



RULES AND REGULATIONS

GLOSSARY

Access Control Mechanisms: Equipment, also known as turnstile, to validate the payment means to access the System.

Administrator: The company in charge of the operation, maintenance, and financial and administrative management of the collection system.

Articulated Bus: Two rigid-section 18-meter-long bus with a 154-passenger capacity.

Balance: The amount of electronic money the User has in his/her Civic card to pay for goods and/or services.

Barrier: Equipment called System entering or exiting control mechanisms.

Central Control Booth (CCB): The place where the transport service operation is controlled and supervised from.

Charge: The amount of cash a User transfer to his/her CIVIC card, turning it into electronic money and increasing its balance.

Civic Card: An Intelligent Contactless Card (ICC) able to store electronic money to make transactions to access transport services or other commercial applications.

Customer Attention Point (CAP): Area at some System stations made available to answer Users' requests.

Destination: A station or stop a User finds at the end of his/her trip in the System.

Differentiated Fare: The economic benefit offered to frequent and preferential Users who have their personal Civic card, previous verification of the requirements set forth by THE COMPANY and the law.

Domestic Animal: An animal that can be domesticated by a human, used to accompany him/her, being able to become his/her pet.

Frequent User: The person who uses the Civic card and who does not have the conditions to be catalogued as preferential User.

Mezzanine: Structures located at the stations to provide Users and THE COMPANY personnel a place to stay and to circulate to and from the platform.

Mode of Transport: Differentiated by the type of vehicle used by Users from their origin to their destination (train, aerial tramway, bus, etc.)

Operating Company: The natural or corporate person that allows paying with the CIVIC card for goods and/or services it supplies.

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Origin: The station or stop where the User starts his/her trip in the System.

Paid Area: Access area in the station or stop, beyond the barrier area, to access the platforms.

Paid Transfer: The change from one transport means to another within a period of time determined by the operating company. May or may not have, depending on what the Transport Authority defines.

Platform: Structure located at the station or stop to provide Users and THE COMPANY personnel a place to wait for vehicles and to have safe access to and from them.

Preferential User: The person who carries his/her personal Civic card that gives him/her recognition as student, elder citizen, Person with Reduced Mobility (PRM) or Disabled by the law, jurisdictional authorities, and the Administrator in compliance with foreseen policies.

Rules and Regulations: The contract between the User and THE COMPANY that sets forth the rights, obligations, and prohibitions between the parties.

Standard Bus: One rigid-section 12-meter-long bus with 90-100 passenger capacity.

System: The set of public transport lines, such as trains, busses, or aerial tramways used by the User.

Unpaid Transfer: Transfer from one means of transport to another without payment requirement; for instance, from Line A to Line K.

Use: The use of the Civic card by the User in the operating companies.

User: The person who uses the System.



CHAPTER I – GENERALITIES

CLAUSE 1. These Rules and Regulations are applicable to the contract to transport and transit people within the Passenger Mass Public Transport System and are binding for the User and for *Empresa de Transporte Masivo del Valle de Aburrá* (hereinafter, “THE COMPANY”) that renders the service.

The contract to transport and transit people is governed, additionally, by the current System safety and operations regulations for that effect. Those cases not expressly contemplated herein shall be governed by the Civil Code, the Commerce Code, the Transit Code, the Penal Code, and the City Togetherness Code. Based on these regulations, the User’s and THE COMPANY’S rights, obligations, and duties shall be determined.

CLAUSE 2. This transport contract produces effects since the moment the User validates the payment means through the access control mechanisms, goes across the payment area, goes on to the vehicle boarding platform, travels in the vehicle, and until the moment the User crosses the exit control barriers or mechanisms.

Users who are specially authorized by THE COMPANY to access the paid area without payment validation, are included, as well.

