

## **LEZZGO: FREQUENTLY ASKED QUESTIONS**

### ***How can I download lezzgo?***

You can download lezzgo in Google Playstore as well as in the App Store

### ***Where can I use the app?***

You can use the app everywhere in Switzerland (Area of validity GA travelcard).

### ***What do I have to do before my first journey using the lezzgo?***

After downloading and installing lezzgo on your smartphone, the app will guide you step by step through the registration process. As soon as you have successfully registered, you are free to travel with lezzgo!

### ***Do I have to check-out each time I enter a different fare network?***

No. Lezzgo can be used between all the different fare networks.

## **TICKETS & TRAVELCARDS**

### ***Can I also use lezzgo to purchase tickets for people travelling with me, bikes or dogs?***

No, lezzgo does not yet permit the purchase of tickets for people travelling with you, bikes or dogs.

### ***I have a Half-Fare travelcard. Can I travel at a reduced price?***

Of course. When you install the app, tick to show that you possess a Half-Fare travelcard. Of course you can also change it at any time after installing the app in the settings. Don't forget

to take your Half-Fare travelcard with you on your journey so that you can show it to an inspector.

***Can I also buy first-class tickets?***

Yes, you can also use lezzgo to travel 1st class. Please remember to adjust your selected class before checking in!

***Can I also use day pass tickets with lezzgo?***

Yes, on the one hand, lezzgo takes into consideration a 1-day travelpass for the Half-Fare travelcard that is valid in the whole of Switzerland. On the other hand, lezzgo also takes into consideration regional one-day travelcards and 9 o'clock day passes. In the case of most fare networks, the one-day travelcard is valid for an entire operating day (00:00 to 05:00 hours on the following day). However, when it comes to the Onde Verte network, a so-called "24-hour one-day travelcard" is taken into consideration. A 24-hour one-day travelcard is also used normally within the ZVV (Zurich Transport Network). However, in order to optimise subsequent price calculation by lezzgo, a ZVV one-day travelcard has been created for our system that is also valid for an entire operating day (more information on: <https://www.zvv.ch/zvv/de/abos-und-tickets/tickets/tageskarte-kalendertag.html>).

***Can I also use supersaver tickets with lezzgo?***

No. Supersaver tickets are distance-related. Therefore, they are not included.

***Can I also use lezzgo for night-time surcharge tickets and Moonliner journeys?***

No, unfortunately lezzgo cannot currently be used for issuing night-time surcharge tickets or Moonliner tickets.

***Does lezzgo take city tickets?***

No, city tickets are not included in lezzgo. But of course, you can still use lezzgo for your travel into and within the city areas. You will then be charged a fare network individual ticket in combination with a direct service individual ticket.

***Can I use lezzgo for boat trips?***

Yes, you can use lezzgo for boat trips in Switzerland (Area of validity GA travelcard).

***I have a season ticket. Can I still use the app?***

Of course. You can register your season ticket in the app and use lezzgo to purchase connecting tickets. lezzgo currently recognises the following season tickets:

Arcobaleno

A-Welle

Frimobil

Libero

Mobilis

Onde Verte

Ostwind

Passepartout

Tarifverbund Schwyz

Tarifverbund Zug

TNW

Unireso

Z-Pass

ZVV

Ensure that you have your season ticket on your person during your journey. You will still have to display your season ticket during ticket inspections. If you have problems registering your season ticket in lezzgo, please contact the BLS Customer Service team.

***I have a SwissPass. Can I register my SwissPass in lezzgo?***

You can register your SwissPass in the app so that lezzgo automatically recognises your season ticket and only charges you for routes that are not already covered by your season ticket.

Once you have registered your SwissPass, lezzgo automatically recognised the season tickets of the following fare networks:

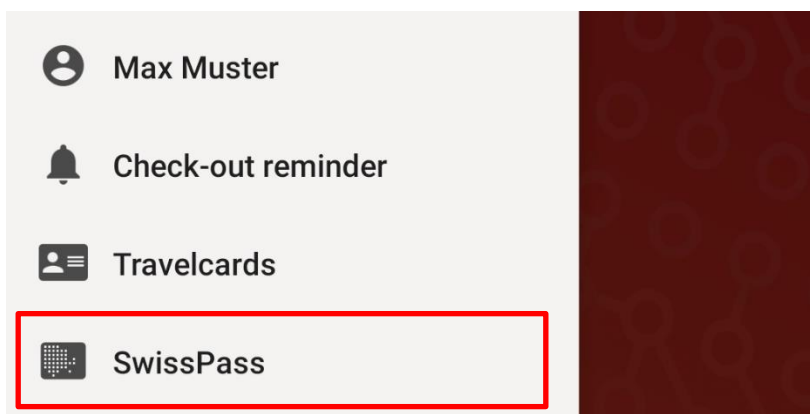
- A-Welle
- Frimobil
- Libero
- Mobilis
- Onde Verte
- Ostwind
- Passepartout
- Tarifverbund Schwyz
- Tarifverbund Zug
- Unireso
- Z-Pass
- ZVV

