

HOW TO PURCHASE A TICKET FOR PUBLIC TRANSPORTATION

Website: www.mbta.com

Customer Support: 617.222.3200

Using Fare Vending Machines

Please note that the CharlieCard Fares on the enclosed System Map are incorrect. Refer to the enclosed 2007 Fare & Pass Information insert for the correct CharlieCard Fares.

Use fare vending machines to buy CharlieTickets and/or add stored-value or a T-Pass to tickets and cards. Over 500 full-service fare vending machines are located in stations, and limited-use fare boxes are located on buses and subway lines with aboveground stops.

Full-service in-station Fare Vending Machines

Use in-station fare vending machines to:

- Add stored-value to your CharlieCard or CharlieTicket
- Purchase and load a monthly Local Bus or LinkPass to your CharlieCard
- Purchase a monthly Commuter Rail pass for all zones or single ride Commuter Rail tickets
- Purchase a monthly Inner or Outer Express Bus pass
- Purchase your One or Seven Day LinkPass on a CharlieTicket
- Purchase a Commuter Rail Boat Pass

Whether you have a plastic CharlieCard, or you are purchasing a pass or rides on a paper CharlieTicket, the process is simple, easy and convenient:

1. Touch the screen to select tickets or passes.
2. Then choose how you wish to pay—cash, credit or debit cards or even old T tokens.
3. After you complete your transaction, take your ticket, receipt and change.

With your plastic CharlieCard:

1. Tap the CharlieCard at the beginning of the process to the card reader and follow the screens
2. Remember to tap your CharlieCard again to complete the purchase!

Using Fare Vending Machines

Save money and avoid paying the surcharge:

1. Add stored-value and/or a T-Pass on a CharlieCard
2. Load a T-Pass on a CharlieTicket

With a CharlieCard:



Simply tap your card on the CharlieCard target or insert your CharlieTicket into the fare vending machine.



Select the value or T-pass to add to your CharlieCard.

Choose your payment method—the machines accept cash, credit or debit cards and even old T tokens. Follow the on-screen directions to complete your purchase.



After you complete your transaction, take your receipt and change.

Card holders must be sure to tap their card in order to recharge their card.



If you don't have a CharlieCard or CharlieTicket:



First, touch the screen to select tickets or passes.

Select the value or T-pass you want to add to your card or ticket.



Then choose how you wish to pay—the machines accept cash... ..credit or debit cards...



...and even old T tokens. Follow the on-screen directions to complete your purchase.



After you complete your transaction, take your ticket, receipt and change.

If you already have a CharlieCard or CharlieTicket, you can reuse them. Simply tap your card on the card target next to the screen, or insert your CharlieTicket below the screen and follow the on-screen directions to add stored-value or a pass.

Remember, there are two ways the fare vending machine can help you save money and avoid paying the surcharge: Add stored-value and/or load a T-Pass on a CharlieCard, or load a T-Pass on a CharlieTicket.

Common Questions about in-station fare vending machines

1. *Do fare vending machines accept old T tokens?*

Yes. You can insert T tokens (valued at \$1.25) into the 'coin' slot of the fare vending machine to apply it towards the purchase of new T fare media.

2. *Do fare vending machines provide change as cash, or as stored-value?*

Both. Full-service, in-station fare vending machines provide change. Limited-use on-board fare boxes provide change (any amount greater than or equal to .50 cents) as stored-value on a CharlieTicket.

3. *Can I buy a T-Pass at an in-station fare vending machine?*

Yes. You can load a T-Pass and/or additional stored-value on a CharlieCard or load a T-Pass on a CharlieTicket using the fare vending machines. Loading a T-Pass on a card or ticket is more affordable too—riders using tickets for single-rides and riders paying cash-on-board pay standard T fares plus a surcharge.

On-board fare boxes

Use on-board, limited-use fareboxes to:

- Pay your fare
- Buy a stored-value CharlieTicket
- Add stored-value to a CharlieCard

On-board fare boxes don't have the full-functionality of full-service in-station fare vending machines. Riders can't load a T-Pass or use credit or debit cards at fare box vending machines.

Using On-Board Fare Boxes

Fare Box Vending Machine Reminder

1. You can't load a T-Pass using a fare box vending machine
2. Fare box vending machines don't accept credit cards

On-board Farebox

Using on-board fareboxes to add stored-value can hold up boarding lines and cause transit delays. Consider loading value at full-service in-station fare vending machines or retail sales terminals prior to boarding.



1 Touch the white button at the top of the farebox to begin adding value to your CharlieCard.



2 Tap your CharlieCard to the black card target and follow the directions.



3 Insert money—fareboxes accept cash, coins and even old T-tokens—and press the white button again to 'accept' the transaction.

4 Tap your CharlieCard again, a second time, to register the value you just added and you're done.



If you're a cash-on-board customer, consider purchasing several rides at one time. On-board fare box vending machines accept cash up to \$20 and return change as stored-value on a CharlieTicket or your existing CharlieCard. Remember: cash-on-board payments incur a surcharge. Consider using a CharlieCard to avoid paying more.

Common Questions about on-board fare boxes/vending machines

1. Do fare boxes accept credit or debit cards?

No. On-board fare boxes accept coins, \$1, \$5, \$10, \$20 bills and even old T tokens. To use a credit or debit card, please visit an in-station fare vending machine or a retail sales terminal.

2. Can I use an on-board fare box to add stored-value?

Using on-board fare boxes to add stored-value can hold up boarding lines and cause transit delays. To save time for all riders, try using full-service, in-station fare vending machines or retail sales terminals to add value to your card. If you must use a fare box, we suggest you purchase multiple rides at once.

3. Can I purchase a T-Pass at an on-board fare box?

No. You can only purchase value for single or multiple rides at an on-board fare box or add value to your existing card or ticket. To load a T-Pass on a card or ticket, please visit a full-service in-station fare vending machine or retail sales terminal.