CLAUSE 3. Everyone has the right to use THE COMPANY service as Passenger Mass Public Transport System under quality and safety conditions. In addition to it, Users have the obligation to respect and comply with use regulations derived from these Rules and Regulations as well as to obey instructions regulated by transit, traffic, and transport without adopting attitudes and positions that might be harmful to the proper service or that alter and endanger other Users or third parties.

CLAUSE 4. THE COMPANY employees and their delegates are the people in charge with keeping order, guaranteeing transport safety, proper service, controlling strict compliance with these Rules and Regulations, as well as with any other operations, safety, security, sales, or User legal and regulating norms within the System facilities.

CLAUSE 5. The personnel of THE COMPANY, private security personnel, and National Police may request User’s identification whenever Users infringe these Rules and Regulations and may ask them to leave the facilities, terminating their transport service use.

CLAUSE 6. If there is an event that includes the characteristics of a felony or a misdemeanor, as contemplated by the law, on a vehicle or at a station, stop, or facility, the personnel of THE COMPANY shall adopt the required measures to secure the suspect in order to turn him/her to the enforcing authorities.

CLAUSE 7. If the circumstances and facts so require, the personnel of THE COMPANY have been duly authorized to request help from enforcing authorities,



such as the National police, in order to enforce the rules under the operation, safety, security, and System User regulations.

CLAUSE 8. System Users are subject to the compliance with and observance of norms derived from these Rules and Regulations, as well as those set forth for the occupation of public organizations under the Citizenship Togetherness Code and other applicable rules.

CLAUSE 9. The personnel of THE COMPANY and enforcing authorities may exercise, in compliance with their duties, activities leading to keeping System security and order.

Consequently, both in System facilities and vehicles, THE COMPANY has Closed-Circuit Television. Whenever necessary, due to security reasons, recorded images may be released or made available to administrative and penal authorities in compliance with the Colombian law and Political Constitution.

CLAUSE 10. THE COMPANY is exempt of liability in case of accidents due to User's recklessness, violation of operation, safety, and User regulations, due to an injured User or victim negligence and to the breach of the safety instructions given by the personnel of THE COMPANY.

CHAPTER II

CLAUSE 11. The following are the RIGHTS of the User:

1. Choose among the different payment means, according to current rates and conditions.
2. Validate the payment means through the access control mechanisms at the stations.
3. Travel with light packages and hand objects as long as they do not represent inconveniences or hazards to the person and to other Users. Maximum package size is 60 cm. on each face of the package. Rods, shafts, moldings or strips up to 1.80 m. are included.
4. Access the System with domesticated pet animals, in compliance with what has been set forth by the Constitutional Court through Order C-439 of 2011, by Aburrá Valley Metropolitan Area through Resolution Number MO 001331 of August 2, 2012, and, especially complying with the following conditions:
 - Only domesticated pet animals may access the system Monday through Friday 9:00 am to 3:00 pm and Saturdays, Sundays, and Holidays 9:00 to noon.
 - A person may transport only one pet at a time by trip.
 - Each domesticated animal needs to have available its current vaccination card with all regulated vaccine for each species.

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- Domesticated animals may not be placed on a seat.
 - Domesticated animals may not be fed within the System and they may not have containers or packages that have solid food or liquids in their crates.
 - They must be transported in solid crates, containers, or cages that keep the domesticated animals from getting out and that guarantee the health and cleanliness conditions the System provide.
 - The size of the crate, container, or cage may not be larger than 60 cm on each face. These measures are identical to those standardized for packages.
 - All dogs must wear a muzzle.
 - No domesticated animals are allowed on K, J, and L line aerial tramway cars.
5. In case of an incident or service suspension, the User may waive his/her right to continue in the System and to be reimbursed a trip fare according to what has been set forth under Clauses 28 and 28 of this Rules and Regulations.
 6. Being treated with respect by THE COMPANY personnel. To have timely response of his/her claims, petitions, and requests on the System service.
 7. Complain, claim, suggest, and request information, as well as to congratulate, using THE COMPANY available channels.
 8. Receive responses from THE COMPANY to all submitted claims and suggestions.

