

905 Common Core Services

1. **Channel Management** (accountability for supporting fare media sales and fare product loading via Web, mail, contact centre and retail)
 - a. Third-party retail support
2. **Fare Media Issuance** (issuance of PRESTO fare media to customers through a variety of channels and provision of customer services)
 - a. Bulk card sales
 - b. Limited-use media support
3. **Fare Product Implementation** (management of all fare products on PRESTO media including PRESTO e-purse and transit agency fare rules and fare products (transfers, passes, loyalty)
 - a. Transit agency specific rule support
 - b. Pass product support
4. **Payment Agent Role** (accountability for fare payment systems and services (at station entrances, on vehicles, etc.)
 - a. Network operations
 - b. Subsystem hosting
 - c. Training
 - d. Device maintenance
 - e. Device installation
 - f. Device procurement
 - g. Device ownership
5. **Load Agent Role** (accountability for loading fare products onto cards)
 - a. Network operations
 - b. Subsystem hosting
 - c. Training
 - d. Device maintenance
 - e. Device installation
 - f. Device procurement
 - g. Device ownership