

East Japan Railway Company
IC Card Ticket Handling Rules

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East Japan Railway Company
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Section 1 General Regulations

(Aims of These Regulations)

Article 1 These regulations are intended to stipulate the content and conditions of use of the services which the East Japan Railway Company (hereinafter referred to as "the Company") provides for users of the monetary value etc. recorded in media such as cards embedded with an IC chip (hereinafter referred to as "Suica"), and thereby aim to enhance the convenience of users.

(Terms of Use)

Article 2 The services offered by Suica shall be as stipulated in these regulations.

2. If these regulations are revised, the services offered by Suica from that point onwards shall be as stipulated in the said revised regulations.

3. These regulations may sometimes not apply to matters stipulated in Article 4, Article 6, Article 8, Article 9, Article 10 Paragraph 2, Article 11, Article 15, Article 16 Paragraphs 1 to 4, Article 17, Article 43, Article 44, and Article 46.

4. Matters pertaining to the handling of Suica e-money involved with transactions such as the purchase of products at affiliated stores shall be as stipulated in "Procedural Regulations for the East Japan Railway Company's Suica E-Money" (East Japan Railway Company Public Announcement No. 34, of March 2004).

5. Matters not stipulated in these regulations shall be as stipulated elsewhere.

(Terminology Definitions)

Article 3 The main terminology definitions for these regulations are as listed below.

(1) Registered Suica: A Suica where information that identifies an individual, such as his/her name, gender and date of birth, is recorded in the Suica.

(2) Unregistered Suica: A Suica that does not come under Clause (1) above.

(3) Child Suica: A Registered Suica supplied for a child to use.

(4) Suica Medium: A data storage medium which the Company has stipulated can be

used as Suica.

(5) SF: The monetary value recorded in the Suica for which the Company has obtained the equivalent.

(6) Charging: The method stipulated by the Company by which SF is augmented in the Suica.

(7) Deposit: The sum of money which the Company received when loaning a Suica Medium to its user, on the condition that the Company will return it when the loan of the medium is over.

(8) IC Card Ticket: A Suica that can obtain services such as passenger transport based upon these regulations.

(9) Suica Fare Card: IC Card Tickets other than Suica Commuter Pass Cards, Suica Green Car Ticket Cards, and Suica Discount Passes.

(10) Suica Commuter Pass Card: An IC Card Ticket in which the data of a commuter pass is recorded and the sale of which is based upon Article 26. It is treated in accordance with the stipulations regarding commuter passes in the East Japan Railway Company Passenger Transport Business Regulations (East Japan Railway Company Public Announcement No. 4, of April 1987. Hereinafter referred to as “the Passenger Transport Regulations”).

(11) Suica Green Car Ticket Card: An IC Card Ticket sold to Suica Commuter Pass Cards, Suica Discount Passes or Suica Fare Cards based upon Article 27. It is treated in accordance with the stipulations regarding Green Car Tickets in the Passenger Transport Regulations.

(12) Suica Discount Pass: An IC Card Ticket in which special discount pass data is recorded, the sale of which is based upon Article 27 Paragraph 2. It is treated in accordance with the stipulations regarding tickets for which the Company has defined special transportation conditions in Passenger Transport Regulations Article 22 Paragraph 2.

(13) Automatic ticket gate: A ticket gate that checks IC Card Tickets.

(14) The minimum fare equivalent: The IC fare as stipulated in Article 28; it is the minimum fare for a passenger transport section from the station where the user boarded the train to the adjacent station as stipulated in the Passenger Transport Regulations Article 73 Paragraph 1.

2. Any terminology that is not defined in these regulations shall be as stipulated in the Passenger Transport Regulations.

(When the Contract Becomes Valid)

Article 4 The contract with regard to Suica based upon these regulations shall become valid when the Company issues the passenger with a Suica.

(Loan and Ownership of the Suica Card)

Article 5 When any user submits an application to use Suica, the Company loans the user a card-style data storage medium (hereinafter referred to as a “Suica Card”) designated by the company which the user can use as a Suica.

2. In the case of the above, the ownership rights of the Suica Card belong to the Company.
3. In the case of Paragraph 2 above, if the user no longer needs the Suica Card, or if the IC Card Ticket has become invalid or the right to use it has been lost, the user must return the said Suica Card to the Company.

(Deposit)

Article 6 When the Company loans a Suica Card to the user as described in the previous article, the Company shall receive 500 yen per Suica Card as a deposit.

2. The Company shall return the deposit when the user returns the loaned Suica Card to the Company, except for in the cases stipulated in Articles 11, 43, 44 and 46.
3. The deposit cannot be appropriated for a purpose such as use as SF.

(Sale of a Suica)

Article 7 When the Company loans the user a Suica Card as described in Article 5, the Company shall loan the user a Suica Card that has been charged with SF in advance, using a separately determined method, and the Company shall receive the SF equivalent and the deposit from the user (hereinafter this procedure will be referred to as “the sale of a Suica”).

2. When any user applies for the sale of a Registered Suica, he/she must submit a separate prescribed application form that records his/her name, date of birth, and gender. (If the user applies via a device that he/she is operating, the sales device must record his/her name, date of birth, and gender.)
3. When the user applies for the sale of a Child Suica, he/she must submit a separate application form prescribed by the Company, show the clerk an official ID or the like, and prove that the person who will use that Suica is a child. In this case, the Company will sell the user a Child Suica that can be used as a Suica up until the first March 31 after the day upon which the user of the Child Suica reaches the age of twelve.
4. Any child cannot purchase more than one Child Suica.
5. If any child already has a Child IC Card issued by another business operator specified

in Article 61 Paragraph 2 Clauses 1 to 3, he/she cannot purchase a Child Suica.

(Revisions)

Article 8 An Unregistered Suica can be revised to become a Registered Suica. In this case, the procedure described in Article 7 Paragraph 2 applies.

2. Regardless of the stipulation in the previous paragraph, when revising an Unregistered Suica to become a Child Suica, the procedure cannot be performed via a vending machine operated by the user (see Article 7 Paragraph 2).

3. Once the validity of a Child Suica has expired, the said Child Suica can no longer be used. In this case, the said Child Suica can be revised to become another kind of Registered Suica as stipulated elsewhere by the Company, or a refund can be made according to the stipulations in Article 15.

4. If a child already has a Child Suica or the like (including a Child IC Card issued by another business operator specified in Article 61 Paragraph 2 Clauses 1 to 3), another Unregistered Suica cannot be revised to become a Child Suica for that child.

(Restrictions etc.)

Article 9 A forged, falsified or illegally created Suica cannot be used.

(Restriction or Suspension)

Article 10 In order to ensure smooth operation of services such as passenger transport, a restrictions or suspension of service may be applied to a location where Suica is sold or reissued, or a restriction or suspension may be placed on the number of Suica, the time or methods for the issuance or reissuance.

2. The Company may ask a user to exchange his/her Suica, or take some equivalent action, if the Company deems Suica improvements or other matters to be appropriate. In this case, the user shall comply with the exchange and the like.

3. The Company shall not be held liable for any service restriction or suspension based on this article.

(Expiry)

Article 11 Any user will lose his/her rights with regard to Suica if none of the following procedures have been carried out within a period of 10 years starting from the day after one of the procedures was last performed: purchase or replacement of his/her Suica; use of his/her SF; charging his/her SF; purchase, reimbursement or renewal of a Suica Commuter Pass Card; purchase or reimbursement of a Suica Green Car Ticket Card;

purchase or reimbursement of a Suica Discount Pass; or use-suspension measures taken on the basis of an application for the reissue of a Suica.

2. Any user will lose his/her rights with regard to Suica if he/she deliberately damages the said Suica and create an impediment to the provision of the services stipulated in these regulations.

(Charging)

Article 12 Suica can be charged by devices such as automatic ticket machines that can process Suica (excluding reserved seat ticket machines), and multipurpose ticket machines (hereinafter referred to as “ticket vending machines”), as well as fare adjustment machines for when riding further than the original destination or changing lines (hereinafter referred to as “automatic fare adjustment machines”). However, it is not possible to have an SF balance exceeding 20,000 yen per Suica.

