

## **Sales of the new cardboard T-mobilitat pass will gradually begin at the network's machines on Tuesday 28th November**

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- **The new contactless and rechargeable card format will gradually replace the cardboard cards with a magnetic strip for the T-usual, T-casual, T-grup and T-familiar passes**
- **The change in format will be gradual and begin on Tuesday at some of the network's machines; the number of vending machines making the change will be progressive over the next few weeks**

*Barcelona, 27th November* Starting Tuesday 28th November, sales of the T-usual, T-casual, T-grup and T-familiar integrated passes will begin at some of the network's vending machines in the form of the new cardboard, contactless and rechargeable T-mobilitat pass. The change will occur gradually at the underground, FGC, Rodalies and TRAM vending machines, which will cease to print the old magnetic strip tickets and only offer T-mobilitat cards.

The specific T-mobilitat card format won't require any prior registration and it will cost €0.50, an amount that will be paid just once. Once passengers have used up the ticket purchased the first time, they'll be able to top up the same card at any machine or on their mobile phone.

The new format, which will be anonymous and not linked to the data of the person who purchases it, will allow a pass to be recharged, in other words, it won't be able to contain different tickets at the same time. Once the current one has been used up, it can be exchanged for a different one that will be charged. In this regard, it will permit recharges of T-casual, T-grup and T-familiar tickets.

### **The T-usual, a specific cardboard format**

By way of exception, the T-usual pass in cardboard T-mobilitat format will have a specific design and require an ID card (DNI) or passport when it's purchased, given that it's a personal and non-transferable ticket. In this regard, the T-usual card won't accept a top-up from any other type of ticket from the range of integrated passes.

### **Old cards can still be used**

Meanwhile, any old cardboard passes with a magnetic strip that have already been purchased can still be used until no trips are left on them or until they expire on 15 January, as the validating machines will accept this type of ticket until then.

The other passes in the system (single ticket, AMB social passes such as the T-4, passes issued by operators, etc.) will continue to be issued on cardboard with a magnetic strip at vending machines, as has occurred until now.

### **Some T-mobilitat functions suffered a technical incident on Monday**

On Monday 27th November, T-mobilitat's digital channels suffered a technical incident that affected the normal operation of service points, websites and mobile applications, preventing the processing of new registrations and online card purchases and the topping up of virtual tickets (on Android) for a few hours. The problem, detected on the T-mobilitat central server operated by SocMobilitat, was progressively resolved and by early afternoon services had returned to normal, with the exception of the T-mobilitat website.

As of today, the main service points on the network and the websites and apps of TMB and FGC are functioning normally, processing registrations and allowing purchases of T-mobilitat cards and top-ups of tickets. The T-mobilitat app is also operating normally for people who have logged in.

Moreover, T-mobilitat validations haven't caused any problems, nor have top-ups at the network's machines. In this respect, most citizens who use T-mobilitat have been able to go on their usual journeys without any inconvenience. An alternative solution has been provided for passengers who have had any problems and reported them to the station staff or the service channels.

As provided for in the usual protocol, the T-mobilitat service teams have personally processed the cases that have reached them during the morning, in order to find out what specific problems have been experienced, whether they're linked to the incident or not, and offer appropriate solutions.