



Postage to
be paid by
addressee

Answer

Bremer Straßenbahn AG
Kundencenter Domsheide
– Kundenbetreuung –
Balgebrückstraße 11
28195 Bremen

Sender:

First Name/Family Name

Street/Number

Postcode/Town

DO YOU STILL HAVE QUESTIONS ABOUT MIA?

What is MIA?

MIA is the electronic season ticket for bus and rail. MIA stands for **MOBIL IM ABO**(mobile season ticket).

How much does MIA cost?

MIA is available in fare variants MIA and MIAplus. You will find all of the fare details in this brochure.

How do I pay for MIA?

A MIA season ticket has a term of 12 months and is deducted monthly from your account by means of a DIRECT debit. Alternatively, you can pay for all 12 months in advance.

How does MIA work?

Climb aboard, swipe, get going - you don't have to do anything else. Your season ticket is securely saved on the electronic chip and can be read on the spot during a ticket inspection.

What data does MIA save?

The chip only saves your fare option (which can be seen on the terminal at any time), is secure against forgery and does not contain any personal data.

What happens if I lose my MIA?

No misuse is possible if you lose the card. You can block your MIA Ticket immediately and receive a new MIA Ticket (in return for a fee of €10.00).

Is MIA transferable?

Yes. Your family members or friends can also travel with MIA.

You can also find information about MIA on the internet:

 www.vbn.de/mia  en.vbn.de/mia

Supported by: 

Bremer Straßenbahn AG
Flughafendamm 12 · 28199 Bremen
www.bsag.de



Verkehrsverbund Bremen/Niedersachsen
Am Wall 165–167 · 28195 Bremen · www.vbn.de
VBN 24h Service Information
0421/59 60 59



APPLY FOR MIA

How it works:

- 1 Simply fill in the attached application for your personal MIA Ticket, sign it and send it to BSAG or hand it in at a BSAG Customer Centre.
- 2 You will then receive your activated MIA Ticket in the post or it will be handed over to you in person.
- 3 On the first working day of each month, the monthly instalment due for your MIA ticket will simply be debited from your bank account.

We will be happy to help if you have any questions. More applications and information about the MIA Ticket can be found here:



BSAG Customer Centre Domsheide
Balgebrückstraße 11 · 28195 Bremen
Telephone: 0421/5596-666 (Mon – Thu 9:00am – 5:00pm and Fri 9:00am – 1:30pm)
Monday–Friday 7:00am – 7:00pm
Saturday 10:00am – 6:00pm

BSAG Customer Centre Central Station
Main Station · 28195 Bremen
Monday–Friday 7:00am – 8:00pm
Saturday 9:00am – 6:00pm
Sunday/Public Holidays 9:00am – 5:00pm

BSAG Customer Centre Vegesack
Vegesacker Bahnhofplatz · 28757 Bremen
Monday–Friday 7:20am – 6:00pm
Saturday 9:00am – 2:30pm

BSAG Website
www.bsag.de
Email: Kundenbetreuung@bsag.de

For general questions on our fares:
Verkehrsverbund Bremen/Niedersachsen
Am Wall 165–167 · 28195 Bremen · www.vbn.de
VBN 24h Service Information
0421/59 60 59

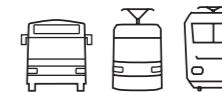


CAREFREE IN EVERY RESPECT



MIA
MOBIL IM ABO

valid from May 2019



Updated 05/2019 Subject to corrections and changes

Updated 05/2019 Subject to corrections and changes

COME ON, RIDE WITH MIA!

MIA stands for **MOBIL IM ABO** (mobile season ticket) and is the modern, electronic season ticket for bus and rail. With MIA, you can travel for 12 months. You can travel without any cares, saving money while you do so. In comparison to twelve monthly tickets in price level I (Bremen), you save €135.60 a year with MIA.

MIA - It Couldn't Be Any Easier: simply get on board, scan and get going. Your season ticket is saved in the electronic chip. You don't need to bother about monthly vouchers or checking in on terminals.



MIA IS AVAILABLE IN 2 FARE VERSIONS

MIAplus costs only €6.50 more than MIA per month, but offers you so much more:

- Mondays to Fridays from 7pm and on Saturdays, Sundays and public holidays, one additional adult and up to four children aged between 6 and 14 can also travel.
- On Saturdays, Sundays and public holidays, you (and the people with you in line with the regulations) can travel free of charge in the whole VBN area.
- The night routes operating under VBN fares can be used without the supplement and the "Nachteule Ammerland" can be used free of charge (also applies to the people with you in line with the regulations).

