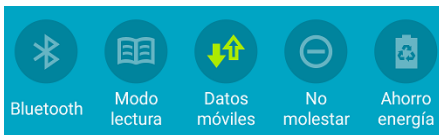




FAQS

ESSENTIAL REQUIREMENTS FOR USING THE APP



1

A MOBILE DEVICE WITH AN ANDROID OR IOS OPERATING SYSTEM

2

A PERMANENT DATA PLAN ON YOUR PHONE

SIGN UP AND REGISTER ON TEN+MÓVIL

1

1.- WHEN INSTALLING THE APP I AM DIRECTED TO MY E-MAIL TO ACTIVATE IT, BUT I DON'T REMEMBER MY PASSWORD TO ACCESS IT

IN THAT CASE, WE CANNOT HELP YOU, AS YOUR E-MAIL ADDRESS AND PASSWORD ARE PERSONAL. YOU MUST ASK YOUR E-MAIL SERVICE PROVIDER TO RESET YOUR PASSWORD, OR CALL THE APP'S CUSTOMER SERVICE PHONE NUMBER TO CHANGE YOUR CURRENT E-MAIL ADDRESS.

2.- I HAVEN'T RECEIVED AN E-MAIL TO ACTIVATE THE APP

THE VERIFICATION E-MAIL IS ALWAYS SENT AUTOMATICALLY TO THE REGISTERED ACCOUNT. IF IT DOES NOT APPEAR IN YOUR INBOX, CHECK YOUR NOTIFICATIONS, SPAM FOLDER, ETC.

3.- WHEN REGISTERING, I AM TOLD THAT THERE IS ANOTHER USER ALREADY USING THAT SAME ACCOUNT

THIS MESSAGE APPEARS WHEN YOUR ID/NIE/PASSPORT IS ALREADY REGISTERED UNDER A DIFFERENT E-MAIL ADDRESS THAN THE ONE YOU ARE USING NOW. IF YOU DON'T REMEMBER IT CALL THE APP'S CUSTOMER SERVICE PHONE NUMBER.

4.- I INSTALLED THE APP AND, AFTER THREE ATTEMPTS, I HAVE BEEN BLOCKED FOR 72 HRS.

IF YOU HAVE NOT BEEN ABLE TO VALIDATE THE LINK AFTER THREE ATTEMPTS, YOU MUST WAIT 72 HRS TO TRY AGAIN FOR SECURITY REASONS.

5.- WHEN I PRESS THE ACTIVATE APP BUTTON ON THE E-MAIL I RECEIVED, I AM TOLD CONGRATULATIONS, YOU CAN START USING TEN+MÓVIL, BUT I CANNOT USE TEN+MÓVIL YOU MUST CLOSE YOUR E-MAIL AND OPEN THE APP BY PRESSING THE TEN+MOVIL ICON ON YOUR PHONE.

6.- MY DEVICE IS NOT COMPATIBLE WITH THE APPLICATION

A REDUCED NUMBER OF MOBILE DEVICES ARE NOT COMPATIBLE FOR SOFTWARE REASONS. IN THAT CASE, WE CANNOT OFFER ANOTHER INSTALLATION METHOD.

7.- THE APPLICATION IS COMPATIBLE WITH WINDOWS AND OTHER SYSTEMS

THE APP IS ONLY COMPATIBLE WITH THE IOS AND ANDROID OPERATING SYSTEMS, WHICH CONSTITUTE OVER 90% OF THE MARKET.

1.- WHEN TRYING TO OPEN THE APP I GET AN PERSISTENT **LOADING.... MESSAGE, BUT IT DOES NOT OPEN**

THIS HAPPENS WHEN YOUR DATA PLAN IS BLOCKED OR ALMOST USED UP.

2.- WHEN I ACCESS THE APP NEITHER MY TICKET NOR MY BALANCE APPEAR

IF YOUR DATA PLAN IS BLOCKED, TURNED OFF OR ALMOST USED UP, IT WILL NOT CONNECT WITH THE APP SERVER AND NEITHER YOUR TICKET NOR YOUR BALANCE WILL BE DISPLAYED.

3.- WHEN INSTALLING THE APP ON ANOTHER PHONE, I AM TOLD THAT THERE IS ANOTHER USER ALREADY USING THAT SAME ACCOUNT

THIS MESSAGE APPEARS WHEN YOUR ID/NIE/PASSPORT IS ALREADY REGISTERED UNDER A DIFFERENT E-MAIL ADDRESS THAN THE ONE YOU ARE USING NOW.

