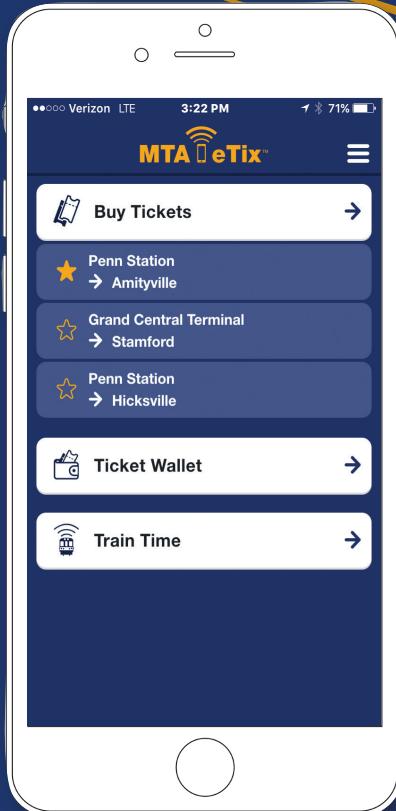


What is MTA eTix®?

MTA eTix is a mobile ticketing App that allows Metro-North Railroad and Long Island Rail Road customers to purchase and use tickets directly from mobile devices.

How do I access MTA eTix®?

The App is free to download. Search ‘MTA eTix’ in the Apple Store or on Google Play. At this time the App cannot be accessed through Apple Passbook due to the App having several advanced features that are currently not supported in Apple’s Wallet.



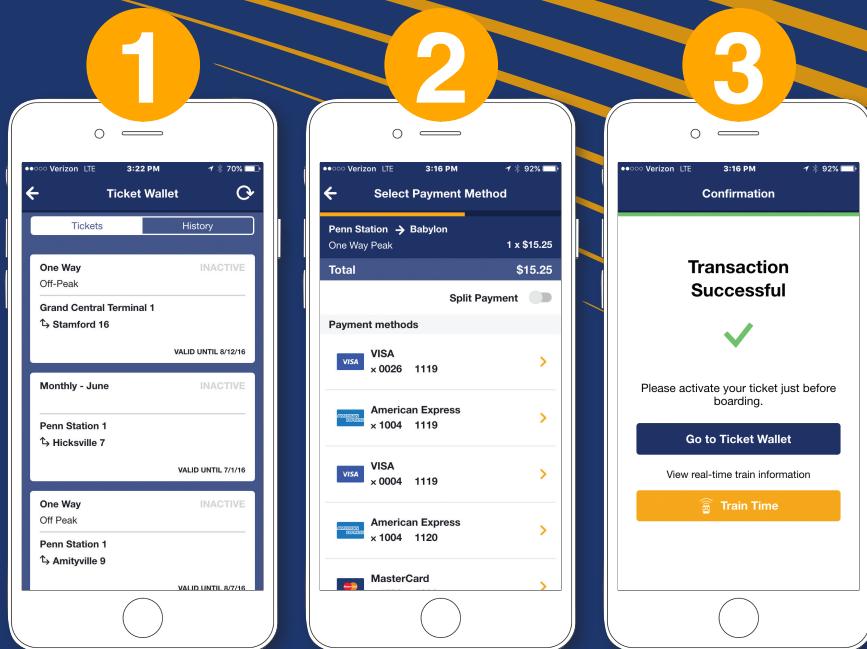
Are there any fees for using mobile ticketing?

The MTA eTix App is free to download. Tickets purchased using the App cost the same as those purchased at a Ticket Machine (there are no additional fees). When using the application, please be aware that carrier charges may apply for data usage. Neither LIRR nor Metro-North is responsible for any mobile carrier data charges that a customer incurs as a result of purchasing a mobile ticket or downloading the MTA eTix App.



How do I purchase a Mobile Ticket?