With the yellow MIA Ticket, you are one of our premium customers. All of the details and everything that you need to know, as well as the form to apply for the ticket, can be found in this brochure. **Bon voyage!**

4. Termination

The contract will be extended by a further 12 months if it is not terminated. Termination or a change to bank details must be submitted in writing to the company in charge by the 10th day of the previous month. The MIA/MIAplus Ticket must be returned to the issuing transport company (BSAG, BREMERHAVEN BUS or VWG) once the contract ends and is no longer a valid ticket after the end of the contract.

In the event of an early end to the contract the difference between the monthly price of the MIA/MIAplus Ticket and the price of the corresponding monthly ticket will be subsequently collected and debited for the last time - with the exception of fare increases and where there are considerable changes to the fare regulations and terms of carriage. If the early termination is due to a fare adjustment, the difference will not be collected if the termination is submitted to the transport company in charge by the 10th day of the month before the fare adjustment is implemented.

5. Loss/Fault/Blocking Your Card

Loss of, or a fault to, your MIA/MIAplus Ticket must be reported immediately directly or by telephone to the BSAG, BREMERHAVEN BUS or VWG Customer Centres or by telephone to the VBN Service Information on 0421/596059. When the loss/fault is reported, the electronic ticket is blocked and is no longer valid. The customer will receive a new MIA/MIAplus Ticket in his or her local Customer Centre which is valid immediately. A processing fee of €10.00 is charged for this, which is debited with the next direct debit from the customer's account, unless the passenger proves that the processing costs were not incurred at all or only at a much lower level. Customers who cannot come to a Customer Centre will receive a new chip card in the post, usually within 5 working days. The customer does not have a valid ticket until he or she has received the replacement chip card. The faulty ticket must be handed in.

6. Miscellaneous

No compensation will be granted for unused periods of the MIA/MIAplus Ticket. If the monthly sum could not be debited, an additional processing fee in the amount of €4.00 is charged for each unsuccessful direct debit in addition to the standard bank charges. In the event of late payment, VBN or the transport company in charge may terminate the contractual relationship without notice and transfer further processing to a collection agency. The MIA/MIAplus Ticket is blocked on the day of termination. From this time, the customer no longer has a valid ticket. Changes to your name, bank details or address must be notified in writing by post or in the Customer Centre. Changes that are submitted by the 10th day of a month will become effective at the start of the next month. If an address inquiry has to be made to the residents' registration office due to a change of address, the customer shall bear the costs.

7. Extraordinary Termination of the MIA Ticket in the Event of the Holder's Death

Upon notification of the death of the MIA/MIAplus Ticket holder, the contract shall end and the chip card is blocked.

Furthermore, the fare regulations and conditions of carriage of the Verkehrsverbund Bremen/Niedersachsen apply.

Updated: November 2018

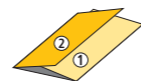
FILL IN, SEND OFF, AND YOU'RE DONE!

Please fill in the white fields using block capitals only. Spaces with a yellow background will be completed by the Customer Centre. When submitting your application, please also present your bank card or bank confirmation as well as your identification card. The applicant and account holder must be at least 18 years old on the day of submitting the application.

To be completed by the Customer Centre:				Customer Centre (stamp/initials)/Internal comments:	
Card No.	<input type="text"/>	<input type="checkbox"/> Cash payer	<input type="text"/>		
Creditor No.	<input type="text"/>	<input type="checkbox"/> Bank card or similar was presented			
Creditor No.	DE02ABO0000014483	<input type="checkbox"/> ID card was submitted			
		<input type="checkbox"/> BODO BONUS			
		<input type="checkbox"/> Internal verification	Bremer Straßenbahn AG Flughafendamm 12 · 28199 Bremen		
Title	<input type="text"/>	First Name	<input type="text"/>	Name	<input type="text"/>
<input type="checkbox"/> Ms <input type="checkbox"/> Mr <input type="checkbox"/> Company					Company
Street/Number	<input type="text"/>			Date of birth (DD/MM/YYYY)	
<input type="text"/>	<input type="text"/>			<input type="text"/>	
Postcode	<input type="text"/>	Town	<input type="text"/>		
<input type="text"/>	<input type="text"/>	<input type="text"/>			
Telephone (optional)	<input type="text"/>		E-mail (optional)		
<input type="text"/>	<input type="text"/>		<input type="text"/>		
International Bank Account Number (IBAN)	<input type="text"/>				
Account holder (not necessary if details as above)	<input type="text"/>				

