

FARE MITIGATION MEASURE FOR EXO5 MASCOUCHE TRAIN LINE USERS: UP TO 30% OFF A MONTHLY TRAIN OR ALL MODES PASS

TERMS AND ELIGIBILITY REQUIREMENTS FOR THE OFFER

Amended on July 1, 2023

General Description of the Fare Mitigation Measure

A fare mitigation measure is being offered by the Autorité régionale de transport métropolitain (the “ARTM”) to exo5 Mascouche train users who reside in the catchment area for the line and who experience a decrease in service due to work on the Réseau express métropolitain (the “REM”).

This fare offer entitles exo5 Mascouche line users to a discount of up to 30% off the current price of a monthly “TRAIN” or “All Modes” pass. To be eligible for this offer, users must prove they reside in the determined catchment area.

In the interest of fairness for all transit users in the Greater Montréal Area, the base fare was established based on the cost of a monthly “All Modes A” pass, i.e. \$97.00 for the regular rate and \$58.00 for student and reduced rate passes.

Monthly Fares with the Discount Applied– *(transit fares in effect starting July 1, 2023)*

Zones	Regular	Student	Reduced
Monthly, TRAIN 5	\$123.20	\$74.30	\$74.30
Monthly, All Modes AB	\$108.00	\$65.00	\$65.00
Monthly, All Modes ABC	\$133.00	\$79.50	\$79.50

Terms and Conditions for Registering for the Fare Mitigation Measure

Users may request an OPUS card via an electronic form or directly at a metropolitan ticket office or authorized point of sale and service to access the new fares when loading their monthly pass.

Here are the terms and conditions for the fare mitigation measure in effect from January 1, 2020, to June 30, 2022, as offered by the ARTM. Given the recently updated schedule for the commissioning of the REM, this mitigation measure is extended until the commissioning of the REM’s second segment, from Central Station to Du Ruisseau station.

- The fare mitigation measure is restricted to users of the exo5 Mascouche line who reside in the eligible catchment area. A proof of residence¹ must be included with the request.
- The registration period via the electronic form will begin on October 23, 2019, and will end on October 31, 2020. The registration period via the metropolitan ticket office will begin on November 11, 2019, and end on October 31, 2020.

(A) – Online Form

- The user must fill out the form available at:
<https://exo.quebec/Media/Default/html/REM/fr/fares-exo5.html>
 - Only users who hold a regular fare may sign up online. Users who hold student or reduced-rate fares must visit a metropolitan ticket office or authorized point of sale and service.
- When registering, the user must provide the following information: full name, email address, phone number, mailing address and date of birth.
- When registering, the user must provide a proof of residence¹. For example, a photocopy or photo (accepted formats: PDF, JPEG, PNG, BMP) of the following documents will be accepted as proof of residence:
 - Driver's licence
 - Municipal or school tax statement
 - Phone, electricity or cable bill
 - Bank statement
 - Car insurance certificate
 - Canada Post change of address notification
 - Any other official government document
- Once the information is validated, the user will be emailed a confirmation of their registration or a notice of its rejection.
- If the user's registration is confirmed, they will be mailed a new OPUS card. Users who are duly registered before the 20th day of the month should receive their OPUS card before the start of the following month.
- Upon receipt of the OPUS card, the user may load the monthly fare with the discount starting December 17, 2019, at authorized locations.
- Limit of one (1) registration per person for the duration of the fare mitigation measure.
- Limit of five (5) registrations per mailing address for the duration of the fare mitigation measure.

¹ The proof of residence must include the name and current address of the user and be either dated in the current year or recently dated.

(B) – At a Metropolitan Ticket Office or Authorized Point of Sale and Service

- On site, the user must present a valid proof of residence that includes their full name and mailing address.
 - The following proofs of residence will be accepted:
 - Driver's licence
 - Car insurance certificate
 - Municipal or school tax statement
 - Phone, electricity or cable bill
 - Bank statement
 - Canada Post change of address notification
 - Any other official government document
- If they don't already have one, users who are duly registered at a metropolitan ticket office or authorized point of sale and service will receive, on site, a new OPUS card, and may load it with the monthly fare with the discount starting December 17, 2019, at [authorized locations](#).

Notice to Users

- Requests produced in duplicate will be automatically cancelled. Users may not request a card via the electronic form and present themselves at an authorized location to obtain the OPUS card.
- The OPUS card is not transferable and will be systematically registered in the OPUS system by an authorized agent with the name of the user who is registered for the fare mitigation measure.
- Providing false information in order to obtain a fare mitigation measure constitutes fraud and may be subject to criminal prosecution.
- Anyone who provides incorrect information could have their OPUS card deactivated and become ineligible for the discount.

By submitting the form that allows them to obtain discounts related to the fare mitigation measure, users agree with the [privacy statement](#) and agree to have the information updated in their customer file in the integrated system of public transit ticket sales and revenue collection (the “**OPUS system**”) or to have a new customer file created. Users also agree that the confidential information submitted may be shared between the ARTM and the transporter, *exo*.

Terms and Conditions for OPUS+ and OPUS+ entreprise Subscribers

- Users who hold a valid OPUS+ or OPUS+ entreprise subscription as of November 10, 2019, at 11:59 p.m., and who reside in the catchment area for the fare discount, will automatically receive, as of December 11, 2019 (for their January 2020 fare), the monthly discount they are eligible for, up to the date closest to the following: the duration of the fare mitigation measure or the termination of the user's subscription.
 - Users who subscribe to a new OPUS+ or OPUS+ entreprise membership, until October 31, 2020, will also automatically receive the monthly discount they are eligible for, provided they reside in the catchment area for the fare mitigation measure. In this case, the monthly fare discount will apply as of the first billing period for their subscription.
- No additional credit is provided to users who benefit from the 12th month free set out in their contract.
- The fare mitigation measure cannot be combined with any other fare offer.

The ARTM reserves the right to amend, suspend or revoke this fare mitigation measure offer without prior notice.