After downloading the MTA eTix App, you will need to create an account using your email address. Once you're logged into your account, select the ticket you wish to buy, enter your credit/debit card payment information and confirm the transaction. You can use more than one card to complete your purchase. The purchased ticket(s) will be electronically delivered to your phone's ticket wallet and a receipt for your purchase will automatically be sent to your email address



What devices support MTA eTix®?

iPhone and Android devices are both supported by MTA eTix. For iPhone users, your device must be an iPhone 4S or newer with iOS 8 or higher. For Android users, your operating system needs to be 4.4 or higher. (Note: some Android devices on 4.4 are not compatible and we recommend 5.1 or higher.) Rooted devices are not supported.

What types of payment options are available for purchasing a mobile ticket?

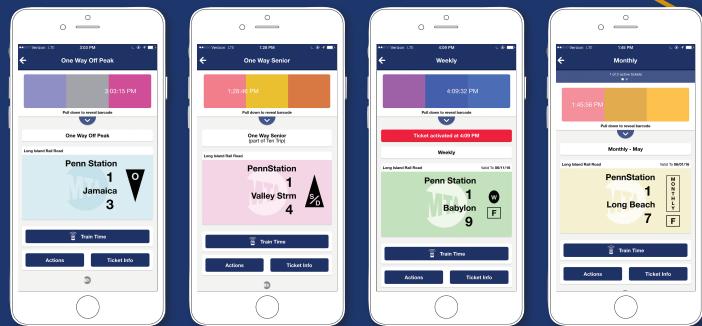
You can purchase a mobile ticket using your credit or debit card. The MTA eTix App currently accepts Visa, MasterCard, Discover and American Express cards. For your convenience, you are allowed to split the payment of your ticket between two different cards. Also, MTA eTix offers additional payment options through digital wallets, including Apple Pay and Masterpass. Note that digital wallets do not accept transit benefit cards or split payments.

What types of tickets can I purchase with mobile ticketing?

One-Way, Round-Trip, Ten-Trip, Weekly and Monthly tickets, along with CityTickets are available for purchase via the App. Additionally, Reduced-Fare tickets, Child and Family Fare tickets, and Military tickets are available for purchase. At this time Group Sales, Meadowlands tickets and Getaway packages are not available for purchase using the App.

Are receipts available for my mobile ticketing purchase?

Yes, once you purchase your mobile ticket a receipt will automatically be sent to the email address associated with your account.



Why do I need to re-enter my credit card security code everytime I purchase a ticket?

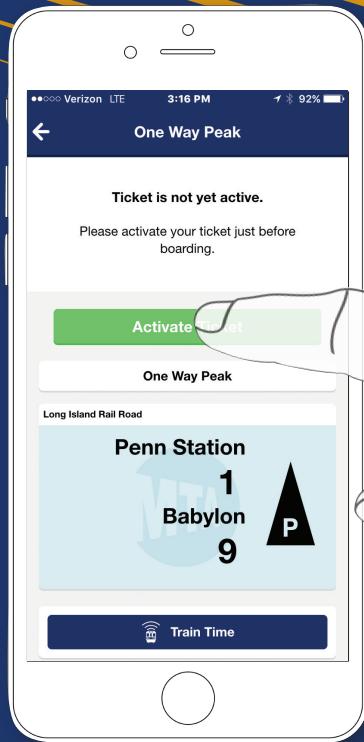
This is a layer of added security to protect your payment information by verifying you are the card holder.

How do I use my Mobile Ticket?

You MUST activate your ticket just before boarding your train. To activate your ticket simply go to your Ticket Wallet, choose the applicable ticket and click on the “Activate Ticket” button. Your Ticket Wallet is the place where all of your purchased tickets are stored. It can be found on the home screen of the mobile App. Tickets remain active for the duration of your trip. Please have your mobile tickets ready and simply show the activated ticket screen with changing colors to the conductor for validation.

Why do I need to activate my ticket?

Tickets must be activated in order to show a valid ticket on-board the train – this will complete the transaction and allows Conductors to confirm tickets are valid.