BARCODE

②



Desired tariff: MIA MIAplus
(please mark with a cross)

Price level I

Valid in the BSAG Bremen City network and on rail transport and the regional bus routes in zones 100/101

Valid in the Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH network and on rail transport and the regional bus routes in zone 250

Valid in the VWG Oldenburg network and on rail transport and the regional bus routes in zone 740

Valid in the zones 709/710 (Delmenhorst)

Valid in the zone 850 (Nordenham)

Valid in the zone 130 (Verden)

Price level A-H, S

Price level	Tariff zone(s) in which the MIA/MIAplus Ticket is to be valid.
<input type="text"/>	<input type="text"/>

Please detach the order, moisten the adhesive surfaces, stick the right-hand section first ①, then the left-hand section ② and pop it in the post!

Season ticket start (01/MM/YYYY)

Participation is possible as of the first day of a month if the direct debit mandate has been submitted to BSAG by the 10th day of the preceding month.



Data Protection Notification under Article 13 General Data Protection Regulation (GDPR)

Verkehrsverbund Bremen/Niedersachsen GmbH (VBN), Am Wall 165-167, 28195 Bremen is the controller of data processing. The transport company Bremer Straßenbahn AG (BSAG) processes your personal data on behalf of VBN to manage the contractual relationship with VBN. If you do not have enough credit, you are not entitled to receive a MIA/MIA Plus Ticket. For this reason, your data is transmitted to a credit reference agency for a credit check and for credit information in the justified interest of VBN. In the event of bad debt, the transport company shall transmit your data on behalf of VBN to a collection agency to collect the debt.

BSAG will send only your customer and card number to Nextbike GmbH so that you can avail of the opportunity to use the services of the bike loan system provider WK Bike.

Furthermore, the transport company processes your data for statistical and advertising purposes on behalf of VBN in its justified interest. You have a **right to object to this and the transmission of your data to Nextbike GmbH under Art. 21 GDPR**, e.g. at datenschutz@vbn.de or Kundenbetreuung@bsag.de. With your consent, which can be revoked at any time, we will also send you information by e-mail.

More information on data protection can be found at www.vbn.de/datenschutz and www.bsag.de/de/datenschutz.

Yes, I agree that VBN and the above-mentioned partner can inform me by e-mail of offers and new products from VBN and its partners. I can revoke my consent at any time, e.g. at datenschutz@vbn.de.

With your signature you are accepting these notes and the General Terms and Conditions for the MIA/MIAplus Ticket.

Town/date

Signature applicant

Direct Debit Mandate:

VBN has commissioned Bremer Straßenbahn AG (BSAG), among others, to process the MIA/MIAplus Ticket. I authorise BSAG until further notice, but at least for a term of 12 months from the season ticket start entered in the application header, to collect the fares for the MIA/MIAplus Ticket monthly in advance from the current account named by means of a direct debit. This authorisation includes the increase or reduction of the monthly instalments if the area of application or fares change. It also applies if I notify of a change of account. I will submit complaints and amendments directly to you. I am aware that the season ticket fare only apply if the contract for the MIA/MIAplus Ticket remains in place for a continuous period of 12 months. In the event of early termination in the current contractual year, I authorise BSAG to collect the amounts due from the account named according to the terms.

I hereby authorise BSAG to collect payments from my account by direct debit. At the same time, I instruct my bank to honour payments from my account to BSAG by direct debit.

Note: I can request repayment of the debited amount within eight weeks, starting with the debit date. The conditions agreed with my bank shall apply.

At least two days before the first direct debit, BSAG will inform me of the debit. BSAG will also inform me when the amount collected or the time of collection changes. In the event of a small increase in the amount of up to and including €10 (for example the processing fee for issuing a new MIA/MIAplus Ticket), the customer will not receive any separate advance information about the higher direct debit.

Town/date

Signature account holder

Additional declaration for MIA/MIAplus Ticket holders who pay the annual sum in advance:

If prices rise during the current MIA/MIAplus Ticket, the holder is entitled to terminate the contract up to the 10th day of the month before the price increase. Otherwise, the holder is required to pay the difference requested by Bremer Straßenbahn AG due because of the price rise. With his or her signature, the holder explicitly agrees to this rule.

