

Terms and conditions for mobile tickets purchased via the DOT Mobilbilletter application

Version 2.3

Terms and conditions of sale for mobile tickets for the Greater Copenhagen area purchased via the DOT Mobilbilletter app for Android and iOS smartphones (hereinafter referred to as 'device'). The app is provided by DOT, Din Offentlige Transport, and is owned by DSB, Telegade 2, DK-2630 Taastrup, central bus. reg. (CVR) no. DK 25050053.

Validity

A mobile ticket is valid from the time when registered on your mobile phone and only on the mobile phone number, for which you purchased it. You must have received your mobile ticket before boarding the bus, train or Metro. If you board the bus, train or Metro before having received your mobile ticket, your status is that of a passenger without a valid ticket.

If you lose your device, if it runs out of power, or if you are otherwise unable to present your mobile ticket for inspection, your status is that of a passenger without a valid ticket. If you travel without a valid ticket, you must expect to be fined.

Mobile tickets are valid for an unlimited number of journeys by bus, train and Metro within the period and fare zones of validity.

You must board the bus, train or Metro before the validity period of your mobile ticket expires. After that, the mobile ticket is only valid for continuing your journey within the fare zones of validity, and you cannot change buses, trains or Metro trains.

Before buying a bicycle ticket, please be informed that bicycle curfew rules apply. For further information on these restrictions, please see www.dinoffentligetransport.dk (in Danish).

Delivery

Mobile tickets are delivered to and stored on the device and mobile telephone number, for which you purchased them. Mobile tickets purchased via the DOT Mobilbilletter app are only valid on the mobile number and device for which they were purchased, and you must present them for inspection on the device.

Any copying, changing or forwarding of mobile tickets are not permitted. It is a criminal offence to use tickets that have been copied or otherwise forged.

If you un- and reinstall the DOT Mobilbilletter app on the same device and register the app on the same phone number as before, your valid mobile tickets and Multiple ride tickets will be transferred to your device. If you change device and transfer your SIM card with which you registered the app to the new device, your valid tickets and Multiride tickets will be transferred to the new device. We advise you to uninstall the app on your old device.

If you change your phone number, you will lose any valid tickets, and valid Multiple ride tickets registered with your old phone number will not be available on your device. We advise you to contact one of the DOT customer centers and ask them to transfer your Multiple ride tickets to your new phone number. Please do not register the app on a different phone number than that belonging to the device. If doing so, you must expect to be fined.

Ticket inspection

You must present your mobile ticket to the bus driver when boarding the bus and to ticket inspectors upon request. The ticket must be presented in such a way that the four code lines are visible. The ticket inspectors scanning your ticket must be able to verify the validity of your mobile ticket by sending a control message or making a control call to the mobile

telephone number for which the ticket was purchased. It is your responsibility to make sure that your device is in a state that makes this possible.

Methods of payment/Payment card

When you purchase a mobile ticket or Multiple ride ticket, you must pay directly using a payment card.

The DOT Mobilbilletter app accepts payment with the following payment cards: Dankort VISA-Dankort, VISA, VISA Debit/Electron, MasterCard and Maestro. The amount is withdrawn from your account when the mobile ticket or Multiple ride ticket is delivered to your device. Please be informed that the use of payment cards from certain countries may be partly or entirely blocked. For further information on these restrictions, please see www.dinoffentligetransport.dk.

Payment by Multiple ride ticket or invoice is also possible.

The DOT Mobilbilletter app uses DIBS Payment Services, which ensures that your payment is safe and certified by Nets. You can read more about safe payment at www.dibs.dk. For further information on payment via the Internet, please see www.forbrug.dk.

You can get a receipt for your purchase by logging on to DOT's website. Go to "Billetter og priser" and press "Køb billet lokalt inden for et takstområde". The receipt is not valid as a ticket.

Multiple ride ticket

A Multiple ride ticket has 20 vouchers and costs 150 kr.

The multiple ride ticket is valid for twelve months after the date of purchase. Please notice that multiple ride tickets bought before 7 January 2016 at noon are only valid for six months. The expiry date for the multiple ride ticket is indicated on the multiple ride ticket overview ("Multiple tickets" menu item). 14 days before expiry, you will receive an SMS reminder indicating the expiry date. The Multiple ride ticket are refundable. On expiry, any remaining zones may be refunded in up to one year by contacting DSB Customer Center through the form www.dsb.dk/mobilklip. For more information on the rules, please see www.dinoffentligetransport.dk.

To buy a mobile ticket with your Multiple ride ticket, press 'Buy ticket' in the app. If you have the required number of Multiple ride ticket vouchers for the selected ticket, the app will suggest the Multiple ride ticket as payment.

Bicycle tickets are subject to VAT and therefore cannot be paid by Multiple ride tickets which are not subject to VAT. If you wish to buy a single ticket with your Multiple ride ticket and a bicycle ticket with your payment card, we advise you to buy the tickets separately.

Refund

Mobile tickets are non-refundable and non-changeable. Multiple ride tickets are refundable up to one year after expiry.

Fee

There are no fees associated with the purchase of mobile tickets.

DOT reserves the right to change its product specifications and is not responsible for any printing errors.

Contact

In case of errors or delivery failure, please contact:

Din Offentlige Transport

Tel. +45 70 15 70 00

www.dinoffentligetransport.dk

The transport companies being part of Din Offentlige Transport are all members of Ankenævnet for Bus, Tog og Metro (the Appeal Board for Bus, Train and Metro). If you are dissatisfied with a decision made by one of the transport companies, you can therefore file a complaint with:

Ankenævnet for Bus, Tog og Metro, Gammel Køge Landevej 3, 2500 Valby (www.abtm.dk).