(Checking the SF Balance)

Article 13 The Suica SF balance can be checked via devices such as automatic ticket machines that can process Suica (excluding automatic ticket gates installed in Green Cars (hereinafter referred to as “on-train ticket gates”)), ticket vending machines, or automatic fare adjustment machines.

(Checking the SF Usage Log)

Article 14 The Suica usage log can be checked by devices such as ticket vending machines as stipulated in the following clauses.

(1) When the SF has been used in a transaction such as boarding a train, making a fare adjustment or exchanging a fare ticket, the content of the usage log will be the date of the transaction, the place of the transaction (or the section of line for which the fare was received) and the SF balance after the transaction. If it was used for the purchase of a Suica Green Car Ticket Card, the content of the usage log will be the date of the transaction, the valid section of line, and the SF balance after the transaction. If the Suica is charged, the content will be the date of the transaction and the SF balance after the charge. If the SF has been used for a purpose such as buying a product, the content will be the date of the transaction and the SF balance after the transaction.

(2) The usage log cannot be checked after a period of 26 weeks has elapsed.

(3) The usage log can be printed out as far as the 100 most recent entries. In this case, the usage log can be printed out for checking via a ticket vending machine or some other means, except in the cases listed below. However, it may not be possible to print out the

usage log at some stations.

a) A usage log with more than 20 entries if the SF has been used 21 times or more on the day of the printing (one entry covers the period from accessing to exiting).

b) A usage log where the exiting has not been processed.

c) A usage log where a ticket inspection has not been fully completed by an automatic ticket gate.

d) A usage log where any other procedure has not been fully completed by the device that should handle it.

(4) The usage log is displayed as far as the 20 most recent entries. However, the usage log cannot be checked on the display in any case of Clauses a) to d) above.

(Reimbursement)

Article 15 If Suica is no longer required, any user can return his/her Suica Card to a station designated by the Company and request a lump sum reimbursement of the SF balance. (The amount is rounded up to the nearest 10 yen if necessary. The same applies in the following paragraphs of this article.) In this case, a handling fee of 220 yen per Suica shall be paid. (If the SF balance is less than 220 yen, the amount of the SF balance shall be paid as the handling fee).

2. Reimbursement for a Registered Suica shall be made when the user requesting the reimbursement has proved that he/she is the person to whom the said Suica is registered by submitting a separate application form prescribed by the Company, and showing an official ID or the like. However, as is stipulated elsewhere, the reimbursement may be made to a proxy acting on behalf of the person to whom the said Suica is registered.

3. When a Suica for which a Suica Commuter Pass Card was sold is no longer required, regardless of the stipulation in Paragraph 1, the sum reimbursed shall be the total of the commuter pass reimbursement plus the SF balance, as stipulated in Article 47 Clauses 1 and 2. In this case, a handling fee of 220 yen per Suica shall be paid. (If the commuter pass reimbursement plus the SF balance total is less than 220 yen, the handling fee shall be that amount).

4. In the case of a reimbursement for a Suica for which a Suica Green Car Ticket Card has been sold, after performing the procedure stipulated in Article 49, it shall be handled as in the preceding paragraphs and Paragraph 5.

5. In the case of a reimbursement for a Suica for which a Suica Discount Pass was sold, after performing the procedure stipulated in Article 49 Paragraph 3, it shall be handled as in paragraphs 1, 2 and 4.

6. In the case of a Suica which has services provided by a transport operator other than

the Company, as stipulated in Article 59, the procedures in the preceding paragraphs shall be carried out only when the user has completed formalities such as canceling the contract(s) for the said service(s).

(Reissue of a Lost Suica)

Article 16 When any person to whom a Suica is registered has lost that said Registered Suica, the Company shall take measures to suspend use of the lost Registered Suica before ticket window services commence on the day after the registered user submitted an application for the reissue. This shall be done based upon the registered user's application, and only when the requirements in the clauses below have been met. The reissue will be performed within 14 days. However, if a Suica Green Car Ticket Card was sold for the said Registered Suica, that Suica Green Car Ticket Card will not be reissued.

(1) That when applying for the reissue, the registered person submits a separate prescribed application form at a station that deals with Suica, and can also show an official ID or the like to prove that he/she is the person to whom the said Registered Suica is registered.

(2) That when receiving the reissued registered Suica, the registered person who carried out the procedure described in the preceding clause can show an official ID or the like at the station that carries out the reissue of the lost Suica and prove that he/she is the person to whom the said registered Suica is registered.

(3) That the registered person's data (name, date of birth, and gender) are recorded in the Company's system.

2. The Company shall receive a lost Suica reissue handling fee of 520 yen in cash for each Registered Suica to be reissued in accordance with the preceding paragraph.

In addition, the Company shall receive the deposit stipulated in Article 6 Paragraph 1.

3. Once the Company has received an application for the reissue of a Registered Suica, the user cannot cancel that application.

4. If the Suica for reissue is not claimed within the period stipulated in Paragraph 1, the Company shall not issue a Suica on the basis of the said application.

5. Any user cannot request the reissue of an expired Suica that comes under the provisions of Article 11 Paragraph 1.

6. When measures have been taken to suspend use of a Registered Suica, the Registered Suica for which those measures have been taken cannot be utilized by the user again. Also, in this case, the user cannot receive any of the services obtained via the Registered Suica, the use of which has been suspended, unless the user receives his/her reissued

Registered Suica.

7. In the case of an Unregistered Suica, the procedures stipulated in Paragraph 1 to reissue after a loss or suspend its use shall not be taken, regardless of the circumstances.

(Reissue due to a Malfunction)

Article 17 If some kind of damage to a Suica makes it impossible to use at an automatic ticket gate, or if it is not possible to exchange fare tickets and the like using a ticket vending machine, or a reserved seat ticket machine or on-train supplementary ticket machine capable of processing Suica, or to make a fare adjustment using an automatic fare adjustment machine, and when the user submits the said Suica along with a separate prescribed application form at a station that carries out the reissue of Suicas that have malfunctioned, the Company shall take measures to suspend use of the said Suica before ticket window services commence on the day after the application was submitted, and the reissue will be performed within 14 days. This does not apply in cases where it is deemed that the damage was caused intentionally by the user or is the result of gross negligence on the part of the user. However, a card cannot be reissued if the number printed on its back is indecipherable. In addition, if a Suica Green Car Ticket Card was sold for the said Suica, that Suica Green Car Ticket Card will not be reissued.

(Disclaimers)

Article 18 Regarding the handling of Suica, the Company bears no responsibility for anyone other than the person in possession of the said Suica at the time of its handling. If the said Suica is a Registered Suica, when the Registered Suica is in the possession of a person other than the said registered user, the Company shall bear no responsibility towards the said registered user for the use of the Suica by someone other than the said registered user.

2. Except in cases stipulated by the Company in these regulations or stipulated by the Company as a special case, the Company bears absolutely no responsibility even if the user suffers some disadvantage or loss as a result of acquiring some benefit from the Suica Medium, or as a result of forfeiting or no longer being able to enjoy the benefit acquired from the Suica Medium.

3. When the Company receives an application for reissue of a lost Suica, the Company completes measures to suspend use of the lost Suica before ticket window services commence on the day after the application was submitted. If there is a reimbursement for the said Registered Suica or use of its SF during the period between the application for reissue of the lost Suica and the completion of measures to suspend its use, the

Company has no responsibility to compensate for those events.

Section 2 Passenger Transport Business

Chapter 1 General Regulations

(Passenger Transport etc. Using IC Card Tickets)

Article 19 Passenger transport etc. using IC Card Tickets on the Company's lines shall be as stipulated in this section.

(When the Carrier Contract Becomes Valid)

Article 20 The individual carrier contract for the use of an IC Card Ticket becomes valid when a passenger's IC Card Ticket has been inspected by an automatic ticket gate when the passenger boards a train at a station.