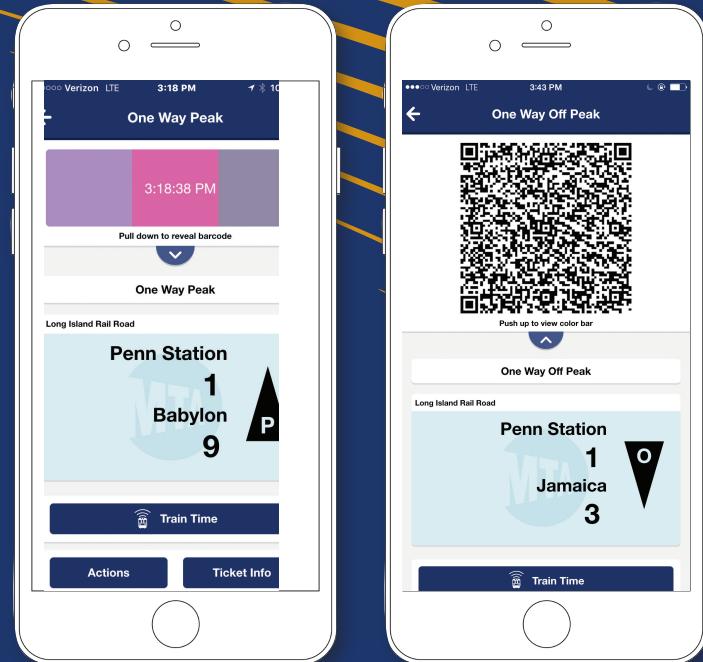


Do I need to activate my monthly or weekly ticket each time I travel?

Monthly or weekly customers do NOT need to re-activate their ticket each time it is used. Once initially activated, monthly and weekly tickets will remain in an active status for the duration of the ticket.

How do Conductors validate my Mobile Ticket?

There are two methods of validating mobile tickets: visually and electronically. conductors will be validating tickets visually – you will need to show the screen with dynamic colors (please ensure that your device is sufficiently charged to avoid low-power mode – train personnel cannot accept tickets that display in grayscale or in any manner other than the recognized format). For electronic validation – you will need to show the bar-coded screen. Please always have your phones ready to display your mobile ticket(s) for validation.

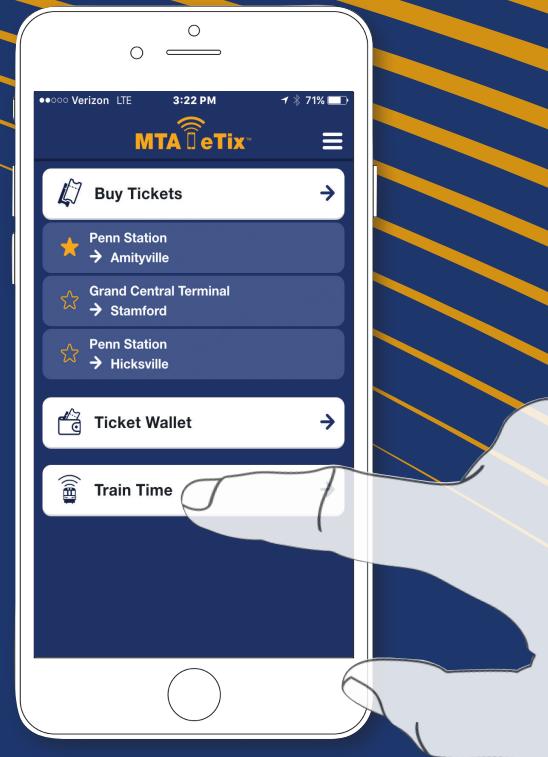


Will my mobile ticket work on NYC Transit or any other system?

At this time mobile ticketing will NOT allow for transfers to NYC Transit (Subway/Bus), UniTicket, NICE bus (Nassau County) or any other transit system. If your trip requires you to transfer to another transit system and you need a combined ticket, please continue to purchase a paper ticket.

Can I retrieve train schedules/fares using Train Time™ via the MTA eTix® App?

Yes. When you pick your station combination and make a purchase, you can use the “Train Time” option and your choice of station combination will automatically be forwarded to the “Train Time” app for instant access. Train Time can also be accessed from the home screen of the MTA eTix App. If you currently do not have the Train Time App, you will be directed to the App Store or Google Play to download it.