Town/date

Signature applicant

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LOTS OF BENEFITS WITH MIA

MIA saves you from enduring cross-winds, looking for parking spaces, defrosting windscreens in winter, traffic jams and pollutant emissions. MIA is always worth considering.

MIA IS BRINGING BODO ALONG FOR THE RIDE

All MIA customers receive the BODO BONUS booklet as an additional extra. Many partner companies in Bremen, Bremerhaven, Oldenburg and all of the VBN area offer a large number of discounts.

Enjoy

- ▣ Cinema
 - ▣ Culture
 - ▣ Wellness
 - ▣ Swimming
 - ▣ and much more
- at reduced prices.



All of the information about BODO BONUS can be found at www.bodobonus.de

CLEVER COMBINATION

If there are still times when you do need a car, saves the registration fee of car sharing with **cambio** or **MOVE ABOUT** by presenting your valid MIA Ticket. More information at:

www.cambio-carsharing.de/Bremen
www.move-about.de



And another bonus: With your MIA or MIAplus season ticket, you can use a hire bike from WK-Bike 30 minute/ride free of charge*.

Information at: www.wk-bike.de



*Please note that when registering, a sum of €1 will be debited as a starting credit so that the means of payment can be verified. The €1 starting credit can be used for all tariffs. It is also possible to have it repaid.

RESERVING SEATS

MIA customers can reserve seats in DB Regional Express and in metronom trains for free.

Find out here how it works:

www.vbn.de/sitzplatzreservierung



GENERAL TERMS AND CONDITIONS FOR THE MIA/MIAplus TICKET

1. General

The MIA/MIAplus Ticket is an electronic season ticket. The MIA Ticket is issued in two versions, as a MIA Ticket and MIAplus Ticket. The contract for the MIA/MIAplus Ticket has a minimum term of 12 months. The ticket is issued as a chip card. All of the required ticket data (no personal data) is stored electronically on the chip on the MIA/MIAplus Ticket.

The transport companies Bremer Straßenbahn AG (BSAG), Bremerhavener Versorgungs- und Verkehrsgesellschaft mbH (BREMERHAVEN BUS) and Verkehr und Wasser GmbH (VWG Oldenburg) are in charge of processing the MIA/MIAplus Ticket. The necessary data is stored by the company from which the customer bought his or her MIA/MIAplus Ticket. The customer receives the relevant chip card either directly in the Customer Centres of the relevant company or by post. If VBN is authorised by a form designed for this purpose it will debit the fare from the customer's current account on the first working day of the month in advance until further notice, but at least for a term of 12 months.

2. Ordering a MIA/MIAplus Ticket

When registering for a MIA/MIAplus Ticket, the customer agrees that he or she will use the pan-European SEPA direct debit method for payment. The customer will receive advance information required for this regarding the amount invoiced, payment date, payer's IBAN, creditor ID and mandate reference by e-mail or letter at least 2 days before the first monthly instalment is debited. In the event of a small increase in the amount of up to and including €10 (for example the processing fee for issuing a new MIA/MIAplus Ticket), the customer will not receive any separate advance information about the higher direct debit.

Order requests for the MIA/MIAplus Ticket are available from the three transport companies in charge, which also accept the completed forms, as well as online at www.vbn.de. It is also possible to send the completed forms by post to the BSAG, BREMERHAVEN BUS or VWG transport companies.

Participation is possible as of the first day of a month if the direct debit mandate has been submitted to BSAG, BREMERHAVEN BUS or VWG by the 10th day of the preceding month.

The MIA/MIAplus Ticket can be issued retrospectively to the first day of the month for a cash payment and issued immediately in the BSAG, BREMERHAVEN BUS and VWG Customer Centres. The contract term is 12 months.

3. Changing the Area of Application

It is possible to change from the MIA Ticket to the MIAplus Ticket or vice versa once during the 12 month term of the contract. A change to the area of validity (fare zones, price levels) is possible from the first day of any calendar month in any of the Customer Centres of the company with which you are a customer. A change of this kind must be applied for by the 20th day of the preceding month. The change is made in the Customer Centre directly on the chip card. Customers who cannot come to a Customer Centre will receive a new chip card in the post, usually within 5 working days. The new debit amount is collected from the time of the change.