2. Regardless of the stipulation in the preceding paragraph, the individual carrier contract for a Suica Commuter Pass Card, Suica Green Car Ticket Card or Suica Discount Pass becomes valid when the Suica Commuter Pass Card, Suica Green Car Ticket Card or Suica Discount Pass is purchased.

(Treatment of a Suica Commuter Pass Card before the Commuter Pass Card Period of Validity Starts or after its Period of Validity Has Ended)

Article 21 A Suica Commuter Pass Card shall be treated as a Suica Fare Card when used before the commuter pass period of validity starts or after its period of validity has ended.

(Treatment of a Suica Discount Pass before the Free Pass Period of Validity Starts or after its Period of Validity Has Ended)

Article 21-2 A Suica Discount Pass shall be treated as a Suica Fare Card when used before the free pass period of validity starts or after its period of validity has ended.

(Usage)

Article 22 When a passenger uses an IC Card Ticket to board a train, he/she must have it inspected by an automatic ticket gate when he/she accesses the platform (if it is a station where the Shinkansen stops, this includes inspection at the Shinkansen transfer ticket gate. The same applies below), and must have the same IC Card Ticket inspected by an automatic ticket gate when he/she exits the platform.

2. Regardless of the stipulation in the preceding paragraph, a passenger can exchange the SF of an IC Card Ticket for a ticket or the like by means of a ticket vending machines, reserved seat ticket machine or on-train supplementary ticket machine. However, it cannot be exchanged for a commuter pass or another Suica. Also, the SF of a Suica Fare Card that has no record of accessing the station can be allocated to pay the appropriate amount required for another fare ticket by means of an automatic fare adjustment machine or ticket counter fare adjustment machine (hereinafter referred to as “fare adjustment machine”) that can process Suica.

3. When performing the ticket vending machine or fare adjustment procedure mentioned in the preceding paragraph, if the SF balance is less than the amount required for the transaction for a fare ticket or the like, or if it is less than the amount required for the fare adjustment, the transaction or fare adjustment can be performed by adding cash or by allocating the balance in an Orange Card (hereinafter referred to as “Orange Card”) covered in Article 306 of the Passenger Transport Regulations, the SF of an iO Card (hereinafter referred to as “iO Card”) as stipulated in “Procedural Regulations for the East Japan Railway Company’s iO Card” (East Japan Railway Company Public Announcement No. 28, of February 2007), or the SF of another IC Card Ticket to the said ticket vending machine or fare adjustment machine. However, the SF of an Orange Card or iO Card cannot be allocated to an exchange for a Suica Green Car Ticket Card or Suica Discount Pass. Furthermore, in some cases there are restrictions on the number of Orange Cards, iO Cards or other IC Card Tickets that can be processed by the ticket vending machine or fare adjustment machine. When an Orange Card or iO Card is used separately for the ticket vending machine or fare adjustment machine, the processing of the said Orange Card or iO Card takes precedence.

4. In the case of Paragraph 2 above, an IC Card Ticket’s SF of less than 10 yen cannot be allocated for a fare or the like.

5. When traveling in a Green Car with a Suica Green Car Ticket Card, the said card must be inspected by an on-train ticket gate or a member of the crew. In addition, when two or more Green Cars are used in the train journey without exiting a station as stipulated elsewhere, the said Suica Green Car Ticket Card must be inspected by an on-train ticket gate when alighting from the first train and when boarding the next train.

(Service Sections)

Article 23 Sections that can handle IC Card Tickets are the sections or sections of line between stations stipulated in the following clauses. However, a train ride cannot straddle the sections of line and stations stipulated in the clauses.

- (1) Sections stipulated in Appendix 1
 - (2) Sections of line between the stations stipulated in Appendix 1-2 where a Suica can be used for train rides (however, this only applies when traveling through the sections where a Suica can be used for train rides stipulated in the same table.)
 - (3) Sections of line between the stations in the sections stipulated in Appendix 1 and the sections of line between the stations stipulated in Appendix 1-2 where a Suica can be used for train rides (this only applies when traveling through the sections of line where a Suica can be used for train rides stipulated in Appendix 1-2)
 - (4) Sections stipulated in Appendix 2
 - (5) Sections of line between the stations stipulated in Appendix 2-2 where a Suica can be used for train rides (however, this only applies when traveling through the sections where a Suica can be used for train rides stipulated in the same table.)
 - (6) Sections of line between the stations in the sections stipulated in Appendix 2 and the sections of line between the stations stipulated in Appendix 2-2 where a Suica can be used for train rides (this only applies when traveling through the sections of line where a Suica can be used for train rides stipulated in Appendix 2-2)
 - (7) Sections stipulated in Appendix 3
 - (8) Sections of line between the stations stipulated in Appendix 3-2 where a Suica can be used for train rides (however, this only applies when traveling through the sections where a Suica can be used for train rides stipulated in the same table.)
 - (9) Sections of line between the stations in the sections stipulated in Appendix 3 and the sections of line between the stations stipulated in Appendix 3-2 where a Suica can be used for train rides (this only applies when traveling through the sections of line where a Suica can be used for train rides stipulated in Appendix 3-2)
2. Sections that can handle Suica Green Car Ticket Cards are stipulated in Appendix 4.
 3. Regardless of the stipulations in the preceding paragraph, Suica Green Car Ticket Cards cannot be used at ticket gates that are not installed with an automatic ticket gate or Green Cars that are not equipped with an on-train ticket gate (excluding the Green Cars of separately stipulated trains).
 4. Sections of line that can handle Suica Discount Passes shall be as stipulated elsewhere.

(Restrictions etc.)

Article 24 Two or more IC Card Tickets may not be used simultaneously for the same ride.

2. If the IC Card Ticket used when accessing a platform was not used when exiting a platform, the said IC Card Ticket cannot be used again to access a platform.

3. An IC Card Ticket cannot be used at an automatic ticket gate in cases where any of the following clauses applies.

(1) When the SF balance at the time of accessing a platform is less than the minimum fare equivalent of the said station. (This does not include cases of access at a station within the section displayed on a Suica Commuter Pass Card, or at a station within the section displayed on a Suica Discount Pass, or at a station within a section for which the Suica Discount Pass is valid.)

(2) When the SF balance at the time of exiting a platform is less than the IC fare for the section traveled.

(3) When an automatic ticket gate cannot read the contents of the IC Card Ticket due to a cause such as damage to the IC Card Ticket, a malfunction of the automatic ticket gate, or a power outage.

(4) In the case of a Registered Suica, when none of the following procedures have been taken for a period of time stipulated separately by the Company, starting from the last day one of the procedures was performed: accessing or exiting via an automatic ticket gate, sale of a Suica Commuter Pass Card or Suica Discount Pass, use of the SF, or charging the SF.

(5) When any user is in, or has traveled through, a section of line where the automatic ticket gate cannot deduct the IC fare when the user exits a platform.

4. A platform cannot be accessed or exited for any purpose other than a train ride.

5. Suica cannot be used jointly with other passenger tickets. However, this restriction does not apply when used jointly with a passenger ticket where the departure or destination station is within the section of line displayed on a Suica Commuter Pass Card, within the section displayed on a Suica Discount Pass or a section for which the Suica Discount Pass is valid, or when used jointly with a passenger ticket valid for the Shinkansen when using a Shinkansen transfer ticket gate.

6. A Registered Suica may not be used as an IC Card Ticket by anyone other than the registered user.

7. Suica cannot be used to ride on Shinkansen limited express trains or limited express trains operating on the Ōu Main Line between Fukushima and Shinjō. However, as stipulated elsewhere by the Company, this does not apply when a Suica Commuter Pass Card is used to ride on a section of line between stations where Shinkansen trains stop that are within the service area stipulated in Appendix 5.

8. Suica cannot be used to ride limited express trains (other than Shinkansen trains) that provide a direct service through the Company's lines and the lines of other railway companies. (This does not include sections of line where the departure and arrival

stations are both within the Company's network.) However, this does not include trains stipulated separately by the Company.