With Android phones, you can register your SwissPass in the menu:

1. Tap on the menu on the top left:



2. Tap on "SwissPass":

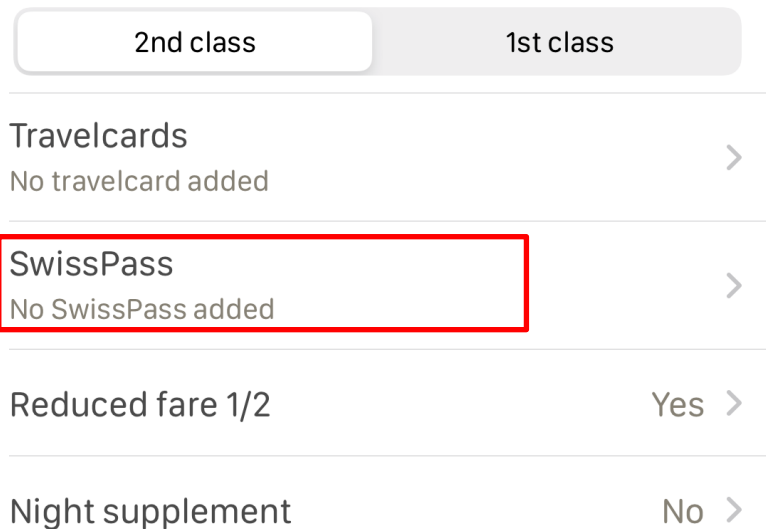


With the iPhone, you can register your SwissPass via the settings:

1. Tap on the settings wheel icon on the top right:



2. Tap on "SwissPass":



Ensure that you have your SwissPass on your person during your journey. You will still have to display your SwissPass during ticket inspections, as lezzgo does not constitute a replacement. If you have problems saving your SwissPass in lezzgo, please contact the Customer Service team.

### ***What is a connecting ticket?***

Do you have a regional travelcard? Then lezzgo will automatically purchase a connecting ticket after check-in as soon as you travel outside the area covered by your regional travelcard. lezzgo purchases these connecting tickets for the following fare networks:

- Arcobaleno
- A-Welle
- Frimobil

- Libero
- Mobilis
- Onde Verte
- Ostwind
- Passepartout
- Tarifverbund Schwyz
- Tarifverbund Zug
- TNW
- Unireso
- Z-Pass
- ZVV

However, with lezzgo you can still travel throughout all of Switzerland (Area of validity GA travelcard).

### ***How does the route-specific class upgrade work?***

Route-specific class upgrades are available at full or half price. To profit from the upgrade you have to travel at least for one part of the day in the second class.

For example: 1st class Bern - Zürich, 2nd class Zürich - St. Gallen (point-to-point ticket 2nd class Bern - St. Gallen, upgrade for the route Bern - Zürich).

Keep in mind that you have to check-out if you want to change the class.

Unfortunately, the class upgrade within the fare network is not covered.

### **CHECK-IN**

#### ***How does the check-in work?***

You can check in when using the lezzgo app shortly before boarding the train, bus, Postbus or tram. Swipe the arrow from left to right – and now you have a valid ticket.

***What do I have to take in to consideration for the check-in?***

Ensure that your smartphone's location services are switched on and that there is an Internet connection. Also, before checking in, ensure that your app has recognised the start station correctly. If not, you can also change the start station manually (tap on the pen symbol next to start station). By the way: station recognition improves if you have WLAN activated.

***What happens if the check-in doesn't work?***

Warning: if you cannot check in due to technical reasons, you are travelling without a valid ticket. In this case please purchase your ticket through an alternative channel (e.g. another ticket app, ticket machine or counter). Always contact the BLS Customer Services to resolve the technical problem.

**TRAVEL**

***What happens if I switch off location services while I'm using the app?***

Your phone's location services are used to provide information about the route travelled. This is why location services need to be switched on whilst using the app. If you still decide to deactivate it, the app will display an error message and you will no longer be able to access the travel permit. You will then be travelling without a valid travel permit and can be fined during a ticket check.

***Is it possible to use lezzgo outside of Switzerland (For example Brig- Domodossola)?***

No. Lezzgo can only be used within Switzerland. Domodossola is already in Italy. Therefore lezzgo is not valid for this connection.

***Is it alright if I stop my Internet connection during the journey (e.g. activate airplane mode)?***

No, because this may affect the way the app records your journey. We reserve the right to block users who repeatedly break their Internet connection during their journey. If this happens to you, you will receive an email explaining our reasons for blocking you.