CLAUSE 12. Once the payment means has been validated, the User may travel in the System with the right to transfer. Transfer fares are determined by Aburrá Valley Transport Authority.

PARAGRAPH: Arví Touristic Aerial Tramway is excluded according to Clause 41 of these Rules and Regulations. In addition to it, it is excluded for Users who validate their trips with an eventual payment means; each trip the User takes shall be duly paid.

CLAUSE 13. Every child less than one-meter tall is exempt from paying and must travel with his/her parents or adult people.

For control effects, every station or stop access has a one-meter-tall sign to verify the height in case of doubt.

CLAUSE 14. The following are the OBLIGATIONS of the Users of the System:

1. Have a payment means, duly acquired at the points of sale authorized by THE COMPANY. Before starting the trip, validate the payment means through the access control mechanisms to verify its validity and enable access.



2. Users who access the System may stay on the platform only until the next vehicle arrives because it is a circulation area; therefore, if operating personnel realize people's wait is not due to vehicle congestion, may demand to leave to the mezzanine area without having to exit the System, for security reasons.
3. Everyone younger than ten (10) shall travel in the System under the care of their parents or authorized adult who shall be responsible for their security.
4. Keep from entering or exiting the vehicle after the closing-door sign has gone off.
5. Clear the door area to allow other Users to enter and exit swiftly.
6. Walk in the System areas always leaning towards your right.
7. While in the System facilities or on vehicles, stay at designated areas without blocking circulation or other Users free flow.
8. Clear the circulation area between cars when there is intercommunication between them.
9. Red buttons, blue levers, and other emergency mechanisms must be operated only when necessary. Undue use shall be penalized in compliance with Clauses 31 and 32 of these Rules and Regulations.
10. Let Persons with Reduced Mobility (PRM), Disabled, pregnant women, elder people, people holding babies, and in general, anyone who requires traveling sitting down have your seat; in addition to it, clear areas designated for wheel chairs or other aids.
11. Users exiting vehicles have the right of way over those entering vehicles. Entering and exiting areas are clearly marked.
12. Obey every norm under these Rules and Regulations as well as the recommendations of THE COMPANY personnel.
13. Exit the vehicle at terminal stations once operating personnel indicates the operation in order to allow other Users to enter the vehicle.

CLAUSE 15. THE COMPANY welcomes the safety and togetherness steps issued by national and local authorities during events held at the System influence areas and, consequently, Users must obey these rules, as well.

CHAPTER III – COMPANY OBLIGATIONS

CLAUSE 16. The following are the OBLIGATIONS of THE COMPANY:

1. Transport System Users from their origin to their destination.
2. Comply with operation, safety, and User Rules and Regulations in order to adequately render the service.
3. Keep the System in good usable condition.
4. Try not to cause inconveniences to Users during work or maintenance sessions to the System, adopting every required preventive step.



5. Adequately mark the yellow line, or safety stripe, to limit the area where Users must stay at the stations or stops, specifically on platforms, until it is time to get on the vehicle.
6. Keep in optimal conditions every station or stop; particularly the sound system in order to be able to transmit to Users, timely, relevant information for the adequate use of the service.
7. Make sure Users are informed by THE COMPANY designated personnel about the features of the System transport service and possible incidents.
8. Provide operating service updated information, a briefing of the User Rules and Regulations, fares, System plan, and opening and closing schedule of the commercial service on the corresponding bulletin board.

OPERATING SERVICES: The schedule of the station or stop shall be posted as well general information related to the System services.

THE COMPANY may modify schedules and frequencies, setting up minimum intervals in minutes for each schedule and on the same daily periods. Set schedules are for the first and last vehicle at the station or stop.

USER REGULATION: A briefing of the User Regulations and User educational norms shall be posted on the bulletin boards.

FARE INFORMATION: Posted on the points of sale at each System station, stop, or authorized points, indicating available payment means and current fares.

SYSTEM PLAN: The plan is posted on the bulletin board, clearly indicating the station or stop the User is at the moment.

