD	06:10	20:00	06:10	20:00	08:10	15:40
QUEENBOROUGH	06:10	13:20	06:10	13:10		
RAINHAM KENT	05:25	20:15	05:55	20:15	06:40	21:00
RAMSGATE	06:15	20:00	06:15	20:00	06:15	21:00
RAVENSBOURNE	06:40	13:55				
ROBERTSBRIDGE	06:10	13:15	07:10	14:15		
ROCHESTER	06:45	13:25	06:45	13:25		
SANDLING	06:15	13:25	07:30	14:40		
SANDWICH	06:30	13:50	06:30	13:50		
SEVENOAKS	06:15	21:00	06:15	21:00	07:15	22:00
SHEERNESS ON SEA	06:30	13:15	06:30	13:15	07:45	15:45
SHEPHERDS WELL	06:30	11:10				
SHORTLANDS	06:10	19:55	06:40	20:25	08:10	15:40
SIDCUP	06:10	20:05	06:10	20:05	08:10	19:40
SITTINGBOURNE	06:10	20:00	06:10	20:00	06:40	21:00
SLADE GREEN	06:10	13:05	07:10	14:05		
SOLE STREET	06:15	13:25				
ST JOHNS	07:10	14:30				
ST LEONARDS WARRIOR SQUARE	06:30	20:20	09:10	16:40		
ST MARY CRAY	06:15	20:05	06:15	20:05	07:15	16:40
STAPLEHURST	05:40	20:40	08:10	15:20	07:10	14:40
STONE CROSSING	06:45	10:10				
STONEGATE	06:10	13:15				
STROOD	06:00	19:30	07:45	14:00	08:15	15:30

Proposed Schedule 17 Ticket Opening Hours					
Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
07:00	11:00	09:00	13:00		
06:10	19:00	08:10	15:00	08:00	14:00
06:10	14:00	08:00	15:00	10:00	14:00
06:00	19:00	07:30	19:00	08:00	17:00
06:30	10:30				
06:10	14:00	08:00	15:00	09:00	15:00
06:30	11:00	09:00	12:00		
05:30	19:00	07:00	19:00	08:00	15:00
06:15	20:00	06:15	20:00	07:00	18:00
07:00	10:00				
06:10	10:45				
06:00	12:45	07:00	13:00		
06:30	11:00				
06:30	11:00				
06:00	20:30	07:00	20:00	08:00	20:00
06:30	13:00	08:00	13:00		
06:30	10:00				
06:00	12:00	08:00	15:00	09:00	14:00
16:00	19:00				
06:10	19:00	07:30	19:00	09:00	19:00
06:10	19:00	07:00	19:00	08:00	17:00
06:10	10:00	08:00	12:00		
06:15	10:15				
07:00	10:00				
06:00	19:00	07:00	18:00	09:00	15:00
06:00	19:00	07:00	19:00	09:00	16:00
06:00	12:45	08:00	14:00	08:00	14:00
06:00	10:00				
06:00	19:00	07:10	14:00	08:00	15:00

Current Schedule 17 Ticket Opening Hours						
Station	Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
STURRY	06:30	10:00				
SUNDRIDGE PARK	06:45	14:00				
SWANLEY	06:15	20:05	06:30	20:05	08:15	15:40
SWANSCOMBE	06:10	13:30	08:40	16:00		
	15:10	18:40				
SYDENHAM HILL	06:40	20:25	07:10	21:00		
TEYNHAM	06:10	09:40				
TONBRIDGE	05:40	21:40	05:40	21:10	06:30	21:40
TUNBRIDGE WELLS	05:55	21:40	06:30	20:40	06:40	21:55
WADHURST	06:20	18:30	07:10	14:15		
WALMER	06:30	13:50	06:30	13:50		
WATERLOO EAST						
WELLING	06:10	20:00	06:40	20:00	08:10	15:40
WEST DULWICH	06:40	20:25	08:10	15:20	08:10	15:40
WEST MALLING	06:00	19:00	07:15	14:20	08:15	15:30
WEST ST LEONARDS	05:45	13:00	06:00	13:30		
WEST WICKHAM	06:10	20:00	08:10	15:00		
WESTCOMBE PARK	06:40	20:30	08:10	15:05		
WESTGATE ON SEA	06:15	13:20	07:00	14:15		
WHITSTABLE	06:10	20:20	05:55	20:20	09:10	16:40
WOOLWICH ARSENAL	05:40	20:05	06:10	20:05	06:40	21:10
WOOLWICH DOCKYARD	06:40	14:00				
WYE	06:00	22:00	06:00	22:00	06:00	22:00

