

Question	Answer
<p>Are current Mifare® Classic cards operating in the English National Concessionary Travel Scheme (ENCTS) safe?</p>	<p>Yes. Every card operating in ENCTS is required to operate with an additional layer of ITSO security. This means that if any intentional attempts are made to defraud a card, this can be tracked through the back office system and identified. Furthermore, additional identification features such as photo ID and holograms on ENCTS cards ensure that the strictest security measures are in place.</p> <p>Again, ITSO Services would like to re-emphasise the need for stop listing data to be provided by TCAs in order to root out fraudulent cards from the field.</p>
<p>Is personal data on Mifare® Classic card media at risk from threats such as card cloning?</p>	<p>Again, no personal data is stored on individual ENCTS cards and additional security measures put in place by ITSO means that personal data is not at risk.</p>
<p>Does this statement impact upon a concessionary passholder?</p>	<p>No, the passholder will see no difference in the functionality of their pass, be it as a flash pass or within a smart environment.</p>
<p>Do we need to re-issue current ENCTS cards?</p>	<p>No, there is absolutely no need to recall or withdraw current Mifare® Classic card media from ENCTS as there is no immediate security issue. Put simply, this process is a phasing out of future Mifare® Classic use and cards currently used in the field are successfully serving their purpose.</p>
<p>Will I need to order new stocks of alternate card types?</p>	<p>If you intend for those cards to be printed and encoded before 31<sup>st</sup> December 2009, then no. Anything produced for ENCTS before this date will still be valid and will be accepted by ITSO.</p> <p>However, anything printed and encoded for use in ENCTS after this date will not be supported, therefore alternative card media will be required for passes issued on or after 1<sup>st</sup> January 2010.</p>
<p>What if Mifare® cards are issued after 31st December 2009?</p>	<p>These will not be supported in the ITSO environment, meaning that smart transactions cannot be registered through the ITSO specification.</p>
<p>By which date will TCAs be required to make a decision on new card orders?</p>	<p>It is worth discussing this option with your card bureau in the first instance as this is largely dependent upon which card media you choose and the capacity of chosen card media. ITSO Services will be working with card bureaus in due course to set time limits.</p>
<p>I have used the Department for transport's Framework Agreement to procure my cards. How does this decision affect me?</p>	<p>If TCAs have specific questions about their existing contract, please contact John Bodicoat at Fujitsu (John.Bodicoat@uk.fujitsu.com) in the first instance. TCAs can also contact the Department for Transport on ConcessionaryFares@dft.gsi.gov.uk.</p>
<p>What are the cost implications of this phase out of Classic media?</p>	<p>This information can be found within the framework agreement. It is expected that the current costs for some of the alternative cards on offer will fall in due course, your card bureau will be best placed to provide more accurate costs.</p>
<p>Is there a preferred card alternative option?</p>	<p>No, the decision is left to the discretion of you and your card suppliers. Please check first that your card supplier is certified to produce the type of card that you wish to use.</p>
<p>Are my current cards in circulation at risk? (Mifare® 1K 4K only)</p>	<p>No. The additional security measures put in place by ITSO on each concessionary card means that currently issued cards are still secure. Therefore there is no need to replace any current card media operating in the field.</p>
<p>Concessionary cards in my area are only used as flash passes, they are not used in a fully smart way through electronic ticketing machines. Why</p>	<p>It is true to say that, as the majority of TCAs in the national concessionary scheme do not have electronic ticketing machines, the vast majority of cards used are by conventional non smart means. However, as ENCTS progresses more authorities will be installing readers on board buses, meaning this</p>

should this affect me?	becomes an ever-increasingly important issue to address. ITSO are ensuring from a very early stage that any theoretical security risk from Mifare® 1K or 4K cards is limited and that by the time of the next bulk issuance of cards the phasing out of Mifare® Classic card media will have in the main been finalised.
Is there any impact upon a TCA using two different card media types at the same time in ENCTS? Are there any implications upon software requirements?	There is no discernable issue with using two different card types at the same time within ENCTS. The choice of media for future issues is your own decision in association with your card supplier. There may be software update requirements for in-house card producing TCAs, again this would need to be discussed with your equipment supplier.
Is my card supplier certified for all available card media?	This information can be provided by ITSO Services or your card supplier. It should be pointed out that not all card bureaus are ITSO certified for all available card media. Certification information can be located on the ITSO website under the ‘ITSO Certificates’ section.
Does this mean that all Electronic Ticketing Machines will have to be configured to accept new card media?	No, all ITSO certified Electronic Ticketing Machines should be able to accept each card media type available in the ITSO specification. However, Mifare® Classic media will not be accepted after 31 <sup>st</sup> December 2016.
What is the difference between the old card media and the new card media?	Please consult the card comparison document for details.
From 2010 TCAs will have a mixture of two card media in the field, will this have an effect on my scheme?	No, the ITSO specification supports the use of alternative card media, therefore you can successfully operate two or more card media types concurrently.
Does this mixture of card media have any impact on back office systems?	No, the ITSO Services HOPS supports all card media within the ITSO specification. Some in-house pass production equipment may require an upgrade however, in-house TCAs should check with their individual supplier.
Will current ISAMs used by in-house TCAs require replacing?	No, all ISAMs that are currently used are pre-loaded with all available card media keys, meaning that all card media supported in the ITSO specification are readily available.
Is there any information regarding the situation with London Councils/Transport for London?	Greater London Councils will be required to renew card media in April 2010, should Mifare® Classic card media be created before the December 2009 deadline, it will be supported in the ITSO environment. At present Transport for London have made no comment regarding their intentions for future card issues.
Will this decision have any implications upon my current card supplier contract?	It would be advisable to check your current contract in regards to whether or not your card supplier is required to offer alternate card media (and if they are certified to do so).
What impact does this decision have on other card applications?	It should be noted that the LASSeO local application specification is anticipated to be ready by the end of 2008. LASSeO are aware of this ITSO statement and are planning action in conjunction with this. Existing card readers may need to be updated, for further information please contact your card supplier.
Have the Department for Transport been informed of this statement?	Yes, ITSO, and ITSO Services in their role as licenced operator, are working very closely with the DfT on this issue.
Will I receive any more funding if the alternative card media is more expensive?	There will be no extra central funding as current cards do not have to be withdrawn or recalled.
Will I receive any reimbursement for currently held Mifare® Classic stocks?	ITSO / ISL and the Department for Transport will not be providing reimbursements to TCAs for unused card media stocks as current stocks are still valid and supported until 31st December 2009.

	However, ITSO Services will shortly distribute guidance material to advise TCAs on the best course of action for addressing remaining Mifare® Classic stocks.
What impact does this have upon POSTs (Electronic Ticketing Machines on board buses?)	All ITSO POSTs will need to be configured to accept each form of ENCTS card media. POST providers will be able to provide TCAs who have already installed Electronic Ticketing Machines on board buses in smart areas with further information on this, as well as any technical updates that may be required as a matter of course.
<i>Questions with highlighted background are in response to TCA feedback and will be periodically updated.</i>	