

From: [REDACTED]
Sent: 04 April 2023 09:10
To: [REDACTED]@gocurb.com>
Subject: RE: [EXT] Curb - System outage?

Good to know,

thank you.

TfL RESTRICTED

From: [REDACTED]@gocurb.com>
Sent: 04 April 2023 09:02
To: [REDACTED] [REDACTED]@tfl.gov.uk>
Subject: Re: [EXT] Curb - System outage?

Hi [REDACTED]

A report would only be held in the adverse of a service issue being present.

Full service is Business as Usual.

Regards

[REDACTED]

[REDACTED]

Curb Mobility Limited

W: www.gocurb.com

M: [REDACTED]

[REDACTED]

[@gocurb.com](mailto:[REDACTED]@gocurb.com)

Curb Mobility Limited

Unit 4 Heron Trading Estate

Alliance Road

Acton

London

W3 0RA

This communication and its attachments (if any) may contain privileged and/or confidential information and are intended for the sole use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication and its attachments (if any) is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

On 4 Apr 2023, at 08:52, [REDACTED] [REDACTED]@tfl.gov.uk> wrote:

I will certainly do that.

Is there a report (or similar) that verifies no service issues you could provide? Fine if not, but would be helpful if you could.

Thank you,

[REDACTED]

TfL RESTRICTED

From: [REDACTED] <[\[REDACTED\]@gocurb.com](mailto:[REDACTED]@gocurb.com)>

Sent: 04 April 2023 08:34

To: [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)>

Subject: Re: [EXT] Curb - System outage?

Wishing you a well deserved break too [REDACTED]

Hope all is well, and please pass on my best regards to [REDACTED]

Warm Regards

[REDACTED]

[REDACTED]

W: www.gocurb.com

[REDACTED]

[\[REDACTED\]@gocurb.com](mailto:[REDACTED]@gocurb.com)

Curb Mobility Limited

Unit 4 Heron Trading Estate

Alliance Road

Acton

London

W3 0RA

This communication and its attachments (if any) may contain privileged and/or confidential information and are intended for the sole use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication and its attachments (if any) is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

On 4 Apr 2023, at 08:24, [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)> wrote:

Thanks [REDACTED]

Have a good easter.

[REDACTED]

TfL RESTRICTED

From: [REDACTED]@gocurb.com>
Sent: 04 April 2023 08:18
To: [REDACTED]@tfl.gov.uk>
Subject: Re: [EXT] Curb - System outage?

Hi [REDACTED]

There is no fixed rule.

It depends on Credit / Debit Card and consumer credit rating + card scheme.

There is no one for all I am afraid.

Regards

[REDACTED]

[REDACTED]

Curb Mobility Limited

W: www.gocurb.com

M: [REDACTED]

[REDACTED]
[REDACTED]@gocurb.com

Curb Mobility Limited

Unit 4 Heron Trading Estate
Alliance Road
Acton
London
W3 0RA

This communication and its attachments (if any) may contain privileged and/or confidential information and are intended for the sole use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication and its attachments (if any) is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

On 4 Apr 2023, at 08:13, [REDACTED]@tfl.gov.uk> wrote:

Thanks for you quick response [REDACTED]

Can you advise which card issuers support and which do not?

Regards,

[REDACTED]

Vehicle Policy Officer
Licensing, Regulation & Charging
Transport for London

T: [REDACTED]@tfl.gov.uk

TfL CONFIDENTIAL

From: [REDACTED]@gocurb.com>

Sent: 03 April 2023 18:34

To: [REDACTED]@tfl.gov.uk>

Subject: Re: [EXT] Curb - System outage?

Good Evening [REDACTED]

There were no issues reported for the 27th March 2023.

I can confirm that some card transactions can be processed in an offline mode depending on the support from the card issuer. Not all card issuers support this functionality.