***Can I change trains during the journey?***

Yes, you can change trains as often as you like, whenever you like.

***Can I use lezzgo for circular journeys (same start and end station)?***

Yes, as long as you check out each time you change trains and then check in again. Circular journeys without checking out and checking in again are not permitted.

***What happens if my phone's battery runs out?***

As a lezzgo app user you are responsible for ensuring that you have sufficient battery charge so that your phone remains switched on during your journey.

***What do I have to do during a ticket inspection?***

If a ticket inspection takes place during your journey, then open the ticket in the app and present it to the inspector. If the inspector wishes to electronically check the validity of your ticket as well as checking it visually, he can do this by scanning the QR Code of your ticket.

***What happens if I leave the current fare network?***

lezzgo has no restrictions between different fare networks. You can use lezzgo everywhere in Switzerland (Area of validity GA travelcard).

***What data does lezzgo collect?***

During your journey, lezzgo collects your location data in order to determine the route taken. Your personal data and payment data are also recorded during registration. Your data will never be given to third parties and are held in accordance with Swiss data protection regulations.



## **CHECK-OUT**

### ***How does the check-out work?***

After completing your journey, swipe the arrow from right to left to check out. That's all you have to do – now we have all of the information we need and can charge you the best possible fare for your journeys.

### ***What happens if I forget to check-out?***

If you forget to check out immediately after finishing your journey, you can always check out later. If in the meantime you have, for example, walked away from the station, and the check-out station shown is no longer correct, you can change it (tap on the pen symbol next to the start station).

If you forget to check-out on the day of your travel, lezzgo will be terminated through our system the day after.

In order to remember to check-out, lezzgo assists you in two ways:

1. At stations where you frequently end your journeys, the lezzgo app will remind you to check out.
2. If you travel for more than three hours with lezzgo, we will send you a push-notification, asking if you are still using lezzgo.

### ***How does the check-out reminder work?***

At stations where you frequently end your journeys, the lezzgo app will remind you to check out. If you do not wish to receive these check-out reminders, you can deactivate them for all or individual stations in your settings.

## **PAY**

### ***When are the journeys which I have made charged to my payment method?***

Lezzgo records all of the journeys made in a single day (from the first to the last journey shown on the timetable) and then calculates the day's total fare. This is then charged to your payment method during the following night at around 5 a.m.

***How do I know if my journeys have been billed?***

If payment was completed successfully, we will send a receipt (PDF file) to the email address which you provided.

***I have been charged for an incorrect journey or an incorrect amount. What can I do?***

Contact Customer Services by phone (+41 58 327 31 32) or by email if you think that there is a billing error. They will look into the matter. If the complaint is upheld, you will of course receive an appropriate refund.

***Under the menu item Travel, the day's total fare is shown as "Prov". What does this mean?***

The "Prov" note means that the day's total fare is provisional and has not yet been definitively calculated. The amount has therefore not yet been charged to your credit card.

***I have not received a receipt. Why might this be?***

If you have not yet received a receipt, then the price of your journeys has not yet been completely calculated. This may be the case if, for example, we need to take a closer look at a journey which you corrected manually. Contact Customer Services if you have still not received a receipt after several days.

***Which payment methods can I register?***

You can register your Visa, MasterCard, American Express, Reka-Card, TWINT as well as your PostFinance Card as a payment method.

***How can I change the payment method?***

You can change your preferred payment method in the settings of the application any time. On Apple devices you find it under the cog symbol in the upper right corner. On Android devices click on the top left, then tap your name.

***My payment method was not accepted. What can I do?***

Something is not right with your payment method information. Maybe your credit card has expired, your limit has been reached or your card has been blocked. Contact your payment service provider.

## **OTHER QUESTIONS**

### ***My app has been blocked. Why? What can I do?***

If the app detects irregularities or manipulations in the recording of journey details, the user may be blocked. In this case you will get informed immediately by email.

### ***Are my payment details secure on my mobile phone?***

For security reasons your payment details (e.g. credit card info) are not stored on your mobile phone nor on BLS servers. Payment information is held with the payment service provider (Datatrans Ltd).

### ***Why is lezzgo asking for access to my activity data?***

This access is used to make sure that lezzgo reminds you to check out at your frequent destinations.

### ***When can I use lezzgo across Switzerland?***

You can use lezzgo everywhere in Switzerland (Area of validity GA travelcard).

### ***What happens to my data?***

Your travel data, trackingpoints, purchased tickets as well as the device ID number will be deleted automatically after one year. No personal and travel data are shared with additional third-party companies.

### ***Will my data be used for marketing purposes?***

No, we are not using your data for marketing purposes.