9. A train ride cannot straddle sections of line between the sections stipulated in the clauses of Article 23 Paragraph 1. However, this does not include the cases in Clauses 3, 6 and 9 of Article 23 Paragraph 1.

10. Suica cannot be used on the lines of other railway companies where IC Card Tickets cannot be used. Also, in the case of departures and arrivals between stations within the service sections, even if the said section of line between the departure and arrival stations includes another railway company's line, except in cases specially approved by the Company, the entire stretch of the train ride shall be deemed to have used the Company's line, and the Company shall receive the fare.

11. A Registered Suica may not be used as an IC Card Ticket if the information shown on its surface has become illegible. In this case, it can be submitted to a station that sells the said Registered Suica and an application made for the information displayed on its surface to be reprinted.

12. Only one Suica Commuter Pass Card may be sold to a single IC Card Ticket. After the sale of a Suica Commuter Pass Card, no more Suica Commuter Pass Cards may be sold to that IC Card Ticket until the said Suica Commuter Pass Card has expired, or the user has received a reimbursement as stipulated in Article 47.

13. Only one ride's worth of Suica Green Car Ticket Card may be sold to a single IC Card Ticket. After the sale of the Suica Green Car Ticket Card, no more Suica Green Car Ticket Cards may be sold to that IC Card Ticket until the said Suica Green Car Ticket Card has been used, or the user has received a reimbursement as stipulated in Article 48 Paragraph 2 or Article 49.

14. Only one Suica Discount Pass may be sold to a single IC Card Ticket. After the sale of a Suica Discount Pass, no more Suica Discount Passes may be sold to that IC Card Ticket until the day after the said Suica Discount Pass has expired, or a later date, or until the user has received a reimbursement as stipulated in Article 49 Paragraph 3.

15. A new Suica Discount Pass cannot be sold to an IC Card Ticket which has purchased a valid Suica Commuter Pass Card. In addition, a new Suica Commuter Pass Card cannot be sold to an IC Card Ticket which has purchased a valid Suica Discount Pass.

16. A Child Suica Discount Pass cannot be sold to a Child Suica if the expiry date of the Child Suica Discount Pass exceeds the period for which the Child Suica is valid.

17. A Suica Fare Card, Suica Commuter Pass Card, Suica Green Car Ticket Card or Suica Discount Pass cannot be used if its use has been rescinded due to improper use.

(Restriction or Suspension)

Article 25 In order to ensure smooth passenger transport operations, restrictions may be imposed when necessary on such matters as the sections of line traveled, the route of the train ride, the manner of the train ride, and the train that is ridden.

2. The Company shall not be held liable for service restrictions based on the preceding article.

Chapter 2 Sales

(Sale of Suica Commuter Pass Cards)

Article 26 When an application has been made to purchase a Suica Commuter Pass Card, a commuter pass as stipulated in Article 35 of the Passenger Transport Regulations and Article 24 of the East Japan Railway Company Regulations for Transportation between Different Railways (East Japan Railway Company Public Announcement No. 21, of April 1987. hereinafter referred to as “Transportation between Different Railways Regulations”), a school commuter pass as stipulated in Article 36 of the Passenger Transport Regulations and Article 25 of the Transportation between Different Railways Regulations” (excluding the practical training school commuter pass stipulated in Article 36 Paragraph 4 of the Passenger Transport Regulations and Article 25 Paragraph 4 of the Transportation between Different Railways Regulations), and a Green Car commuter pass as stipulated in Article 36-2 of the Passenger Transport Regulations shall be sold to the registered Suica in the possession of the passenger. However, a Suica Commuter Pass Card for transportation between different railways can only be sold if it has a destination on a railway company line stipulated in Article 59 of the Transportation between Different Railways Regulations out of the railway company lines stipulated in those regulations.

2. Suica Commuter Pass Cards to which Article 23 Paragraph 1 Clauses 2, 3, 5, 6, 8 and 9 apply are not sold.

3. Regardless of the preceding Paragraph 2, Suica Commuter Pass Cards may be sold as stipulated by separate conditions concerning transportation between different railways.

4. If a passenger who does not possess a Suica Medium submits an application to purchase a Suica Commuter Pass Card, it will be processed in tandem with the sale of a Registered Suica. In this case, the sale may not involve receipt of the amount equivalent to the SF stipulated in Article 7.

5. If a passenger who possesses an Unregistered Suica submits an application to purchase a Suica Commuter Pass Card, it will be processed in tandem with the change

to a Registered Suica.

6. When a Suica Commuter Pass Card is sold in accordance with the stipulations in Paragraph 1, the stipulations in Passenger Transport Regulations Article 37 and Transportation between Different Railways Regulations Article 26 may apply.

(Sale etc. of Suica Green Car Ticket Cards)

Article 27 Suica Green Car Ticket Cards are sold by ticket vending machines that can deal with Suica Green Car Ticket Cards, in accordance with the stipulations in Passenger Transport Regulations Article 59-2. They are sold in exchange for the SF of an IC Card Ticket in the possession of the passenger.

2. A Suica Green Car Ticket Card is sold by electronically recording the section of line for which it is valid, the date of its sale and its price in the IC Card Ticket.

3. The section of line for which the Suica Green Car Ticket Card is valid and the date of its sale and its price can be checked only when it is submitted at a station that can handle IC Card Tickets.

4. Sales of Suica Green Car Ticket Cards is confined to those that become valid from the date of sales.

(Sale etc. of Suica Discount Passes)

Article 27-2 When an application has been made to purchase a Suica Discount Pass, a ticket for which the Company has defined special transportation conditions in Passenger Transport Regulations Article 22-2 shall be sold to the IC Card Ticket in the possession of the passenger.

2. If a passenger who does not possess a Suica Medium submits an application to purchase a Suica Discount Pass, it will be processed in tandem with the sale of a Suica. In this case, the sale may not involve receipt of the amount equivalent to the SF stipulated in Article 7.

Chapter 3 IC Fares

(IC Fares)

Article 28 When a passenger traveling in a section stipulated in Article 23 Paragraph 1 accesses a platform via an automatic ticket gate using his/her IC Card Ticket's SF and exits via an automatic ticket gate at the station where he/she disembarked, as stipulated in Article 22 Paragraph 1, the fare (hereinafter referred to as the "IC fare") shall be the amount calculated in accordance with the following articles up to Article 37.

2. The IC fare shall not apply if the IC Card Ticket is used in conjunction with another fare ticket. However, this does not include cases covered by the proviso in Article 24 Paragraph 5.

(IC Fare Calculation Routes, etc.)

Article 29 The stipulations in Passenger Transport Regulations Article 68 Paragraph 1 Clause 1, Article 68 Paragraph 2, Article 68 Paragraph 4 Clauses 1 and 2, Article 69 Paragraph 1 Clauses 2 to 5, Articles 70 and 71, Article 86 Clauses 1, 2 and 10, and Article 87 shall apply to the routes etc. in the calculation of IC fares.

(Child IC Fares)

Article 30 The child IC fare shall be half of the adult IC fare. Sums of less than 1 yen shall be rounded down to 1 yen units (hereinafter this method shall be referred to as “rounding”).

(Adult IC Fares for Travel with both the Departure and Arrival on Trunk Lines)

Article 31 When both the departure and arrival are on trunk lines as stipulated Passenger Transport Regulations Article 3 Clause 1-5, the adult fare shall be the total of the amounts calculated in the following clauses.

(1) The amount calculated in accordance with the stipulations in Passenger Transport Regulations Article 77 Paragraph 1 Clause 1

(2) The amount calculated in the preceding clause multiplied by 10/100 and rounded

2. In addition to the stipulations in the preceding paragraph, Passenger Transport Regulations Article 77 Paragraph 2 shall apply to the railway business miles applied when calculating adult IC fares for travel with both the departure and arrival on trunk lines.