4.- I WANT TO CHANGE MY PHONE AND I DON'T WANT TO LOSE NEITHER MY TEN+MÓVIL ACCOUNT NOR MY TICKET

YOUR ACCOUNT IS NEVER LOST EVEN IF YOU CHANGE PHONES. THE ONLY REQUIREMENT FOR USING IT ON YOUR NEW PHONE IS INSTALLING THE APP WITH THE SAME E-MAIL ADDRESS YOU USED WHEN FIRST REGISTERING, WHICH IS LINKED TO YOUR ID/NIE/PASSPORT. IF YOU WISH TO CHANGE THIS E-MAIL ADDRESS, YOU MUST CALL THE APP'S CUSTOMER SERVICE PHONE NUMBER OR SEND AN E-MAIL.

TICKET PURCHASE AND PAYMENT ON TEN+MÓVIL

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1.- WHEN PAYING BY CREDIT/DEBIT CARD, I GET A CONFIRMATION MESSAGE FOR THE CHARGE ON MY ACCOUNT BUT THE AMOUNT DOES NOT APPEAR ON THE APP

IT IS POSSIBLE THAT THE MESSAGE RECEIVED IS THE VERIFICATION CODE MESSAGE NEEDED TO COMPLETE YOUR PAYMENT AND NOT THE CONFIRMATION OF THE CHARGE ON YOUR ACCOUNT. CHECK THIS AND REMEMBER THAT YOU MUST ENTER THIS CODE WITHOUT EXITING THE APP OR IT WILL BE INVALIDATED.

2.- WHEN PAYING BY CREDIT/DEBIT CARD, I DO NOT RECEIVE A VERIFICATION CODE MESSAGE FROM THE BANK BY SMS OR CODES CARD

THIS MESSAGE IS SENT BY YOUR BANK. CONTACT THEM TO ABOUT THE ONLINE PAYMENT SYSTEM.

3.- I HAVE TRIED TO PAY BY CREDIT/DEBIT CARD MULTIPLE TIMES, BUT I AM UNABLE DESPITE HAVING MONEY ON MY ACCOUNT

IN THAT CASE, IT IS POSSIBLE THAT YOU HAVE NOT ENTERED THE VERIFICATION CODE ON TIME OR WITHOUT EXITING THE APP. FOR SECURITY REASONS, AFTER MULTIPLE FAILED ATTEMPTS, THE SYSTEM WILL BLOCK YOUR CARD FOR 24 HRS. IF THIS HAPPENS, REMEMBER THAT YOU CAN PURCHASE TICKET MACHINE CODE TOP-UPS IN THE TRAM'S TICKET MACHINES OR AT THE COMMERCIAL OFFICES AND YOU WILL BE ABLE TO PAY BY CARD.

4.- I WANT TO PURCHASE A TOP-UP FOR ANOTHER TEN+MÓVIL USER

YOU MUST ACCESS THE WEBSITE www.tenmasmovil.es WITH THE E-MAIL ADDRESS YOU USED WHEN REGISTERING ON THE APP (NOT FROM YOUR PHONE) AND THEN CLICK ON "WALLET" - "TOP UP ANOTHER PERSON". REMEMBER ENTERING THE TEN+MÓVIL ACCOUNT BELONGING TO THE USER TO WHOM YOU ARE TRANSFERRING THE AMOUNT.

5.- CAN I PAY FOR SOMEONE ELSE WITH MY CREDIT/DEBIT CARD?

YES, OF COURSE. YOU CAN DO IT FROM THE DEVICE BELONGING TO THE USER THAT YOU ARE TOPPING UP. JUST FOLLOW THE STEPS INDICATED BY THE PAYMENT GATEWAY.

OR YOU CAN ACCESS THE WEBSITE TENMASMOVIL.ES WITH YOUR ACCOUNT AND CLICK ON "TOP UP ANOTHER PERSON".

6.- THE APP DOES NOT RECOGNIZE MY CARD TYPE WHEN PAYING

THE PAYMENT GATEWAY ACCEPTS MOST CARDS IN THE MARKET, BOTH CREDIT AND DEBIT ONES. IF YOUR CARD IS NOT ACCEPTED, REMEMBER THAT YOU CAN PURCHASE TICKET MACHINE CODE TOP-UPS IN THE TRAM'S TICKET MACHINES OR AT THE COMMERCIAL OFFICES, AND YOU WILL BE ABLE TO PAY BY CARD.