My ticket was erroneously activated, can I deactivate it?

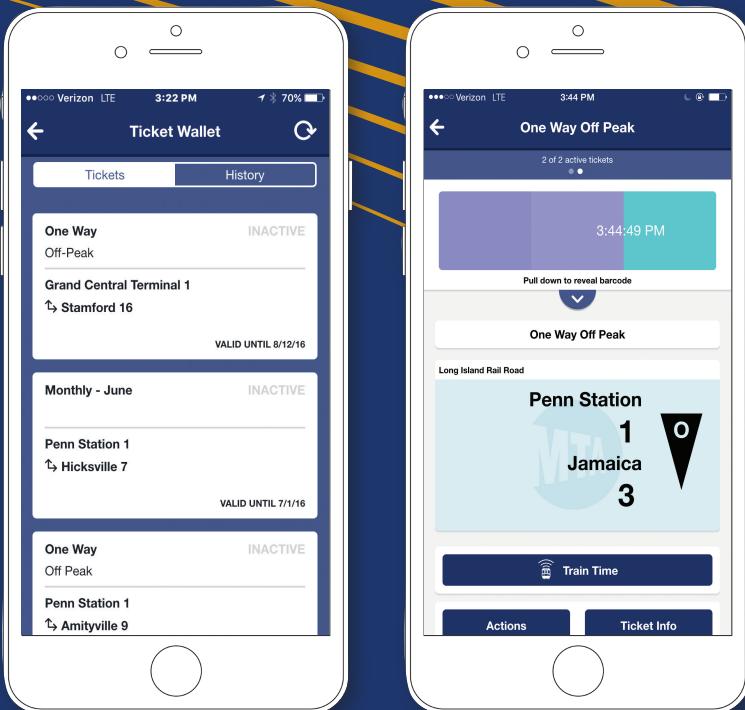
No, tickets cannot be deactivated. This is why you must activate your ticket just before boarding the train, as each ticket is valid for a predetermined amount of time based on the station combinations selected.

How can I see how many tickets I have remaining on my device?

Purchased tickets and the number of tickets remaining are stored in your Ticket Wallet.

If I am traveling with friends and family, can I use more than one ticket on my phone/mobile device?

Yes, you can use your account to purchase tickets for others. You will need to show all tickets on your phone to the Conductor — swipe multiple activated tickets on your screen to show the Conductor.



What if I have tickets on my phone but lose MTA eTix because my iPhone4 or an older version of iOS is no longer supported?

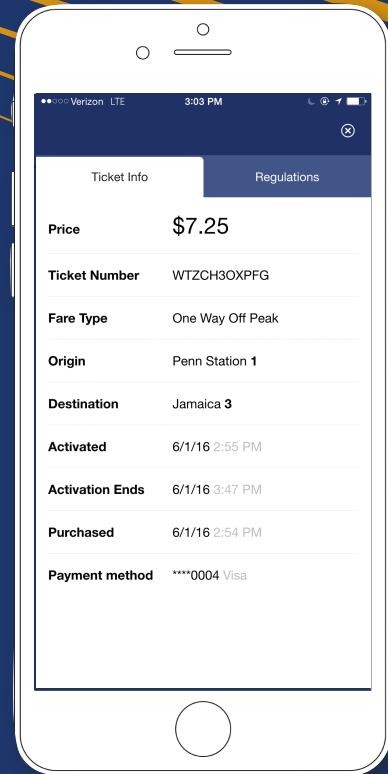
Contact the Customer Service Center at **511** (customers outside New York State can call **877-690-5114**) to obtain access to your previously purchased tickets.

Can I use the mobile App to purchase my Mail&Ride ticket?

Customers who wish to purchase their monthly ticket via MTA eTix will have to close their Mail&Ride account. MTA eTix is not a subscription service and customers must initiate their monthly ticket purchase each month, but doing so is easy. Just click on the “Actions” button displayed on the ticket, and then select the “Purchase Again” option. When you purchase your monthly ticket using the App each month, it will immediately be delivered to your device and stored in your Ticket Wallet (see more on Ticket Wallet below).

