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27th September 2023

Dear [redacted]

Ticket Office Proposals – Greater Anglia response to emerging issues

Many thanks for your letter, dated 6 September 2023, that outlined your initial feedback from the public consultation that closed on 1 September 2023. We note that this letter was intended to be a summary of the emerging issues and themes that you had identified from the feedback received.

Included in the letter was a request that Greater Anglia (GA) formally respond in writing to the specific questions raised in your letter by 27 September. Appended to this cover letter is GA's detailed response, as well as accompanying supporting evidence where relevant.

We've drafted our reply by taking each specific question raised in your letter individually and providing a detailed response, as appropriate, in each case.

To help identify each answer, we've provided an excel table which lists every question and next to it the specific response, so each question and answer can clearly be identified, and you can see that all questions have been answered. Where relevant to an answer, we have indicated where supporting evidence can be found in the supporting documentation.

We have sought to provide a robust and thorough response to all the issues identified and we believe the format used enables you to readily identify all the answers and information provided, with additional evidence provided where appropriate. However, should any further information be required please just let us know.

Yours sincerely

[redacted]

[redacted]

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