7.- I HAVE PURCHASED A TICKET AND IT DOES NOT APPEAR ON THE APP

CLICK ON THE **PURCHASE €** TAB. IF YOUR CURRENT WALLET BALANCE SHOWN ON THE TOP OF THE SCREEN IS THE AMOUNT YOU HAVE ENTERED, THIS MEANS THAT YOU HAVE EXCHANGED MONEY FROM YOUR BANK INTO YOUR TEN+MÓVIL APP WALLET

YOU ARE ONLY MISSING ONE STEP...

CLICK ON THE TICKET YOU WISH TO PURCHASE AND COMPLETE THE PURCHASE. THEN CLICK ON THE **TICKETS** TAB AND YOU WILL SEE YOUR PURCHASE.

8.- I HAVE MISTAKENLY PURCHASED A TICKET I DO NOT WANT, I HAVE NOT USED IT AND WISH TO EXCHANGE IT FOR ANOTHER ONE

CLICK ON THE TICKET AND THEN "PERMITS THE EXCHANGE OF BALANCE". THE CASH EQUIVALENT WILL BE REIMBURSED INTO YOUR WALLET AND THEN YOU WILL BE ABLE TO PURCHASE A NEW TICKET.

9.- I HAVE A TICKET WITH UNUSED BALANCE AND DO NOT KNOW HOW TO RECOVER IT

CLICK ON THE TICKET AND THEN "PERMITS THE EXCHANGE OF BALANCE". THE CASH EQUIVALENT WILL BE REIMBURSED INTO YOUR WALLET AND YOU WILL BE ABLE TO USE IT IN YOUR NEXT PURCHASE.

10.- I HAVE PURCHASED TEN+MÓVIL TICKET MACHINE CODE TOP-UPS AND WHEN ENTERING THEM I GET AN ERROR OR A WRONG NUMBER

MAYBE THE CODES WERE PRINTED INCORRECTLY AND SOME NUMBERS LOOK LIKE OTHER NUMBERS. YOU MUST CALL THE TEN+MÓVIL PHONE NUMBER AND REPORT YOUR INCIDENT. TURN YOUR DATA PLAN OFF AND TURN IT ON AGAIN IN CASE IT WERE BLOCKED OR TRY AGAIN IN 1 HR. APPROXIMATELY.

11.- THE TOP-UP CODES ARE CORRECT BUT ARE NOT RECOGNIZED AFTER MULTIPLE ATTEMPTS

TRY AGAIN IN 1 HR. APPROXIMATELY. IF THE ERROR PERSISTS, YOU MUST CALL THE TEN+MÓVIL PHONE NUMBER AND REPORT YOUR INCIDENT, BECAUSE YOUR ACCOUNT MAY HAVE BEEN BLOCKED AFTER MULTIPLE FAILED ATTEMPTS FOR SECURITY REASONS.

12.- HOW DO I KNOW WHICH IS THE BEST TICKET FOR ME?

CLICKING ON EACH OF THEM, YOU WILL BE ABLE TO SEE ALL THE LINES IN WHICH THEY CAN BE USED, THE AREAS THEY COVER (THE METROPOLITAN AREA, THE WHOLE ISLAND, ...), THE USER PROFILE (YOUTH TICKET, CANARY RESIDENT, ULL STUDENT, OVER 65, DISABILITY...) AND THE CORRESPONDING FARE.

POSSIBLE INCIDENTS DURING YOUR TRIP

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1.- WHEN CLICKING ON THE TICKET AND SCANNING THE QR CODE, THE RECEIPT IS NOT GENERATED OR IT STAYS PENDING VALIDATION

CHECK YOUR DATA PLAN (TURN IT ON AND OFF) IN CASE IT WERE BLOCKED OR ALMOST USED UP. IF WHEN YOU GET TO A WIFI ZONE THE TRIP IS VALIDATED AND THE PENDING RECEIPT GENERATED, THIS WOULD CONFIRM THERE IS SOMETHING WRONG WITH YOUR DATA PLAN. CONTACT YOUR MOBILE SERVICE PROVIDER.

