

Starting on 16 January 2024, the T-16 only with T-mobilitat

- Families who are still using the old T-16 card will have to switch to the T-mobilitat system, although practically the entire collective have already made the change as of today. Only cards that haven't been delivered to their holders are still pending.
- T-16 with a magnetic strip will no longer be valid for travel on the public transport network from 16 January onwards, and this will be the first kind of ticket that will no longer be accepted by the validator system in the old format.
- The new T-16 format with T-mobilitat will be more durable and resistant and won't need to be periodically renewed; a new one will only be necessary if it gets lost or damaged.
- The price of a duplicate has been reduced from €35 to €4.50.

Barcelona, 11 December.- Starting on 16 January, it will only be possible to access the public transport network with the T-16 with the contactless T-mobilitat system. The old T-16 card with a magnetic strip will no longer be accepted by the validators for access to the public transport network from 16 January onwards.

The T-16 card in T-mobilitat format currently generates between 250,000 and 300,000 trips each working day. Although the current T-16 validations with the magnetic system are residual (1% of the total), it's vital to inform all families in possession of this kind of card of the imminent change.

A progressive and formality-free transition for families

This step sets a precedent for the public transport network, as it will be **the first card that will no longer be accepted in magnetic format**. To ensure a smooth transition for families, the T-16 cards have been gradually renewed; families have switched to T-mobilitat without completing any procedures and received the new format at home throughout the last eighteen months. The transition process has been coordinated with the Metropolitan Area of Barcelona (AMB) and the Association of Municipalities for Mobility and Urban Transport (AMTU), entities that previously managed this card, as well as operators 010 and 012 of the Government of Catalonia for the distribution of information.

In total, nearly 250,000 minors who were already users of the old T-16 have formed part of this process, and the vast majority are already enjoying the new format. However, a small proportion (approximately 1% of all T-16 validations) still use the old T-16 cards.

On different occasions over the last few months, the ATM, through the T-mobilitat Centre, has attempted to contact this collective who are still to receive their T-16 in T-mobilitat format for whatever reason, such as address changes or failed deliveries, via email and SMS. In many cases it has succeeded, in such a way that the number of old T-16 cards still in use has fallen.

In this final phase before the shutdown of the old cards, **the ATM is asking families who are still to collect the new format** to contact the T-mobilitat customer service and information channels as soon as possible.

Customer service for switching from T-16 to T-mobilitat

- Twitter: you'll find us at [@T_mobilitat](https://twitter.com/T_mobilitat).
- Telegram: : send your queries to [T-mobilitat Atenció](https://t.me/T_mobilitat_Atencio).
- Free helpline: we'll help you at 900 928 900.
- Contact form via the T-mobilitat [web portal](#).
- In person: it's advisable to ask for an **appointment** to visit the T-mobilitat customer service and information centre <https://t-mobilitat.atm.cat/web/t-mobilitat/atencio-i-ajuda/xarxa-de-punts-d-atencio-i-informacio>, to **Avinguda de la Granvia de L'Hospitalet, 16-20**.
- [Specific TMB web portal](#).

New physical management points for the T-16 with T-mobilitat

The management of the T-16 card **will no longer be solely digital as it was before and it can now be performed in person** at a dozen points on the network where swaps and duplicates can be made. New registrations can be processed in person at the [T-mobilitat customer service and information centre](#).

Advantages of the new format

- The card is much more durable and resistant.
- The price of a duplicate falls from 35 to 4.50 euros, equivalent to the cost of duplicating any T-mobilitat card. This is a substantial change, as families ask for around 1,250 duplicates per month and more than 15,000 each year.
- If it is lost, it will be blocked so that no one else can use it, with a consequent significant reduction in potential fraud.
- Until now, the T-16 had to be renewed every 2 years. With the new system, renewal will only be required if the card gets lost or damaged.
- In the case of online requests, the current waiting time for reception at home is between 5 and 10 working days.

When the T-16 user turns 16, they can continue using the card until 31 December of that same year. After that, the card will stop working and the person will have to apply for a general T-mobilitat card, since the T-16 card is exclusive to the discount pass.

For further information and other queries, visit the website section [T-mobilitat.cat/T-16](https://t-mobilitat.cat/T-16).