9. Report to Users, and to the public in general, at the station or stop access points or access control points, special events dealing with the closing of a station, stop, set of stations, or set of stops, due to a clearly justifiable and well-communicated reason by Central Control Booths (CCB).
10. Provide preferential treatment to Users with reduced mobility, disable, elder citizens, pregnant women, or people holding babies in terms of accessing the facilities and the vehicles of the System. A User under any of these conditions shall contact THE COMPANY personnel at the station or stop to make him/her aware of it.

CHAPTER IV – PROHIBITIONS

CLAUSE 17. On the tracks, streets, roads, stations, stops, and other System facilities, it is prohibited to:

1. Come down to the tracks, cabin passing areas, bus passing streets, and unauthorized COMPANY areas, excepting zebra crossing paths.
2. Litter and abandon newspapers, cardboard, waste, rubble, and remains.
3. Access the System with objects other than what has been set forth under these Rules and Regulations or anything considered unsanitary.

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4. Access the System with weapons of any kind, flammable material, toxic material, or hazardous explosives.
5. Smoking, and/or drinking, and/or consuming hallucinogenic substances.
6. Without previous authorization from THE COMPANY, take pictures, shoot movies or television material, of any fixed or mobile facility with commercial purposes, as well as the reproduction, publication, or commercialization of such material. In addition to it, every domestic or foreign journalist must have previous authorization to conduct interviews, to take pictures, or to shoot videos within the System.
7. Run up or down staircases, platforms, or accesses and deliberately slow down people circulation.
8. Obstruct the performance of the System equipment and keep vehicle doors from closing or attempt to open them.
9. Indecent exposure and obstructing the circulation area between cars when there is intercommunication between them.
10. Leaning or holding the vehicle doors or any other prohibited element.
11. Write, scratch, paint, post posters, or get dirty, in any way, the floors, walls, vehicles, or facilities.
12. Stick any part of the body or any object out the vehicle, even if stopped.
13. Access the System facilities under the effects of alcohol or prohibited drugs.
14. Conduct within the System activities such as prostitution, begging, informal sales, or any other act against morality and proper conduct. This is forbidden also in public spaces in the influence area of the System.
15. Access the System in unsanitary conditions and with elements or objects that might affect other Users.
16. Distribute fliers, collect signatures for requests, collect money, and promote religious or political pep talk without the corresponding authorization from THE COMPANY.
17. Access the System with wild animals or domesticated animals that do not comply with what has been set forth under numeral 4, Clause 11 of these Rules and Regulations.
18. Eating or drinking at the stations or stops and on vehicles.
19. Using radios, recorders, and similar. They are authorized only with earphones at a volume that allows the User listening to information released on vehicle, station, and stop speakers.
20. Using electronic means that interfere with the performance of the System equipment and internal communications.
21. Inadequate use of emergency buttons or mechanisms.
22. Access operating rooms without authorization or access System vehicles when not on commercial service.
23. Sit down on station, stop, vehicle, and stairs floors.
24. Sing in a way that affects other Users.



25. Inappropriate use of escalators or electromechanical equipment available for Persons with Reduced Mobility (PRM) and children under 10 without the protection of an adult.
26. Jump or perform abrupt movements on a System vehicle.
27. Throw any type of element or substance out the vehicle window.
28. Access a station with elements that affect the image of the system and its adequate presentation, as well as the User's comfort.

CHAPTER V – PAYMENT MEANS AND FARES

CLAUSE 18. Valid payment means for the System are those that, due to their physical and technological features, are approved and posted by THE COMPANY at the System points of sale and at authorized places.

Payment means must be kept in optimum condition in order to be properly read and validated by the access control mechanisms.

THE COMPANY is not liable for unviable trips due to payment means mistreatment or deterioration, rendering them unable to verify their balances.