2.- WHEN VALIDATING AND SCANNING THE QR CODE, A MESSAGE TELLING ME TO CHECK MY DATA PLAN APPEARS

THIS MESSAGE CLEARLY INDICATES THAT YOUR DATA PLAN IS NOT ENOUGH TO REGISTER YOUR TRIP. CONTACT YOUR MOBILE SERVICE PROVIDER.

3.- WHEN A RECEIPT IS NOT GENERATED, I VALIDATE AGAIN AND THE FARE IS CHARGED TWICE

IF YOUR TRIP IS NOT VALIDATED IMMEDIATELY, WAIT FOR A REASONABLE TIME FOR THE CHARGE TO BE PROCESSED, BECAUSE YOUR DATA PLAN CAN BE SLOW OR ALMOST USED UP. IT IS NOT AN APP ERROR, SO A REIMBURSEMENT IS NOT WARRANTED.

4.- WHEN VALIDATING THE QR CODE, I GET A NULL MESSAGE

YOU MUST UPDATE THE APP, AND CHECK IF YOUR PERSONAL INFORMATION NEEDS TO BE MODIFIED. VERIFY YOUR DATA PLAN AND THE STATE OF YOUR SIGNAL AS WELL.

5.- WHEN VALIDATING THE QR CODE, I GET A BLACK SCREEN

ON SOME PHONES YOU MAY HAVE TO ENABLE THE USE OF THE CAMERA BY EXTERNAL APPLICATIONS. CLICK ON YOUR PHONE SETTINGS – CAMERA – ENABLE TEN+MÓVIL.

6.- THE RECEIPT FOR MY TRIP DOES NOT APPEAR, NOR IS IT MARKED AS PENDING

ON SOME DEVICES THIS ISSUE IS RESOLVED SIMPLY BY CLICKING ON ANOTHER TAB AND THEN GOING BACK TO THE RECEIPTS TAB. JUST BY DOING THIS, THE RECEIPT SHOULD APPEAR. IF NOT, CONTACT YOUR MOBILE SERVICE PROVIDER.

7.- FINALIZE TRIP IS SHOWN

THE APP VALIDATION IS ONLY DONE WHEN ACCESSING THE VEHICLE AND NOT WHEN EXITING. FOR THE MESSAGE TO DISAPPEAR, JUST CHANGE TABS TO REFRESH.

1.- I WANT TO RECOVER THE REMAINING BALANCE OF A TICKET IN CASH ON TEN+MÓVIL

IT IS NOT POSSIBLE TO RECOVER A TICKET'S REMAINING BALANCE IN CASH, BUT YOU CAN KEEP USING YOUR TICKET FOR 1 YEAR UNTIL IT EXPIRES. A REIMBURSEMENT IS ONLY POSSIBLE IN THE CASE OF A FULL AMOUNT TOP-UP MADE BY MISTAKE, AS LONG AS IT IS UNUSED AND A MONTH HAS NOT PASSED, ACCORDING TO THE LEGAL WARNING REGARDING REIMBURSEMENTS.

2.- I REQUEST THE EXCHANGE OF MY USED MONTHLY TICKET FOR A CONTACTLESS CARD ONE DUE TO THE BREAKING OR LOSS OF MY PHONE

THE EXCHANGE OR TRANSFER INTO A CONTACTLESS CARD IS NOT POSSIBLE, AS THEY ARE TWO COMPLETELY DIFFERENT PAYMENT SYSTEMS. ONCE USED, TO CONTINUE USING IT, JUST INSTALL THE APP ON A NEW PHONE USING THE SAME E-MAIL ADDRESS YOU USED WHEN FIRST REGISTERING ON TEN+MÓVIL.

3.- I WANT TO BUY THE YOUTH TICKET, THE CANARY RESIDENT TICKET OR ANOTHER SPECIAL TICKET, AND THEY DO NOT APPEAR ON THE PURCHASE OPTIONS

YOU MUST FIRST REGISTER AND REQUEST IT THROUGH THE TENMAS.ES WEBSITE, PROVIDING, AS REQUIRED BY THE CABILDO TO GRANT THE SUBSIDY, (PICTURE, ID WITH A CANARY ISLANDS ADDRESS OR, ALTERNATIVELY, A LEGAL REGISTRATION CERTIFICATE). APPROXIMATELY TWO WORKING DAYS AFTER REGISTERING, IF DONE CORRECTLY AND APPROVED, THE SPECIAL TICKET WILL APPEAR ON THE APP AND YOU CAN START USING IT. REMEMBER THAT YOU MUST UPDATE THE APP FOR THE DATA SYNCHRONIZATION TO TAKE PLACE.