Regards

[REDACTED]

[REDACTED]

MLRO & Senior Business Support Manager

Curb Mobility Limited

W: www.gocurb.com

M: [REDACTED]

[REDACTED]
[REDACTED]@gocurb.com

Curb Mobility Limited

Unit 4 Heron Trading Estate

Alliance Road

Acton

London

W3 0RA

This communication and its attachments (if any) may contain privileged and/or confidential information and are intended for the sole use of the person(s) named above. If you are not the intended recipient, you are hereby notified that any review, dissemination, distribution or duplication of this communication and its attachments (if any) is strictly prohibited. If you are not the intended recipient, please contact the sender by reply e-mail and destroy all copies of the original message.

On 3 Apr 2023, at 18:29, [REDACTED]@tfl.gov.uk> wrote:

Hello [REDACTED]

Hope this finds you well.

I wonder if you can assist please? We have received reports of a recent system outage. Could you confirm whether Curb suffered a system outage on 27 March 2023 between the hours of 13:00 and 18:00?

I remember a functionality of the Curb system was to be able to transact a payment without signal and then when the signal connected again the payment finalised at the back end thus negating any effect on processing a fare payment due to system outage. Do Curb still process payments in this way?

Look forward to hearing from you in the near future.





Regards,


Vehicle Policy Officer
Licensing & Regulation
Transport for London
T:   [@tfl.gov.uk](mailto: @tfl.gov.uk)

[<image001.jpg>](#)

[<image002.png>](#)

TfL CONFIDENTIAL

From: @cmtgroup.com @cmtgroup.com>
Sent: 02 January 2018 15:25
To:  @tfl.gov.uk>
Subject: Re: [#135983] Request for Driver Details/Refund

Hi there ,

Sorry for the delay in coming back to you!


I've spoken with the driver and he has authorised a refund and sends his apologies. As the payment was attempted the machine didn't have much signal which was preventing the payment from going through, after the driver left and moved to a different area the signal picked up and thus processed the fare.

Please have the passenger call me and quote reference number 135983 and I will issue a refund directly to the passenger's card.

Sincerely,


CMT Group Support Team

After Hours Emergency Phone Numbers:

North America 



On Wed, 20 Dec, 2017 at 2:04 PM , McClancy Cheryl [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)> wrote:

Hi [REDACTED]

Thank you very much, I look forward to hearing from you.

Kind Regards

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@cmtgroup.com](mailto:[REDACTED]@cmtgroup.com)> [REDACTED] <[\[REDACTED\]@cmtgroup.com](mailto:[REDACTED]@cmtgroup.com)>]

Sent: 20 December 2017 13:35

To: [REDACTED]

Subject: Re: [#135983] Request for Driver Details/Refund

Hi [REDACTED]

I've spoken with the driver, he was out when I called him.

I have emailed him all the relevant information, hes going to double check everything when he gets home and come back to me tomorrow.

Sincerely,

[REDACTED]

CMT Group Support Team

[REDACTED]

After Hours Emergency Phone Numbers:

North America [REDACTED]



On Wed, 20 Dec at 12:37 PM , [REDACTED] <[\[REDACTED\]@tfl.gov.uk](mailto:[REDACTED]@tfl.gov.uk)> wrote:

Hi [REDACTED]

Thanks for coming back so quickly. I would appreciate if you could speak to him, and refund the money, as this will be much quicker for the passenger than me writing him, asking him to put the money in TfL's account etc.

If it's not possible though, please supply the driver information.

Thanks very much for your help.

Kind Regards

[REDACTED]

From: [REDACTED] <[\[REDACTED\]@cmtgroup.com](mailto:[REDACTED]@cmtgroup.com)> [REDACTED] <[\[REDACTED\]@cmtgroup.com](mailto:[REDACTED]@cmtgroup.com)>]

Sent: 20 December 2017 12:31

To: [REDACTED]

Subject: Re: [#135983] Request for Driver Details/Refund

Hi [REDACTED]

The driver has not brought this to our attention, I can speak to him to confirm that he did receive a cash payment also then speak to the passenger and refund the card payment?

Or would you like me to give you his details so you can speak to him directly?

Sincerely,

[REDACTED]

CMT Group Support Team

After Hours Emergency Phone Numbers:

North America

