

TERMS AND CONDITIONS

Offer to suspend OPUS+ and OPUS+ entreprise subscriptions due to the COVID-19 health crisis ("the Offer")

Amended version of July 16, 2020

Overview of the Offer

Due to the health crisis and the state of emergency arising from the COVID-19 pandemic, the Autorité régionale de transport métropolitain (ARTM) is offering an exceptional measure to active clients¹ ("Clients") who were subscribed to the OPUS+ or OPUS+ entreprise membership programs on April 10, 2020. This measure is in light of the consequences affecting these Clients who have not been able to use their transit cards.

This Offer is for eligible Clients as described below and includes:

- Suspension of the monthly transit subscription payments for May and June 2020;
- Application of the March 11, 2020 payment deduction (for the April pass) to the first pass following reactivation of the subscription.

In light of the variable impacts arising from the pandemic, the ARTM offered subscribing Clients who had not suspended their subscription before 10 April 2020 the chance to suspend their subscription payment for the July and August 2020 fares by submitting a request from their online client account between May 26 and June 10, 2020.

SUSPENSION OFFER EXTENDED AND ENHANCED

OPUS+ and OPUS+ entreprise subscribers who are already benefiting from the suspension offer will see their subscription payments suspended until December 2020. Subscription payments will resume on December 11, 2020 for the January 2021 fare. *

** OPUS+ and OPUS+ entreprise subscribers who have taken advantage of this offer before April 10, 2020, will see the payment deducted on March 11, 2020 (the April fare) applied on December 11 for their January 2021 fare. A subscriber who chooses to terminate their subscription while the Offer is in effect shall not be entitled to a refund or compensation for the April 2020 fare payment.*

Upon resumption of payments, the amounts invoiced will follow the fare rates that are current.

Feature for OPUS+ and OPUS+ entreprise subscribers benefiting from the REM fare measure (5 months free):

This suspension Offer may not be combined with any other fare pricing offers. The Offer is therefore not applicable to Clients who benefit from a complimentary subscription under the REM fare mitigation measure offered to users of the Exo6 Deux-Montagnes train line (five months free). Under the current Offer:

- MTLREM and TRAMREM subscribers for the Deux-Montagnes line who suspended their subscription before June 11, 2020 will see their payments remain suspended automatically.
- Furthermore, MTLREM and TRAMREM subscribers for the Deux-Montagnes line whose five-month free period ends before December 2020 will become eligible for the present Offer in the following sequence:

5th month free in the REM	Registration period for the suspension offer*	1st month suspended	Last month suspended
Aug. 2020	Between July 11 and Aug. 10, 2020	Sept. 2020	Dec. 2020
Sept. 2020	Between Aug. 11 and Sept. 10, 2020	Oct. 2020	Dec. 2020
Oct. 2020	Between Sept. 11 and Oct. 10, 2020	Nov. 2020	Dec. 2020
Nov. 2020	Between Oct. 11 and Nov. 10, 2020	Dec. 2020	Dec. 2020

* The Client will have to submit their request via their online client account.

¹ A client is considered to be an active subscriber if they hold a subscription on April 10, 2020, for which payments have already been made.

SUBSCRIPTION REACTIVATION POSSIBLE

When a Client activates the subscription suspension, their subscription is considered to be inactive until it is reactivated. The Client therefore agrees not to use their ticket. It shall be their responsibility to obtain a valid transit fare on an OPUS card different from the one containing their membership fare if they wish to use public transit occasionally during the Offer period.

The Client will be able to reactivate their subscription at any time through their online client account if they need to start using public transit again on a regular basis. The suspension offer will then be cancelled and the subscription payments will begin again as stipulated in the Terms and Conditions of the OPUS+ and OPUS+ entreprise subscription programs. The Client will not be able to reactivate the suspension of their subscription once they cancel it.

Feature for employers who are members of the OPUS+ entreprise program

The contribution made by employers who have registered for the OPUS+ entreprise membership program will be adjusted for the duration of the Offer, based on whether their employees have benefited from this Offer or not.

Notice to Clients

For the duration of the Offer, the monthly payment counter, which identifies the 12th free month offered under the OPUS+ membership program, will be suspended. This calculation will resume once the payment suspension period has ended, unless otherwise indicated.

- The provision of false or misleading information with a view to obtaining a fare reduction constitutes fraud and is subject to criminal prosecution.
- The OPUS card of a person who provides false or misleading information may be deactivated and they may not be allowed to benefit from the Offer.
- This Offer may not be combined with any other fare pricing offers.
- New subscribers are not eligible for the subscription suspension offer.

By providing their personal information, persons who subscribe to the Offer accept Exo's [privacy statement](#).

The ARTM reserves the right to modify, suspend or revoke this fare pricing offer without notice.