Will my Mail&Ride account information transfer to the mobile App?

Please note MTA eTix is separate from Mail&Ride therefore your Mail&Ride account information will not transfer to the App.

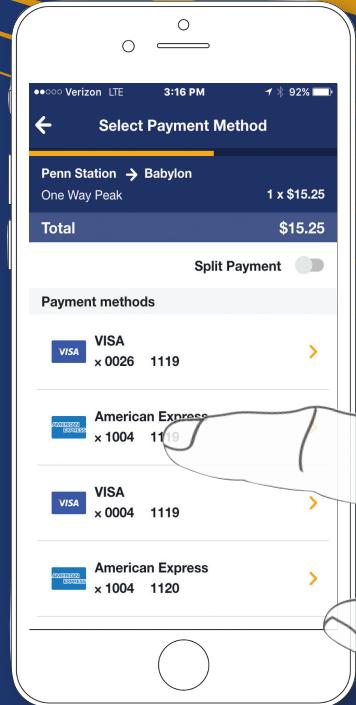


If I purchase my tickets through a pre-tax employer benefits program, can I use mobile ticketing?

Yes, you can purchase a ticket through a pre-tax program and if the cost of the ticket exceeds the amount in the program, you may purchase the remainder of the ticket using an additional credit/debit card.

Where can I see my used, refunded or expired tickets?

All of these tickets can be found in your ticket wallet under the History tab.

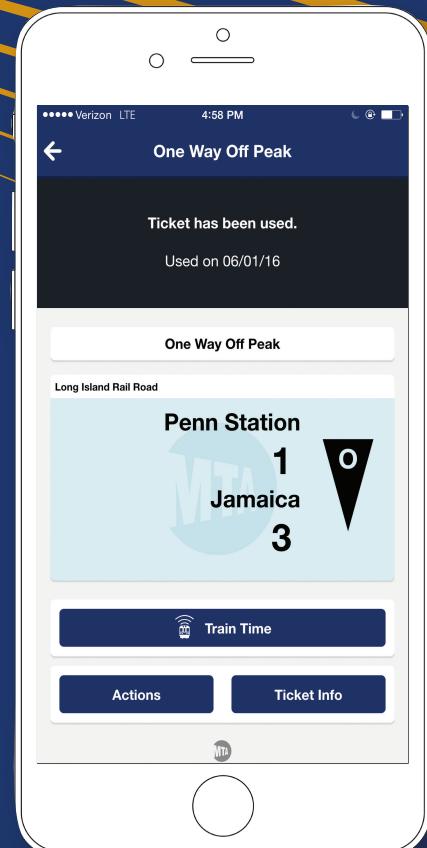


Do Mobile Tickets expire?

Yes. Mobile ticket validity periods are the same as paper tickets. For example, a One-Way ticket will be valid for 60 days or until used, and a weekly ticket will be valid from Saturday through Friday. In general, all other terms & conditions for paper tickets apply to mobile tickets as well. Any exceptions are noted. Mobile tickets that are not used within their validity period will appear as EXPIRED and will not be accepted for travel, nor will they be valid for refund.

What happens if I delete the App from my phone and reinstall it?

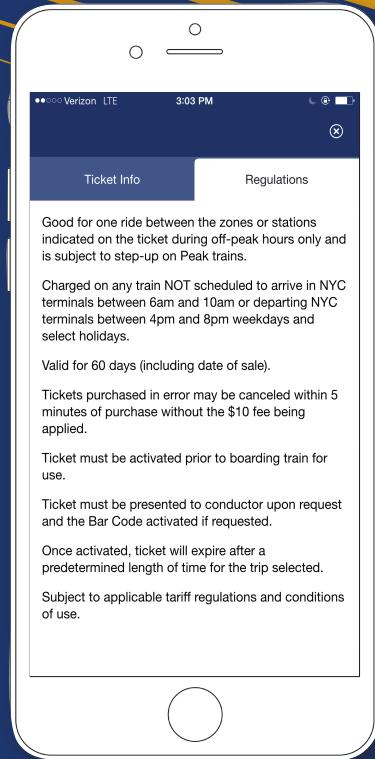
If you delete and reinstall MTA eTix on an iOS device it will not count as a transfer to a new phone in the 180 day period. Please be aware if you delete and reinstall MTA eTix on an Android device it will be considered a transfer to a new phone in the 180 day period. Tickets stored in the deleted App will be available in your Ticket Wallet upon reinstallation.



