

The VBB-fahrCard



from



The electronic ticket makes you fit for the future of public transport

All transport companies in the VBB participate in the electronic ticket procedure.

Here you can find out more about the VBB-fahrCard

The electronic ticket is a chip card in cheque card format and corresponds to your previous ticket. You can generally use the chip card for about four years. The previous carry-on-regulations of your ticket and the transferability of your ticket in case of an impersonal ticket ticket fare.

The advantages of the VBB-fahrCard for regular customers are obvious:

- 1) The VBB-fahrCard offers more convenience: The exchange of value segments at the end of the month and the additional customer card - if previously available - are no longer necessary. Thanks to your VBB-fahrCard you are always up to date. The VBB-fahrCard is made of plastic and is therefore much more robust than paper coupons.
- 2) The VBB-fahrCard is easy to handle: Get on, pass your card past the reader if necessary, and off you go! At the ticket inspection, please show your VBB-fahrCard.
- 3) The VBB-fahrCard increases your security: In the event of theft, loss or damage, your chip card will be blocked immediately after you report it. You will receive a replacement card at short notice from your transport company.

We charge a fee of 10.00 euros for the new issue. Please transfer the amount to the following bank account:

Recipient:	Busverkehr Oder-Spree GmbH
IBAN:	DE61 1001 0010 0152 8181 04
Reason for payment:	Name and customer number

After receipt of the bank transfer, we will send you the replacement card.

How do I use the VBB-fahrCard?

In buses with a control device in the entrance area, please place your VBB-fahrCard in direct contact with the reading surface of this control device for about one second. You can recognise the reader by the ((eTicket symbol. An acoustic or optical signal indicates the validity of your electronic ticket. If your card cannot be read, you will receive a test receipt as proof. To continue your journey, please buy a single ticket, which you then submit to your contracting transport company for reimbursement together with the proof of validity.



The VBB-*fahr*Card

In regional trains as well as in suburban trains, underground trains and trams, please show your VBB-*fahr*Card to the control staff, who will check your card electronically.

What costs will I incur by introducing the VBB-*fahr*Card?

None, the VBB-*fahr*Card is free of charge for you. After termination of your contract you have to return your VBB-*fahr*Card to your transport company. Otherwise, the transport company may charge a fee of 10,00 Euro according to the VBB tariff.

What do I do if I want to change my ticket?

If you want to change your tariff product or your tariff area, it is sufficient to present your VBB-*fahr*Card at the service point of Busverkehr Oder-Spree GmbH until the 10th calendar day of the current month. Your customer advisor will immediately write a new electronic ticket on your VBB-*fahr*Card. This will then be valid from the following month. In return, the previous ticket will lose its validity at that time.

What personal data is stored on the VBB-*fahr*Card?

On the VBB-*fahr*Card, data is stored that was previously also contained on the paper ticket or the customer card. For impersonal subscriptions, the tariff product, the tariff area of validity, the validity and the card number are stored. For personal season tickets your name and, if applicable, your date of birth will be stored on your electronic ticket. Your photo and name are printed on the card.

You have the possibility to have the data on your VBB-*fahr*Card displayed by customer advisors in selected customer service centers or to read them out yourself at customer information terminals, in short info terminals. Access by third parties to further personal data and account data by reading out the data on the chip is not possible, as this is not stored on the card.

A list of all customer service centers where you can get advice about the VBB-*fahr*Card as well as an overview of all available information terminals can be found at www.VBB.de.

Can my transport company or the VBB now track all my journeys?

The system is set up in such a way that the transport companies cannot create so-called movement profiles. During the check, your chip card number is only checked against a blocking list to determine whether your travel authorization is still valid. If your card is marked for blocking, a corresponding note will be written on the card during the check.

You can reach your service point of Busverkehr Oder-Spree GmbH at

**Phone no. 03361/5561-19 or kundencenter.bos@deutschebahn.com
or at our office in James-Watt-Str. 4; 15517 Fürstenwalde. You can find information about our opening hours on our website.**

www.bos-fw.de