(Adult IC Fares for Travel with both the Departure and Arrival on Local Lines)

Article 32 When both the departure and arrival are on local lines as stipulated Passenger Transport Regulations Article 3 Clause 1-4, the adult fare shall be the total of the amounts calculated in the following clauses.

(1) The amount calculated in accordance with the stipulations in Passenger Transport Regulations Article 77 Paragraph 1 Clause 1, using the rate stipulated in Passenger Transport Regulations Article 77-5 Paragraph 1.

(2) The amount calculated in the preceding clause multiplied by 10/100 and rounded

2. In addition to the stipulations in the preceding paragraph, Passenger Transport

Regulations Article 77-5 Paragraph 2 shall apply to the railway business miles applied when calculating adult IC fares for travel with both the departure and arrival on local lines.

3. Regardless of Paragraph 1, in the adult IC fares for travel with both the departure and arrival on local lines, the adult IC fare for the railway business mileage of a section of line shall be the amount as stipulated below.

Business Mileage of Sections of Line: Adult IC Fares for the Railway

Between 11 km and 15 km: 242 yen

Between 16 km and 20 km: 330 yen

Between 21 km and 23 km: 418 yen

Between 24 km and 28 km: 506 yen

Between 33 km and 37 km: 682 yen

Between 42 km and 46 km: 858 yen

Between 47 km and 55 km: 990 yen

Between 56 km and 64 km: 1,166 yen

Between 65 km and 73 km: 1,342 yen

Between 74 km and 82 km: 1,518 yen

Between 83 km and 91 km: 1,694 yen

Between 101 km and 110 km: 1,980 yen

Between 292 km and 310 km: 5,720 yen

(Adult IC Fares for Travel with both the Departure and Arrival on the Tokyo Yamanote Line)

Article 33 When both the departure and arrival are on the Tokyo Yamanote Line as stipulated in Passenger Transport Regulations Article 78 Paragraph 1 Clause 1, regardless of the stipulations in Article 31 Paragraph 1, the adult fare shall be the total of the amounts calculated in the following clauses.

(1) The amount calculated in accordance with the stipulations in Passenger Transport Regulations Article 77 Paragraph 1 Clause 1, using the rate stipulated in Passenger Transport Regulations Article 78 Paragraph 1 Clause 1-a.

(2) The amount calculated in the preceding clause multiplied by 10/100 and rounded

2. In addition to the stipulations in the preceding paragraph, Passenger Transport Regulations Article 77 Paragraph 2 shall apply to the railway business miles applied when calculating adult IC fares for travel with both the departure and arrival on the Tokyo Yamanote Line.

(Adult IC Fares for Travel with both the Departure and Arrival on Specially Designated Sections)

Article 34 When both the departure and arrival are in specially designated sections in the Tokyo vicinity stipulated in Passenger Transport Regulations Article 78 Paragraph 1 Clause 2 (excluding travel with both the departure and arrival on the Tokyo Yamanote Line), regardless of the stipulations in Article 31 Paragraph 1, the adult IC fare shall be the total of the amounts calculated in the following clauses.

(1) The amount calculated in accordance with the stipulations in Passenger Transport Regulations Article 77 Paragraph 1 Clause 1, using the rate stipulated in Passenger Transport Regulations Article 78 Paragraph 1 Clause 2-a.

(2) The amount calculated in the preceding clause multiplied by 10/100 and rounded
2. In addition to the stipulations in the preceding paragraph, Passenger Transport Regulations Article 77 Paragraph 2 shall apply to the railway business miles applied when calculating adult IC fares for travel with both the departure and arrival in specially designated sections in the Tokyo vicinity.

(Special Adult IC Fares in the Tokyo Vicinity)

Article 35 Regardless of the stipulations in Articles 31, 33 and 34, adult fares between separately stipulated stations in the Tokyo vicinity may be a special amount due to separate stipulations.

(Adult IC Fares for Rides Going through Trunk Lines and Local Lines)

Article 36 Adult IC fares for rides going through trunk lines and local lines shall be the amount calculated according to the stipulations in Article 31 and based on the fare calculation miles of the departure and arrival section(s).

(IC fares for railway business mileage of 10 km or less)

Article 37 Excluding cases stipulated separately, IC fares for railway business mileage of 10 km or less shall be calculated according to the stipulations in the following clauses.

(1) When both the departure and arrival are on trunk lines (excluding cases where both the departure and arrival are in specially designated sections).

a) Railway business mileage of 3 km or less

Adult: 147 yen

Child: 73 yen

b) Railway business mileage of between 4 km and 6 km

Adult: 189 yen

Child: 94 yen

c) Railway business mileage of between 7 km and 10 km

Adult: 199 yen

Child: 99 yen

(2) When both the departure and arrival are in specially designated sections in the Tokyo vicinity

a) Railway business mileage of 3 km or less

Adult: 136 yen

Child: 68 yen

b) Railway business mileage of between 4 km and 6 km

Adult: 157 yen

Child: 78 yen

c) Railway business mileage of between 7 km and 10 km

Adult: 168 yen

Child: 84 yen

(3) When both the departure and arrival are on local lines and for rides going through trunk lines and local lines

a) Railway business mileage of 3 km or less

Adult: 147 yen

Child: 73 yen

b) Railway business mileage of between 4 km and 6 km

Adult: 189 yen

Child: 94 yen

c) Railway business mileage of between 7 km and 10 km

Adult: 210 yen

Child: 105 yen

(N.B.) Adult IC fares for rides of up to 10 km going through trunk lines and local lines shall be the amount obtained by applying railway business miles, not using the fare calculation miles of the departure and arrival section(s).

Chapter 4 IC Fare Deductions

(Deduction of IC Fare When a Suica Fare Card Is Used)

Article 38 When a Suica Fare Card is used as stipulated in Article 22 Paragraph 1, the IC fare is calculated at the station of exit as the cheapest fare calculation route from the station of access via the same section of line that is being dealt with, and that amount is

deducted from the SF balance. In this case, a child IC fare is deducted from a Child Suica Fare Card, and an adult IC fare is deducted from any other kind of Suica Fare Card.

(Deduction of IC Fare when a Suica Commuter Pass Card or Suica Discount Pass is used)

Article 39 If the ride straddles the section of line displayed on a Suica Commuter Pass Card and another section of line, and if it straddles the section of line displayed on a Suica Discount Pass and another section of line or straddles a section of line for which the Suica Discount Pass is valid and another section of line for which it is invalid, the said other section of line traveled is treated as a separate ride as stipulated in Passenger Transport Regulations Article 247, and the IC fare is calculated for it and deducted from the SF balance at the station of exit according to the stipulation in the preceding article with regard to sections not displayed on the pass or for which the pass is not valid. In such cases, a child IC fare is deducted from a Child Suica Commuter Pass Card or Child Suica Discount Pass, and an adult IC fare is deducted from any other kind of Suica Commuter Pass Card or Suica Discount Pass.

2. Regardless of the preceding paragraph, if the train ride is between stations that are both outside of the section of line displayed on a pass or a section of line for which that pass is valid, the stipulations in the preceding article may be applied to the entire section of line traveled.

Chapter 5 Validity

(Suica Fare Card Validity)

Article 40 When used as stipulated in Article 22 paragraph 1, the validity of a Suica Fare Card shall be as stipulated in the following clauses.

(1) It shall be valid only for a one-way ride on the relevant section of line traveled. In such cases, a Child Suica Fare Card is valid for one child only, and a Suica Fare Card of any other kind is valid for one person only. However, a child may use a Suica Fare Card other than a Child Suica Fare Card on the understanding that the amount equivalent to the adult IC fare will be deducted from the said Suica Fare Card.

(2) When the ride is in accordance with the preceding clause and between stations in the same service section as stipulated in the clauses of Article 23 Paragraph 1 and the route of the train ride is not one circuit of a loop line, any route may be traveled within the said service section.

(3) There is no provision for stopovers.

(4) It is only valid for the day on which the train/platform was accessed.