Payment means:

18.1. Personal CIVIC Card: An Intelligent Contactless Card (ICC) that stores User's data and has no cost when issued for the first time. It is immediately delivered after a brief process at a Customer Attention Point (CAP) or anywhere else authorized by THE COMPANY. This card has predetermined Transport Authority profiles and fares and, according to them, there is an expiration date and certain conditions to access them.

In case of theft, loss, or damage, a replacement card shall be charged as defined by THE COMPANY, except when:

- A. There is technical damage of the card during the first six months after its issuance date, previous evaluation by THE COMPANY,
- B. When the card has been used for over three (3) years and the User has effectively used it at least forty (40) times in the last thirty (30) days.
- C. When the User changes his/her identification document, because he/she became of legal age.

PARAGRAPH 1: Without exceptions, the User must report the situation within twenty-four (24) hours to THE COMPANY in order to block it. The balance existing in the card, once blocked, shall be transferred to the new replacement card and it becomes readable.

PARAGRAPH 2: This card allows mode changes and set-forth fare integration.



18.2. **Bearer CIVIC Card:** An Intelligent Contactless Card (ICC) that does not have any User's data. This card is freely issued for the first time, once the User provides a valid identification card to certify his/her identity. It is issued at the points of sale of the System stations or anywhere else authorized by THE COMPANY.

In case of theft, loss, or damage, a replacement card shall be charged as defined by THE COMPANY.

PARAGRAPH 1: In case of theft or loss no balance whatsoever shall be recognized.

PARAGRAPH 2: When there is technical damage of the card during the first six (6) months after its issuance, and the evaluation conducted by THE COMPANY determines it was caused by improper use of the card, the User shall get a new card, paying the amount THE COMPANY has determined for such case. Otherwise, THE COMPANY shall replace the card without cost to the User and transfer the balance available in the previous card to the replacement card.

PARAGRAPH 3: This card allows mode changes and set-forth fare integration.

PARAGRAPH 4: In case the User has his/her personal CIVIC Card and also requests a Bearer Card, it shall have the cost THE COMPANY has determined for such case.

18.3. **Eventual Card:** An Intelligent Contactless Card (ICC) that does not have any User's data. This card is issued only at the points of sale of the System stations or anywhere else authorized by THE COMPANY. This card does not allow mode changes and set-forth fare integration and it is retained at validation.

18.4. **Integrated Payment Means:** It allows the User to access the System and the different integrated or feeding routes.

PARAGRAPH: Notwithstanding the foregoing payment means, THE COMPANY may introduce others for Users to access the System.

CLAUSE 19. Users who have a special profile, may use the other payment means.

CLAUSE 20. THE COMPANY'S payment means resale and intermediation is prohibited.

CLAUSE 21. THE COMPANY shall not honor payment means bought at unauthorized places. Consequently, the User shall lose the right to claim them.

CLAUSE 22. When the User buys his/her payment means or makes a recharge at authorized places by THE COMPANY, he/she must verify the condition of the payment means, the fare assigned, and his/her change before leaving the booth.

CLAUSE 23. A User who makes payment means buying transactions or recharges at the points of sale of the stations, stops, or authorized places by THE



COMPANY, once he/she leaves the booth, he/she shall have no right to make any claims on the bought payment means, recharge, exchange for another payment means or incorrect change.

No payment means exchanges shall be honored, except when fare changes take place; in such case, they can be exchanged for new payment means, paying the difference at the stations points of sale or at authorized places by THE COMPANY.

CLAUSE 24. Users who buy their payment means or recharges after they had been informed of the existence of some temporary interruption or service incidence, do not have the right to a fare return as contemplated under Clauses 28 and 29.

CLAUSE 25. When there is a variation, price modification, or fare change, as well as an introduction or elimination of a payment means, it shall be timely informed to the Users along new use conditions an adequate time shall be provided for Users to use payment means with the previous fare.

CLAUSE 26. THE COMPANY is not liable for payment means forgotten at the access control mechanisms, stations, or stops.