4.- HOW CAN I REQUEST AN INVOICE OF MY TICKET PURCHASE THROUGH THE TEN+MÓVIL APP?

YOU CAN PRINT YOUR OWN INVOICES THROUGH THE WEBSITE www.tenmasmovil.es WITH THE E-MAIL ADDRESS USED WHEN REGISTERING ON TEN+MÓVIL, FOLLOWING THESE STEPS : PURCHASES - WALLET – CLICK ON EACH TICKET – ISSUE INVOICE.

5.- I HAVE TRIED TO USE MY TICKET WITH BALANCE TO TRAVEL AND I GET AN ERROR MESSAGE

ALL TICKETS EXPIRE 1 YEAR AFTER THE PURCHASE DATE. CHECK IF THIS IS YOUR CASE. BEFORE THE EXPIRATION, YOU CAN RENEW IT FOR ANOTHER YEAR BY CLICKING ON THE TICKET AND THEN "PERMITS THE EXCHANGE OF BALANCE". BY DOING THIS, THE REMAINING BALANCE IS DEPOSITED ON YOUR VIRTUAL WALLET AND YOU CAN THEN PURCHASE A NEW TICKET WITHOUT LOSING IT.

6.- I HAVE USED THE YOUTH TICKET, THE CANARY RESIDENT TICKET, OR ANOTHER SUBSIDIZED TICKET FOR A MONTH, BUT NOW THE OPTION TO PURCHASE IT HAS DISAPPEARED

THESE SUBSIDIZED TICKETS REQUIRE YOU TO TURN IN YOUR DOCUMENTATION IN PERSON AT ANY TRAM OR TITSA OFFICE. YOU CAN USE IT FOR A MONTH BUT BEFORE ITS EXPIRATION YOU MUST VERIFY IT OR IT WILL BE DISABLED ON YOUR APP UNTIL YOU REGULARIZE THE SITUATION. THE NEW ACTIVATION CAN TAKE A WEEK APPROXIMATELY.

7.- I HAVE SOME REMAINING BALANCE ON MY VIRTUAL WALLET ON THE APP BUT IT DOES NOT ALLOW ME TO TRAVEL ON ANY LINE. IT INDICATES THAT I DON'T HAVE A TICKET

THE APP DOES NOT WORK LIKE THE CONTACTLESS CARD IN REGARD TO THE VIRTUAL WALLET. THAT IS, THE VALIDATION IS NOT MADE FROM THE WALLET, SO YOU MUST FIRST SELECT A TICKET TO TRAVEL AND TOP UP THE CORRESPONDING FARE.

ON THE TICKETS TAB YOUR NEW TICKET WILL APPEAR. CLICK ON IT AND THEN ON "TRAVEL". YOUR PHONE CAMERA WILL AUTOMATICALLY CHANGE INTO A CODE SCANNER. YOU ONLY HAVE TO POINT IT TOWARDS ANY QR CODE ON THE BUS OR TRAM TO GET THE RECEIPT FOR YOUR TRIP.

8.- I HAVE TOPPED UP THROUGH THE BANK PAYMENT GATEWAY ON THE APP, I HAVE SEEN THE CHARGED CONFIRMED ON MY BANK ACCOUNT ACTIVITY, BUT THE TOP-UP HAS NOT REACHED THE APP

IF THERE IS ANY PROBLEM WITH THE PAYMENT GATEWAY OR IF THE TOP-UP AMOUNT DOES NOT REACH TENMASMOVIL, IN APPROXIMATELY 24 TO 48 HRS THE SAME AMOUNT WILL BE REIMBURSED INTO THE BANK ACCOUNT LINKED TO THE CREDIT/DEBIT CARD USED FOR THE PAYMENT. IF THIS DOES NOT HAPPEN, CONTACT THE APP'S CUSTOMER SERVICE PHONE NUMBER AND RELATE YOUR INCIDENT.

9.- I HAVE NOT BEEN ABLE TO VALIDATE MY TRIP DUE TO THE BUS QR CODE NOT FUNCTIONING

IN EXCEPTIONAL CASES THIS CAN HAPPEN DUE TO A TECHNICAL ERROR. IN ORDER TO VALIDATE YOUR TRIP, THE BUS DRIVER WILL OFFER YOU A MANUAL QR CODE TO DO IT.