(Suica Commuter Pass Card Validity)

Article 41 The stipulations in the preceding article may apply for a Suica Commuter Pass Card ride if it is between stations in the same service section, even if it is not in the section of line displayed on the Suica Commuter Pass Card.

2. A Child Suica Commuter Pass Card may not be used as an IC Card Ticket once the period of validity of the said Child Suica Commuter Pass Card has expired, regardless of the period of validity displayed on the relevant commuter pass.

(Suica Green Car Ticket Card Validity)

Article 42 Applying the stipulations in Passenger Transport Regulations Article 175, a passenger can ride in a Green Car by using a Suica Green Card Ticket Card on the basis of the date of sale as well as the valid section recorded in the said card as stipulated in Article 27 Paragraph 2.

(Suica Discount Pass Validity)

Article 42-2 In accordance with the stipulations in Article 40, a Suica Discount Pass can be used for a ride if it is between stations in the same service section, even if it is not in the section of line displayed on the pass or in a section of line for which the pass is valid.

(Cases Where a Suica Fare Card Becomes Invalid)

Article 43 If one of the following clauses apply, a Suica Fair Card, including its SF, shall become invalid and the said card shall be withdrawn.

(1) If any user boarded the train in transgression of the stipulations in Article 24 Paragraph 5.

(2) If any user boarded the train in transgression of the stipulations in Article 24 Paragraph 6.

(3) If any user boarded the train in transgression of the stipulations in Article 24 Paragraph 7.

(4) If any user boarded the train in transgression of the stipulations in Article 24 Paragraph 11.

(5) If another person has borrowed and used the said Suica Fare Card after the trip has started.

(6) If any user boarded the train in a section that is not a service section without the

approval of a railway official. (However, in accordance with the stipulations of Article 23 Paragraph 1 Clauses 2, 3, 5, 6, 8 and 9, this does not include traveling through sections where Suica can be used for train rides.)

(7) If any user boarded the train without having the card inspected at an automatic ticket gate, and without the approval of a railway official to do so.

(8) If a Registered Suica has been used for which the right of use, name and age have been falsified.

(9) If a Registered Suica has been used for which the information shown on its surface has been painted over or altered.

(10) If the said card has been used as a means for some other form of unauthorized travel.

2. If Clause 1 in the preceding paragraph applies, any other fare tickets shall also become invalid and be withdrawn.

(Cases where a Suica Commuter Pass Card Becomes Invalid)

Article 44 If the stipulations in Article 43 Paragraph 1 Clauses 1, 3, 6, 7 and 10 as well as the stipulations in Passenger Transport Regulations Article 168 apply, the Suica Commuter Pass Card, including its SF, becomes invalid and is withdrawn.

(Cases where a Suica Green Car Ticket Card Becomes Invalid)

Article 45 If the stipulations in Article 43 Paragraph 1 Clause 2 and Passenger Transport Regulations Article 176 apply, the Suica Green Car Ticket Card becomes invalid.

(Cases where a Suica Discount Pass Becomes Invalid)

Article 45-2 If the stipulations in Article 43 Paragraph 1 Clauses 1, 2, 3, 6, 7 and 10 as well as the stipulations in Passenger Transport Regulations Article 167 apply, the Suica Discount Pass, including its SF, becomes invalid and is withdrawn.

(How to Handle Cases of Attempted Unauthorized Use)

Article 46 If someone attempts to use a counterfeit, falsified or otherwise fraudulent Suica Fare Card, Suica Commuter Pass Card, Suica Green Car Ticket Card or Suica Discount Pass, the said card is withdrawn as invalid.

2. In addition to the stipulations in the preceding paragraph, if someone attempts to use a Suica Fare Card, Suica Commuter Pass Card, Suica Green Car Ticket Card or Suica Discount Pass as a means for unauthorized travel, the said card is withdrawn as invalid.

Chapter 6 Revisions and Reimbursements

(Reimbursement for a Commuter Pass only)

Article 47 If a passenger no longer requires the commuter pass sold to his/her Registered Suica, he/she is to hand it in at a station that handles reimbursements for Suica Commuter Pass Cards, submit a separately stipulated application form, and should show an official ID or the like to prove that he/she is the registered user of the said Suica Commuter Pass Card. In this case, the Company shall pay a reimbursement for the commuter pass only in accordance with the following clauses. However, as is stipulated elsewhere, the reimbursement may be made to a proxy designated by the person to whom the said Suica is registered.

(1) If an application for reimbursement is made before the start of the period of validity displayed on the card, the fixed-term commutation fee that has already been paid will be reimbursed.

(2) If an application for reimbursement is made after the start of the period of validity displayed on the card, in accordance with the stipulations in Passenger Transport Regulations Article 277 or Transportation between Different Railways Regulations Article 99, a fixed-term commutation fee corresponding to the elapsed period of use will be deducted from the fixed-term commutation fee that has already been paid and the balance will be reimbursed.

(3) In the case of the procedure in the preceding clause, the Company shall receive 220 yen per commuter pass as a handling fee.

(N.B.) If a Suica Commuter Pass Card is no longer required and the SF balance is reimbursed at the same time, this will be done in accordance with the stipulations in Article 15 Paragraph 3.

(Revision of a Suica Green Car Ticket Card)

Article 48 If an application for a revision to a Suica Green Car Ticket Card is made before the start of its use, the provisions in Passenger Transport Regulations Article 248 apply and the procedure is handled as a fare ticket revision.

2. In the case of the preceding paragraph, when the revision is made to a new Suica Green Car Ticket Card, a reimbursement will be made for the original Suica Green Car Ticket Card, and the revised Suica Green Car Ticket Card shall be sold via a ticket vending machine.

3. If an application for a revision to the section of line for a Suica Green Car Ticket Card

is made after the start of its use, the provisions in Passenger Transport Regulations Article 249 apply and the procedure is handled as a section of line revision.

4. If an application for a revision to the category of a Suica Green Car Ticket Card is made after the start of its use, the provisions in Passenger Transport Regulations Article 251 apply and the procedure is handled as a category revision.

(Reimbursement for Suica Green Car Ticket Card)

Article 49 If a passenger no longer requires a Suica Green Car Ticket Card before the start of its use, he/she can hand it in at a station that handles reimbursements for Suica Green Car Ticket Cards and apply for a reimbursement. In this case, the stipulations in Passenger Transport Regulations Article 272 apply for the procedure.

(Suica Discount Pass Revision)

Article 49-2 If an application for a revision to a Suica Discount Pass is made before the start of its use, the procedure shall be handled as stipulated elsewhere.

(Reimbursement for a Suica Discount Pass Only)

Article 49-3 If a passenger no longer requires a Suica Discount Pass before the start of its use, he/she can hand it in at a station that handles reimbursements for Suica Discount Passes and apply for a reimbursement. In such cases, the procedure shall be handled as stipulated elsewhere.

Chapter 7 Special Procedures

(Receipt of Passenger Fares/Surcharges etc. for the Unauthorized Use etc. of a Suica Fare Card)

Article 50 If the clauses of Article 43 Paragraph 1 apply, the Company shall receive the standard passenger fare calculated according to the Passenger Transport Regulations for the section of line traveled from the station of embarkment plus a surcharge equivalent to twice that amount.

2. When receiving a passenger fare and surcharge in accordance with the stipulations in the preceding paragraph, the provisions of Passenger Transport Regulations Article 266 shall apply if the station of embarkment is unclear.

(Receipt of Passenger Fares/Surcharges etc. for the Unauthorized Use etc. of a Suica Commuter Pass Card)

Article 51 When a Suica Commuter Pass Card is made invalid in accordance with the stipulations in Article 44, the passenger fare and surcharge are handled in accordance with the following clauses.

(1) The stipulations in the previous article shall apply in cases that come under the stipulations in Article 43 Paragraph 1 Clauses 1, 3, 6, 7 and 10.

