

Work on contactless pay as you go for c2c customers nears completion

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Rail operator **c2c** says that a key project to offer customers greater ticketing choice and flexibility is close to completion, with the extension of contactless pay as you go at its stations across South Essex soon to go live.

As announced by the Department for Transport (DfT) in July, c2c is one of five train operators working to introduce contactless pay as you go at 53 more National Rail stations in the South East. This work forms part of phase 1 of the Government's initiative to extend the current contactless pay as you go area, a commitment made by the Secretary of State for Transport to make rail ticketing simpler and more flexible across the network. With contactless pay as you go "tap in and tap out" already accepted at c2c stations in the London pay as you go area – as far east as Upminster and Grays – the remaining 15 c2c stations are set to be ready to start accepting contactless pay as you go by the end of the year.

c2c Managing Director, Rob Mullen, said: "Our work to introduce contactless pay as you go at all c2c stations across the network is nearing completion as we enter the final stages of rigorous technical and operational testing. We are working closely with our digital partners to ensure that all ticket and card readers fitted to barriers at stations are configured and ready to accept contactless pay as you go, and

with our retail teams to get the required changes to payment systems in place.”

Rob added: “We know that customers have recently experienced issues with the c2c app, purchasing smartcards and at our ticket machines, and while we have worked hard to fix these issues as quickly as possible, we know this isn’t good enough. Ensuring we have a reliable retail offering is of utmost importance, and as part of our ongoing commitment to making c2c a more attractive and comfortable railway for all, I believe that the introduction of contactless pay as you go across our entire network – giving customers greater choice, flexibility and simple and easy to understand ticketing and payment options – will make travelling with c2c better and easier than ever before.”

Photo credit: c2c