Proposed Schedule 17 Ticket Opening Hours					
Mon-Fri Open	Mon-Fri Close	Sat Open	Sat Close	Sun Open	Sun Close
06:30	10:00				
06:45	13:25				
06:30	19:30	07:00	15:00	09:00	16:00
07:00	10:00	09:00	13:00		
07:00	11:00	09:00	13:00		
06:30	10:30				
06:00	21:00	06:00	21:00	07:00	21:00
06:00	20:00	07:00	20:00	08:00	20:00
06:10	12:30	08:00	13:00		
06:30	11:00				
06:10	19:00	07:30	19:00	09:00	15:00
07:00	14:00	09:00	15:00		
06:00	12:45	08:00	13:00	09:00	12:00
06:00	11:00	08:00	13:00		
06:30	13:00	09:00	13:00		
07:00	11:00	10:00	15:00		
06:30	10:30				
06:10	12:40	07:00	14:00		
06:00	20:00	07:00	20:00	07:30	19:30
07:00	10:30				
06:45	10:45				

<b>Station</b>	<b>TVMs</b>	<b>Station</b>	<b>TVMs</b>	<b>Station</b>	<b>TVMs</b>
Abbey Wood	3	High Brooms	1	West Dulwich	1
Albany Park	1	Hither Green	3	West Malling	1
Ashford	2	Kent House	1	Westcombe Park	1
Barnehurst	1	Kidbrooke	1	Whitstable	1
Battle	1	Ladywell	1	Woolwich Arsenal	2
Bearsted	1	Lee	1	Woolwich Dockyard	1
Beckenham Junction	2	Lewisham	4		
Bellingham	1	London Bridge	7		
Belvedere	1	London, Cannon Street	4		
Bexley	1	London, Charing Cross	5		
Bexleyheath	3	London, Victoria	2		
Bickley	1	London, Waterloo East	3		
Blackheath	2	Longfield	1		
Borough Green	1	Maidstone East	1		
Broadstairs	1	Maidstone West	1		
Bromley North	1	Margate	1		
Bromley South	3	Maze Hill	1		
Canterbury East	1	Meopham	1		
Canterbury West	1	Mottingham	1		
Catford	1	New Beckenham	1		
Catford Bridge	2	New Cross	2		
Charlton	1	New Eltham	2		
Chatham	2	Newington	1		
Chelsfield	1	Nunhead	1		
Chislehurst	1	Orpington	4		
Clockhouse	1	Paddock Wood	1		
Crayford	1	Penge East	1		
Crofton Park	1	Petts Wood	2		
Dartford	2	Plumstead	1		
Deal	1	Rainham	2		
Denmark Hill	2	Ramsgate	1		
Deptford	1	Rochester	1		
Eden Park	1	Sevenoaks	3		
Elmers End	1	Sheerness On Sea	1		
Elmstead Woods	1	Shortlands	1		
Eltham	2	Sidcup	2		
Erith	1	Sittingbourne	2		
Falconwood	1	St Leonards Warrior Square	1		
Faversham	2	St Mary Cray	1		
Folkestone Central	1	Staplehurst	1		
Gillingham	2	Strood	1		
Gravesend	3	Sundridge Park	1		
Greenwich	1	Swanley	1		
Grove Park	2	Sydenham Hill	1		
Hastings	1	Tonbridge	2		
Hayes	1	Tunbridge Wells	3		
Headcorn	1	Wadhurst	1		
Herne Bay	1	Welling	2		
Herne Hill	2	West Wickham	1		

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17 June 2005

Dear Consultee

**Amendment to Notice of Major Change to Schedule 17 of the Ticketing and Settlement Agreement (TSA)**

I refer to my previous Notice of Major Change to the TSA. Unfortunately, there was an error in page 2 of that document as it states that the new TVM machines:

- carry all fares and timetable information;
- enable reservations and advance purchase fares.

These benefits were mistakenly attributed to the new TVM machines when actually they are benefits for the new ticket office machines. I apologise if this error has caused any confusion.

Please contact me at first instance if you have any questions.

Yours sincerely,

Michael Holden  
Managing Director