If I don't use my Mobile Ticket— will I receive a refund?

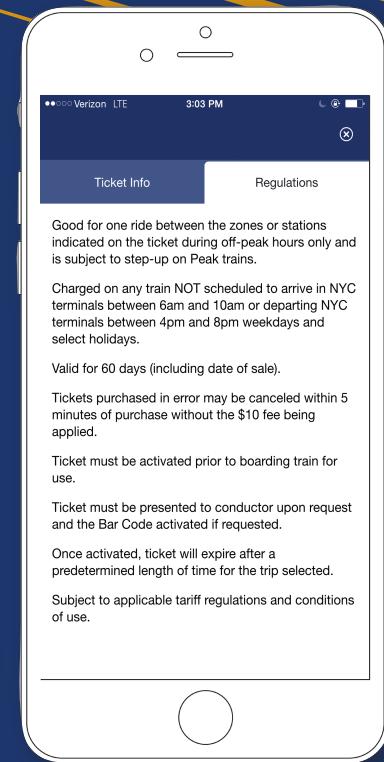
Non-activated tickets can be self-refunded within 5 minutes of purchase to receive a full refund.

Non-activated tickets self-refunded after 5 minutes of purchase will receive a partial refund for the portion of the unused ticket (one-way, round-trips, ten-trips, weeklies and monthlies) and will be subject to a \$10 refund fee. Please be aware that once you activate a one way ticket you will not be able to receive a refund.



How do I refund a Mobile Ticket?

You can initiate a refund of non-activated (and non-expired) mobile tickets by clicking on the “Actions” button displayed on the ticket, and then selecting the “Refund Ticket” option. A \$10 refund fee may apply (see above). A receipt for your refund will automatically be sent to the email address associated with your account and the funds will be returned to the credit/debit card used to purchase the ticket. If you need help with a refund please call Customer Service at **511**. Customers outside New York State can call **877-690-5114**.



Call Customer Service at 511

MTA  eTix®

If I lose phone service while riding the train, will my Mobile Ticket still work?

Mobile tickets do not need phone service to be displayed or activated. If you lose cell phone service after boarding the train, you will still be able to display activated tickets. However, mobile tickets do need connectivity to be purchased. Therefore you must purchase your ticket before boarding a train.

What if I am having technical problems with the mobile ticketing application?

If you encounter any technical problems or errors, please call Customer Service at 511. Customers outside New York State dial 877-690-5114. If you are unable to display your ticket to the Conductor for any reason, you will need to purchase a paper ticket at the on-board fare.

Why do I receive an error message when using the eTix App and turn on Airplane Mode?

You cannot use Airplane Mode when you have an activated ticket.



What happens if my smartphone battery dies before I show the Conductor my Mobile Ticket?

You are responsible for keeping your smartphone charged while riding the train. If your smartphone is not working, you will be required to pay the higher on-board fare, so please plan accordingly. If your battery may not last the duration of your trip, we recommend you purchase a paper ticket before boarding.

What happens if I lose my smartphone or buy a new smartphone?

If you lose your phone or purchase a new phone the tickets stored in your Ticket Wallet on your old phone can be transferred to your new phone. You are limited to three transfers within a 180 day period. If you exceed the transfer limit or need help with your transfer please call Customer Service at **511**. Customers outside New York State dial **877-690-5114**.

**Call
Customer
Service at
511**



What if the Conductor comes around while I'm sleeping and needs to validate my mobile ticket?

If you who prefer to sleep while travelling on the train you need to be aware that you are required to display your mobile ticket to the Conductor for validation.

If you still have questions after reading these FAQs, please call Customer Service at 511. Customers outside New York State dial 877-690-5114