(2) In cases that come under the stipulations in Passenger Transport Regulations Article 168,

a) the stipulations in Passenger Transport Regulations Article 265 are applied.

b) in addition to applying the stipulation in preceding clause a), when one of Paragraphs 1 to 5 and Paragraphs 7 to 9 of Passenger Transport Regulations Article 168 applies, the Company shall receive the standard passenger fare calculated according to the Passenger Transport Regulations for the actual section of line traveled when the unauthorized use was discovered (excluding the section displayed on the ticket card) plus a surcharge equivalent to twice that amount.

(Receipt of a Surcharge for Unauthorized Use etc. of a Suica Green Car Ticket Card)

Article 52 The stipulations in Passenger Transport Regulations Article 267 apply when a Suica Green Car Ticket Card has become invalid according to the stipulation in Article 45.

(Receipt of Passenger Fares/Surcharges etc. for the Unauthorized Use etc. of a Suica Discount Pass)

Article 52-2 When a Suica Discount Pass is made invalid in accordance with the stipulations in Article 45-2, the passenger fare and surcharge are handled in accordance with the following clauses.

(1) The stipulations in Article 50 apply in cases that come under the stipulations in Article 43 Paragraph 1 Clauses 1, 2, 3, 6, 7 and 10.

(2) In cases that come under the stipulations in Passenger Transport Regulations Article 167,

a) the stipulations in Passenger Transport Regulations Article 264 and Article 266 are applied.

b) in addition to applying the stipulations in preceding clause a), when one of Paragraphs 1, 2, 5, 7, 9 and 11 of Passenger Transport Regulations Article 167 applies, the Company shall receive the standard passenger fare calculated for the actual section of line traveled

when the unauthorized use was discovered (excluding the section displayed on the Suica Discount Pass) plus a surcharge equivalent to twice that amount.

(Procedure when a Suica Green Car Ticket Card Has Been Lost)

Article 53 The stipulations in Passenger Transport Regulations Articles 268 and 269 apply when a Suica Green Car Ticket Card has been lost.

(Procedure when a Passenger Accesses and Exits at the Same Station)

Article 54 If a passenger accesses a platform using a Suica Fare Card, Suica Commuter Pass Card or Suica Discount Pass and then travels to another station but does not exit there, instead traveling back to the station of access, he/she shall pay the IC fare for the actual section of line traveled, regardless of the stipulations in Article 38 (excluding the section displayed on the ticket card or a section for which it is valid), and the said Suica Fare Card, Suica Commuter Pass Card or Suica Discount Pass must undergo the exit process.

2. If a passenger accesses a platform using a Suica Fare Card and then aborts his/her trip without boarding a train, he/she shall pay the amount equivalent to a platform ticket for the said station based upon the stipulations in Passenger Transport Regulations Article 300 and the said Suica Fare Card must undergo the exit process.

3. The stipulations in the preceding paragraph shall apply if a passenger uses a Suica Commuter Pass Card to access a platform at a station that is not in the section displayed on the said Suica Commuter Pass Card and then aborts his/her trip without boarding a train.

4. The stipulations in Paragraph 2 shall apply if a passenger uses a Suica Discount Pass to access a platform at a station that is not in the section displayed on the said Suica Discount Pass, or a station that is not in a section for which the pass is valid, and then aborts his/her trip without boarding a train.

(Special Cases Concerning Extensions of the Period of Validity and Reimbursements for Suica Green Car Ticket Cards)

Article 55 If a passenger in possession of a Suica Green Car Ticket Card misses the last train that day, the stipulations in Passenger Transport Regulations Article 280 shall apply. If the passenger immediately shows a railway official the said Suica Green Car Ticket Card and the official recognizes the truth of the situation, the passenger can request an extension of the period of validity (however, only until the following day) or a reimbursement of the Green Car ticket fare.

2. When the period of validity of a Suica Green Car Ticket Card is extended in accordance with the stipulations in the preceding paragraph, the Green Car fare applied in the original ticket shall be compared with the Green Car fare applied on the actual day the train is boarded. The Company shall receive the difference if the amount is insufficient but shall not reimburse any excess amount.

(Procedures when Train Operations Are Impossible)

Article 56 If a passenger in possession of a Suica Commuter Pass Card boards a train within the section displayed on the said Suica Commuter Pass Card, but operation of the train becomes impossible after his/her card has been inspected by an automatic ticket gate, the provisions for commuter passes stipulated in Passenger Transport Regulations Article 282 shall apply.

2. If train operations become impossible after a passenger in possession of a Suica Fare Card, a passenger in possession of a Suica Commuter Pass Card who is traveling on a section of line outside of the section displayed on the said pass, or a passenger in possession of a Suica Discount Pass who is traveling on a section of line outside of the section displayed on the said pass or a section for which the said pass is invalid has had his/her card inspected by an automatic ticket gate, the passenger may submit an application after selecting a procedure stipulated in one of the following clauses.

(1) Travel back to the station of departure free of charge

The Company shall not receive the fare for the section of line traveled. Once the passenger has traveled back free of charge to the station of departure, the said Suica Fare Card, Suica Commuter Pass Card or Suica Discount Pass shall undergo the exit process at that station.

(2) Abort the journey or travel back as far as another station on the way to the station of departure

The Company shall receive the IC fare calculated according to the stipulations in Articles 38 and 39 for the section of line from the station of departure to the station where the journey was aborted.

(3) Use other means of transport in the section where trains are not operating

If the passenger wishes to use a means of transport other than the Company's lines in the section where trains are not operating, the section of line from the station of departure to the station where the train journey was aborted shall be treated according to the stipulations in the preceding clause.

3. If a passenger in possession of a Suica Green Car Ticket Card boards a train but operation of the train becomes impossible after the card has been inspected by an on-

train ticket gate or a member of the crew, the provisions stipulated in Passenger Transport Regulations Article 282, Article 282-2 Paragraph 1 Clause 3, and Articles 283, 284, 285, 286, and 290-2 shall apply.

4. Cases where a passenger in possession of a Suica Discount Pass boards a train within the section displayed on the said pass, or within a section where the said pass is valid, but operation of the train becomes impossible after his/her card has been inspected by an automatic ticket gate shall be treated as stipulated elsewhere.

(Procedure when a Passenger with Suica Green Car Ticket Card Has Ridden a Wrong Train)

Article 57 The stipulations in Passenger Transport Regulations Article 292 apply when a passenger is provided with transport free of charge as stipulated in Passenger Transport Regulations Article 291.

(Procedure when a Passenger Has Purchased a Wrong Suica Green Car Ticket Card)

Article 58 If a passenger has mistakenly purchased a different Suica Green Car Ticket Card than the one he/she wants, this shall be treated as stipulated elsewhere.

(Procedure when a Passenger Has Purchased a Wrong Suica Discount Pass)

Article 58-2 If a passenger has mistakenly purchased a different Suica Discount Pass from the one he/she wants, this shall be treated as stipulated elsewhere.

Section 3 Reciprocal Use of IC Card Tickets

Chapter 1 General Regulations

(Procedure regarding Travel Using IC Card Tickets on Other Companies' Lines)

Article 59 Regardless of the stipulations in Article 23, travel etc. shall be processed via IC Card Tickets for stations and trains where IC cards can be utilized on lines (hereinafter referred to as "other companies' lines) operated by the transport operators (hereinafter referred to as "other companies") other than the Company which are listed in Appendix 6 and Appendix 6-2.

(Procedures regarding Other Companies' Lines)

Article 60 Procedures regarding travel etc. using an IC Card Ticket on other companies'

lines shall be as stipulated by the said other companies.

2. The Company may sometimes provide the said other companies with personal information in the possession of the Company pertaining to the said IC Card Ticket to the extent required by the procedures mentioned in the preceding paragraph.

(Procedures regarding Travel on the Company's Lines Using an IC Card Issued by an Operator other than the Company)

Article 61 Among the IC cards issued by an operator other than the Company, those for which reciprocal use with the Company is possible shall be handled according to the procedures for travel etc. with an IC card on the Company's lines.