CLAUSE 27. THE COMPANY employees have the faculty to request from Users the necessary documents to access payment means purchase under special conditions.

CHAPTER VI – IRREGULARITIES AND INCIDENTS

CLAUSE 28. Users have the right to have a fare recognized when for technical reasons or for motives other than THE COMPANY'S the service is interrupted.

PARAGRAPH. The use of another transport means to reach the User's final destination, shall be assumed by the User.

CLAUSE 29. Whenever there are service interruptions and other eventualities, accesses, access control mechanisms, and platform accesses may be closed to the public as long as necessary.

In case of service interruption or an eventual irregularity or incidence on vehicle traffic that might cause significant delays, Users shall be informed through available media.

PARAGRAPH. In case of technical failure or conditions external to THE COMPANY'S will, that affect operating safety, Metro, Aerial Tramway, or Bus services would be interrupted evacuating vehicles, stations, and stops until conditions are optimal to continue with the service. Instructions given by operating personnel through the different available communication channels shall be carefully complied with.

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In case service may not be restored, what has been contemplated under Clauses 28 and 29 of the current Rules and Regulations shall be applied.

CHAPTER VII – OFFENSES AND PENALTIES

CLAUSE 30. An offense is any prohibited conduct under these Rules and Regulations, THE COMPANY technical manuals, and any other applicable norms and conditions.

In addition to it, incorrect use of System transport payment means, their forgery, adulteration, resale, theft, or robbery shall be also considered an offense to be penalized in compliance with the Law.

CLAUSE 31. Penalties foreseen under these Rules and Regulations shall be applied by General Management of THE COMPANY, the employee whom this capacity is delegated upon, and enforcing authorities.

The process for a penalty to prevail shall be adjusted to what has been contemplated under the Administrative and Contentious Procedure Code (ACPC) or any other applicable legal regulations.

CLAUSE 32. The following are the applicable penalties: Removal from the facilities, warning, discontinuation or termination of permits or authorizations for the use of goods and services issued by the General Management of THE COMPANY.

CLAUSE 33. Users who access the paid area, without registering a valid payment means, shall be immediately removed from the System.

CLAUSE 34. Whoever infringes these norms and is removed from the System, has no right to have his/her fare reimbursed.

CHAPTER VIII – AERIAL TRAMWAY TRANSPORT SYSTEM

CLAUSE 35. The System Aerial Tramway transport shall apply the following clauses, besides the foregoing:

1. In the platform area, arrival order shall be respected following the instructions of designated personnel, using the elements provided to wait on line.
2. In case of emergencies at the stations, operating personnel must be immediately warned; if unavailable, and the situation so requires, the User may push any emergency stop button on the station platform.
3. The System Touristic Aerial Tramway Line L has a different operating schedule. There is no service the first business day of the week.



4. Due to vehicle safety conditions, the service shall be provided to at least three (3) Users.

CLAUSE 36. In case the aerial tramway transport service is interrupted and circulation is unavailable, it shall be necessary to evacuate Users from their cabins through assisted descent, using safety equipment. Users have to wait for operating personnel instructions and keep calm before and after the evacuation operation.

CLAUSE 37. Platforms have marked a User prohibited area to climb up or down cabins. Users must comply with this regulation at all times.

CLAUSE 38. It is prohibited in the Aerial Tramway Transport System:

1. Exceed THE COMPANY allowed cabin capacity.
2. Climb up or down cabins beyond the platform marked area.
3. Attempt to open doors or block doors closing at the stations.
4. Carry or handle legally protected flora or fauna of any kind.

CLAUSE 39. Touristic aerial tramway Line L fares: The fare is differential because it is a touristic transportation means duly approved by competent authorities.

CLAUSE 40. Touristic aerial tramway Line L hand luggage: Users may carry hand luggage not exceeding twenty (20) kilograms and a size that would interfere with other Users access to the cabin.