A COMPARISON OF FARE VERSIONS

MIA	MIAplus
AREA OF APPLICATION	
Valid on all local buses, trams and trains in the VBN area within the price level and the fare zones for which you have paid.	Valid on all local buses, trams and trains in the VBN area within the price level and the fare zones for which you have paid, as well as on Saturdays, Sundays and public holidays across the entire VBN area. This also applies to the people travelling with you in line with the regulations.
TERM OF VALIDITY	
Has a term of at least 12 months and can always be concluded as of the 1st day of the month. (The application must be submitted by the 10th day of the preceding month.)	
USAGE OPTIONS	
Valid for one person.	Valid for one person. On Mondays to Fridays from 7pm and on Saturdays, Sundays and public holidays, Christmas Eve and New Year's Eve, one additional adult and up to four children aged between 6 and 14 can also travel.
TRANSFERABILITY	
Yes.	
NIGHT ROUTE SUPPLEMENT	
Not included: You have to buy a night route supplement for every person when using the BSAG night routes, the VWG night express routes and the night owl routes.	Included: The night routes operating under VBN fares can be used without the supplement and the "NachteuleAmmerland" (Ammerland Night Owl) can be used free of charge (this also applies to the people travelling with you in line with the regulations).
CHILDREN	
Up to the age of 5, children can travel along for free.	

MIA PRICES IN DETAIL

Fare areas	Price level	Number of zones travelled	MIA	MIPlus
Bremen ¹	I	1	55.00	61.50
Bremerhaven	I	1	43.60	50.10
Oldenburg	I	1	45.00	51.50
Delmenhorst	I	1	41.30	47.80
Nordenham	I	1	41.30	47.80
Verden	I	1	41.30	47.80
Remaining VBN area without or in conjunction with the above-mentioned fare areas ²	A	1	41.30	47.80
	B	2	66.90	73.40
	C	3	90.60	97.10
	D	4	108.80	115.30
	E	5	130.30	136.80
	F	6	154.40	160.90
	G	7	176.20	182.70
	H	8 and more	212.00	218.50
Bremen and its environs ³	S	2	56.70	63.20

! Up to the age of 5, children can travel along for free.

The following options can be booked for MIA:	
1st class supplement per month	39.60
Bike season ticket per month (price levels I, A, B, S (1–2 zones))	29.20
Bike season ticket per month (whole network)	44.70

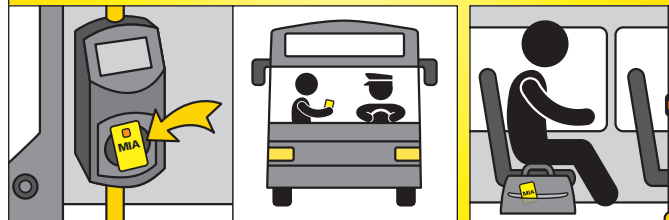
Updated 01/01/2019 Information in € per month

THIS IS HOW EASY IT IS TO TRAVEL WITH MIA



MIA is not only our most efficient, but also our most convenient ticket!

1. GET OUT YOUR MIA TICKET



2. EITHER HOLD YOUR MIA TICKET AGAINST THE READER WHEN YOU BOARD, OR SHOW IT TO THE DRIVER OR INSPECTOR

3. TRAVEL WITHOUT ANY CARES AT ALL TIMES

¹ Price level I (Bremen) = For trips within and between Bremen-City and Bremen-North irrespective of the mode of transport used.

² Price level A–H = The price for all other trips is based on the number of fare zones crossed. If you are travelling within an area (fare zone), for example in Worpsswede, you pay price level A for your trip. If you travel across two zones, for example from Zeven to Tarmstedt, price level B applies. For a trip over three fare zones, price level C applies. At price level H you can travel across the entire VBN area.

³ Price level S = For trips between Bremen and the immediate surrounding area in Lower Saxony, e.g. Bremen–Lilienthal or Bremen–North–Schwanewede.

A WHOLE STATE FOR MIA

Verkehrsverbund Bremen/Niedersachsen (VBN) will take you all across the entire VBN area. Whether by bus, tram or train. With just one ticket, you can use local public transport for the same fare and make as many changes as you want. The companies in the network will take you exactly where you want to go.

A video on using the MIA Ticket can be found at www.vbn.de/mia.



The entire VBN area is available to you with MIPlus on Saturdays, Sundays and public holidays, irrespective of the fare area covered by your season ticket. On these days you can take one adult and up to four children (from 6 up to and including 14 years of age) free of charge across the entire VBN area - from Nordholz to Lemförde, from Augustfehn to Rotenburg.

Find out your personalised price level

using the VBN fare zone at: www.vbn.de
or contact our VBN 24h Service Information 0421/59 60 59