

## PRESS RELEASE

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### **Abellio and Cubic trial UK's first 'video ticket office' at Stansted Airport**

The UK's first 'video ticket office' NextAgent<sup>TM</sup> has arrived at Stansted Airport as transport provider Abellio and Cubic Transportation Systems (CTS), a business unit of Cubic Corporation (NYSE:CUB) trial an innovative solution to improve ticket purchasing options for rail passengers.

The new NextAgent<sup>TM</sup>, developed by CTS, will provide passengers with the benefit of a walk-up ticket office that will connect passengers via a live video-link to an Abellio Greater Anglia ticketing expert.

The system is currently being trialled at Stansted Airport to improve customer experience for rail users. Since the initial introduction of NextAgent<sup>TM</sup> in October 2015, it has received positive reviews from passengers, citing the ease of use.

NextAgent<sup>TM</sup> can use the inbuilt camera for document validation if needed and share information with passengers to help them make their journey. A wide range of UK destinations and train services is also available.

While the NextAgent<sup>TM</sup> at Stansted Airport currently only sells magnetic tickets, the unit is capable of delivering all the functionality of a staffed ticket office, including vending a comprehensive range of media such as smart cards, magnetic tickets, paper barcodes, e-ticketing and mobile ticketing.

Jeremy Whitaker, Head of Commercial Development at Abellio said, "Abellio aspires to be at the leading edge of an innovative customer service that constantly improves to deliver a door to door service and provides passengers with what they want, when they want it, and to a high quality. We are pleased that NextAgent<sup>TM</sup> offers our customers another step on this door to door journey through this exciting innovation which will help people arriving at Stansted Airport to simplify the process when purchasing train tickets for their onward journey, with the reassurance of a member of staff on hand via the video link. We are delighted that customer feedback has been very positive. "

Roger Crow, Executive Vice President and Managing Director, CTS Europe, commented: "Abellio's introduction of NextAgent™ represents a unique way to provide high-quality customer service and is another example of how we are bringing our NextAgent™ vision to life.

"The attraction of speaking to a person when buying a ticket is well-known in the industry, but we also appreciate the economic pressures our customers face. Cubic's response is a solution combining innovative technology, industry understanding and, most importantly, an exceptional customer experience."

## ENDS

### Notes to Editors

#### Abellio Group

Abellio is the international passenger transport subsidiary of the Dutch national railway company, Nederlandse Spoorwegen. Everyday our people provide rail, bus and tram services to 1.7m customers across the UK, Germany and in the Netherlands. In the UK we operate buses through Abellio London & Surrey, as well as ScotRail and Abellio Greater Anglia train services, and Northern Rail and Merseyrail in joint ventures with Serco. In Germany we operate Abellio Deutschland, serving communities in North Rhine Westfalia, Saxony, Lower Saxony, Saxony-Anhalt, Hesse and Thuringia. And in the Netherlands we operate with Qbuzz, bus services in Fryslan, Groningen, Drenthe, Utrecht and through our minority share position in HTM, tram and bus services in and around the municipality of The Hague. Our role in transport extends beyond the journey from a-to-b as we look at the complete passenger journey and design services and solutions to ensure the best possible door-to-door experience for all passengers. With our international heritage and our policy of sharing best practice, not just amongst ourselves, but across the wider transport industry, we provide thought leadership and truly innovative ideas which make a positive contribution to the communities we serve.

#### Cubic Corporation

Cubic Corporation designs, integrates and operates systems, products and services focused in the transportation, defense training and secure communications markets. As the parent company of two major business units, Cubic's mission is to increase situational awareness and understanding for customers worldwide. Cubic Transportation Systems is a leading integrator of payment and information technology and services to create intelligent travel solutions for public transit authorities and operators. Cubic Global Defense is a leading provider of realistic combat training systems, secure communications and networking and highly specialised support services for military and security forces of the U.S. and allied nations. For more information about Cubic, please visit the company's website at [www.cubic.com](http://www.cubic.com) or on Twitter @CubicCorp.

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