CHAPTER IX – BUS LINES

CLAUSE 41. Bus lines shall apply the following clauses, besides the foregoing:

1. Users are to wait at marked areas to board the bus.
2. Bus door areas are marked on the floor with yellow lines indicating the limits for Users.
3. At a station or stop door area, Users must pay special attention to door opening and for no reason whatsoever they shall lean on the steel structure. Adults accompanying children shall be alert to this situation.
4. Income to stations or stops must be performed only through access ramps, using the zebras, walkways, and pedestrian traffic lights.
5. Users must make adequate use of the gripping mechanisms.
6. Users travelling with underage children must pay special attention to the correct holding of gripping devices children have or hold them by the hand.

CLAUSE 42. It is prohibited in the **System Bus Lines** to:

1. Perform any activity that distracts the bus driver.
2. Exceed THE COMPANY allowed vehicle capacity.
3. Put your feet on the bus seats.

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4. Stay on the bus once the trip is finished.
5. Obstruct the front emergency door area on articulated busses.

CHAPTER X – CIVIC CARD USE CONDITIONS

CLAUSE 43. Use conditions:

PERSONAL CIVIC CARD CONDITIONS

1. The CIVIC card is personal and non-transferable for Users with preferential profiles. The cardholder may benefit with the differentiated fares set forth as well as with the other promotional programs implemented by the Administrator.
2. The card has a specific unique number.
3. Once the card is delivered to the User, it shall be charged with an initial amount of money and operating conditions shall be provided to the User.
4. The Administrator may determine minimum charge amounts and conditions shall be provided to the User.
5. In case of theft, loss, or damage, a replacement card shall be charged as defined by the Administrator, except when:
 - 5.1. There is technical damage of the card during the first six months after its issuance date, previous evaluation by the Administrator.
 - 5.2. When the card has been used for over three (3) years and the User has effectively used it at least forty (40) times in the last thirty (30) days.
 - 5.3. When the User changes his/her identification document, because he/she became of legal age.

PARAGRAPH 1: Without any exception, the User must report the situation within twenty-four (24) hours to THE COMPANY in order to block it. The balance existing in the card, once blocked, shall be transferred to the new replacement card and it becomes readable.

6. The User assumes full responsibility of the card use until it is blocked. The Administrator is not liable for card loss or theft.
7. The User may request to the Administrator a statement of transactions with his/her card.
8. The Administrator is not liable for recharges made at unauthorized places. Consequently, the User losses claiming rights on such balances.
9. The Personal CIVIC Card is rechargeable at any System point of sale or anywhere else authorized by the Administrator.
10. **Balance Expiration Date:** The money charged into the CIVIC Card expires after thirty-six (36) months after its last use or charge, whatever happens



first. Financial proceeds shall not be recognized for amounts accumulated in the card balance.

11. In case the card is deactivated, the User must come to a Customer Attention Point to proceed with its reactivation.
12. The User must review printed information on the Personal CIVIC Card before leaving the Customer Attention Point to verify it is accurate. Mistakes found at later times generate costs as defined by the Administrator to issue a new card.

PROFILES OF THE PERSONAL CIVIC CARD

Preferential Profiles: Those defined and authorized by the Administrator and the law, that imply conditions, restrictions, and differential use mode. They are released by the Administrator through the different available channels.

Preferential profiles, due to their nature, have time restrictions for second uses. This time is set forth by the Administrator and released through the different available channels.

Frequent Profile: Targeted at Users that use the System regularly and who do not comply with the requirements set forth for preferential profiles. This profile has a differential profile in terms of full fare set forth by the competent authority.

BEARER CIVIC CARD USE CONDITIONS

1. The User, once having provided a document that certifies his/her identity and the payment of an amount of money equivalent to a trip, shall receive a CIVIC Card. This deposited amount may be used to access the System.
2. In cases when the User has received his/her first card, and for whatever reason prefers to access the System using a different card, he/she may request from the Administrator a new card at the points of sale or anywhere else authorized by the Administrator, paying the amount of money determined by the Administrator.
3. In case of theft, loss, or damage, a replacement card shall be charged as defined by The Administrator.