2. Operators (hereinafter referred to as "issuing companies") that issue IC cards which can be used as IC Card Tickets on the Company's lines are as listed below.

(1) TOKYO MONORAIL CO., LTD.

(2) Tokyo Waterfront Area Rapid Transit Inc.

(3) PASMO Co., Ltd.

(4) Hokkaido Railway Company

(5) Nagoya Transportation Development Organization Co. Ltd

(6) MIC Co., Ltd

(7) Central Japan Railway Company

(8) SURUTTO KANSAI

(9) West Japan Railway Company

(10) Kyushu Railway Company

(11) NIMOCA CO., LTD.

(12) Fukuoka City Transportation Bureau

(13) Sendai City Transportation Bureau (but only in the sections stipulated in Article 23 Paragraph 1 Clauses 4, 5 and 6)

3. Articles 12 to 14, 16 to 25, 27, 28 to 46, 48, 49, and 50 to 58 shall apply when the Company deals with travel etc. using an IC card issued by an issuing company stipulated in the preceding paragraph.

(N.B.) The issuing company of the said IC card (in the case of an IC card for which a commuter pass or the like was sold, the company that issued the said commuter pass or the like) shall stipulate procedures stipulated in Articles 16 and 17 other than those for the receipt of a reissue application, the reprinting procedure stipulated in Article 24 Paragraph 11, the procedures for the sale of IC cards stipulated in Article 24 Paragraphs 12, 14, 15 and 16, and the procedures stipulated in Articles 15, 26, 27-2, 47, 49-2 and 49-3.

4. Regardless of the preceding paragraph, in the case of the IC cards of the issuing companies stipulated in Paragraph 2 Clauses 4 and 7, in addition to not carrying out the reprinting procedures stipulated in Articles 16 and 17, in some cases the Company may not carry out some of the procedures stipulated in Articles 22 and 23.
5. Regardless of the Paragraph 3, in the case of the IC cards of the issuing companies stipulated in Paragraph 2 Clauses 5, 6 and 8 to 12, in addition to not carrying out the reprinting procedures stipulated in Articles 16 and 17 or the sale of Suica Green Car Ticket Cards stipulated in Article 27, in some cases the Company may not carry out some of the procedures stipulated in Articles 22 and 23.
6. Regardless of the Paragraph 3, in the case of the IC cards of the issuing company stipulated in Paragraph 2 Clause 13, in addition to not carrying out the reprinting procedures stipulated in Articles 16 and 17 or the sale of Suica Green Car Ticket Cards stipulated in Article 27, in some cases the Company may not carry out some of the procedures stipulated in Articles 22, 23, 33 to 36, 51 and 56.
7. Regardless of the stipulation in Article 14, the usage log of IC cards issued by the companies stipulated in Paragraph 2 Clauses 3 to 13 can only be printed out as far as the 20 most recent entries.

(Invalidation and Withdrawal of Other Companies' Fare Tickets)

Article 62 When a Suica Fare Card, Suica Commuter Pass Card or Suica Discount Pass is confiscated as invalid in accordance with the stipulations in Articles 43, 44 or 45-2, other companies' fare tickets sold to the said Suica Fare Card, Suica Commuter Pass Card or Suica Discount Pass in accordance with the stipulation in Article 60 shall also be withdrawn as invalid.

Chapter 2 Procedures for Passengers Changing between the Lines of Multiple Railway Companies

(Fare Deduction when a Passenger Changes Trains without Undergoing a Ticket Inspection at a Junction Station)

Article 63 When a passenger accesses a platform using a Suica Fare Card (this includes IC cards equivalent to a Suica Fare Card that is issued by any of the companies stipulated in Article 61 Paragraph 2 Clauses 1 to 3. The same applies throughout this chapter) and changes between the lines of the Company and other railway companies (this only applies when there is a total of four or less companies) without undergoing a ticket inspection at the junction station(s), the amount stipulated in the following clauses

is deducted from the SF balance at the station where he/she exits.

(1) If Clauses 2 and 3 do not apply, the total amount (hereinafter referred to as the “IC fare etc.”) of the Company’s IC fare as stipulated in Article 38 and the standard passenger fare(s) established by each railway company (if each company has a fare applied to IC cards, the fare equivalent to the IC fare. The same applies throughout this chapter)

(2) If the station of access and exit for the section traveled are on the Company’s lines, even if the route between the two stations includes other railway companies’ lines, the Company’s IC fare as stipulated in Article 38 when the entire section traveled uses the Company’s line(s).

(3) If the section of line traveled includes a section where a transit discount is applied or a section where another railway company stipulates a discount, the amount with the said discount(s) deducted from the amount calculated according to the stipulations in Clause 1.

(Discounts Applied when a Passenger Changes to the Company’s Line from Another Railway Company’s Line)

Article 64 When a passenger accesses a train from another railway company’s station using a Suica Fare Card, travels via a junction station and exits at one of the Company’s stations (excluding cases where there was no ticket inspection at the junction station as stipulated in the preceding article), if he/she has traveled through a separately stipulated section where a transit discount is applied, regardless of the stipulations in Article 38, an amount where the discount has been subtracted from the Company’s IC fare may be deducted from the SF balance at the said station of exit.

(Procedure when More Than One Discount is Applicable)

Article 65 If more than one discount of those stipulated in Article 63 Clause 3 or Article 64 is applicable to the section of line traveled using a Suica Fare Card, the procedure shall be as stipulated in the following clauses.

(1) If the discounts are for different amounts, the one which provides the lower passenger fare is applied

(2) If the discounts are for the same amount, the one generated first in the section of line traveled is applied.

(Fare Deduction when a Passenger Using a Suica Commuter Pass Card Changes Trains at a Station that Is Not in the Section Displayed on the Card)

Article 66 When a ride using a Suica Commuter Pass Card (this includes IC cards equivalent to a Suica Commuter Pass Card issued by any of the companies stipulated in Article 61 Paragraph 2 Clauses 1 to 3. The same applies throughout this chapter) straddles the section of line displayed on the commuter pass and another section of line, the set is treated as separate rides and the IC fare for the said other section of line traveled is calculated and deducted from the SF balance at the station of exit according to the stipulations in Articles 63 to 65. In this case, the child IC fare is deducted from a Child Suica Commuter Pass Card, and the adult IC fare is deducted from any other kind of Suica Commuter Pass Card.

2. Regardless of the stipulations in the preceding paragraph, if the ride is between stations that are both outside of the section of line displayed on the Suica Commuter Pass Card, the stipulations in the preceding article shall be applied to the entire section of line traveled.

(Fare Deduction when a Passenger Using a Suica Discount Pass Changes Trains at a Station that Is Not in the Section Displayed on the Card or in a Section for Which the Card Is Not Valid)

Article 66-2 When the journey of a passenger using a Suica Discount Pass (this includes IC cards equivalent to a Suica Discount Pass that are issued by any of the companies stipulated in Article 61 Paragraph 2 Clause 3. The same applies throughout this chapter) straddles the section of line displayed on the pass and another section of line, or straddles a section of line for which the pass is valid and another section of line for which it is invalid, the set is treated as separate rides, and the IC fare for the said other section of line traveled is calculated and deducted from the SF balance at the station of exit according to the stipulations in the previous article. In this case, a child IC fare is deducted from a Child Suica Discount Pass, and an adult IC fare is deducted from any other kind of Suica Discount Pass.

2. Regardless of the stipulations in the preceding paragraph, if the train ride is between stations that are both outside of the section of line displayed on the Suica Discount Pass, or both on a section of line for which the Suica Discount Pass is invalid, the stipulations in the preceding paragraph may be applied to the entire section of line traveled.

(Suica Fare Card Validity when Changing between the Lines of Multiple Railway Companies)

Article 67 It shall be valid for a single one-way ride when the ride involves changing trains without a ticket inspection at the junction station. However, it cannot be used for rides that straddle sections of other companies' lines where Suica Fare Cards cannot be used.

2. There is no provision for stopovers.

3. It is only valid for the day on which the platform was accessed.