PARAGRAPH 1: No balance whatsoever shall be recognized for the first two (2) cases.

PARAGRAPH 2: When there is technical damage of the card during the first six (6) months after its issuance, and the evaluation conducted by the Administrator determines it was caused by improper use of the card, the User shall get a new card, paying the amount the Administrator has determined for such case. Otherwise, the Administrator shall replace the card without cost to the User and transfer the balance available in the previous card.



4. To access the System, and use it, the User must have enough balance in his/her card; otherwise, he/she shall not be able to access the system.
5. In case the User has a Personal CIVIC Card and requests a Bearer Card, it shall have a cost as determined by THE COMPANY.
6. The Administrator may determine minimum charge amounts and their conditions shall be informed to Users.
7. The Administrator is not liable for recharges made at unauthorized places. Consequently, the User loses claiming rights on such balances.
8. A Bearer CIVIC Card is rechargeable at the points of sale or anywhere else authorized by the Administrator.
9. **Balance Expiration Date:** The money charged into the CIVIC Card expires after thirty-six (36) months after its last use or charge, whatever happens first. Financial proceeds shall not be recognized for amounts accumulated in the card balance.
10. In case the card is deactivated, the User must come to a Customer Attention Point (CAP) to proceed with its reactivation.

CLAUSE 44. Users' Rights:

1. Choose from the different CIVIC Card types.
2. Access the System.
3. Submit complaints and suggestions through the means made available by the Administrator.
4. Receive replies from the Administrator on complaints and suggestions submitted under the terms of the Law.
5. Recharge his/her CIVIC Card and check his/her balance.
6. Receive a balance return according to the conditions set forth by the Administrator.

CLAUSE 45. Users' Duties:

1. Access the collection equipment reader with just one Intelligent Contactless Card (ICC).
2. Not to write, fold, scratch, or cut the CIVIC Card.
3. If his/her CIVIC Card is in his/her wallet, do not place it against metal zippers or coins.
4. Not to place his/her CIVIC Card in a back pocket without appropriate protection.
5. Not to laminate his/her CIVIC Card.
6. Comply with the User Rules and Regulations norms.

CLAUSE 46. User Prohibitions:

1. Recharge his/her CIVIC Card in unauthorized places.
2. Preferential Users with Personal CIVIC Cards are not allowed to lend it or assign it to other Users to access the System.



3. Users who enjoy Person with Reduced Mobility (PRM) Cards may not, under any circumstance, access the System with another person using the mechanisms made available to them (elevators or mechanical platforms).

CLAUSE 47. Penalties:

Breach of duties and prohibitions contemplated herein shall cause the following penalties:

1. Discontinuation for a period of thirty (30) calendar days of the benefit determined for Users who are registered under a Personal CIVIC Card preferential profile.
2. In case of relapse, the benefit shall be discontinued for a period of three (3) months.
3. If the User relapses for three (3) occasions or more, the benefits he/she is entitled to shall be discontinued for a period of one (1) year. At the end of this penalty period, he/she may request those benefits, again.

PARAGRAPH: To access the System during the benefit discontinuation period, the User shall pay the current fare for frequent profiles.

To apply penalties, due process shall be respected in every case.

The procedure to apply the penalties herein is duly regulated by the User Rules and Regulations.

CLAUSE 48. Miscellaneous.

Any modification to this document must be duly communicated and released through the different means the Administrator has available.

The Personal CIVIC Card Use Conditions acceptance form is part of these Rules and Regulations which includes the following text that has to be filled out by Users to have their cards issued:

I, _____, identified with (write down type of identification document and number), hereby authorize *Empresa de Transporte Masivo del Valle de Aburrá Ltda.* to:

- a. Have my personal data, as submitted to issue my card, duly incorporated to the CIVIC Card database.
- b. Have my personal data used by the Administrator exclusively with commercial purposes in compliance with the law.



Signature