

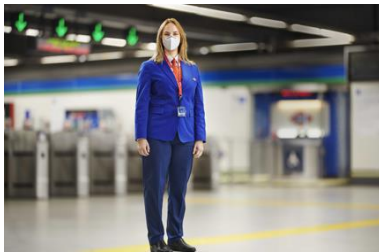
Easy-to-read Metro user guide

Who can inform you at Metro?

General information at Metro

When you need help or have a question, we recommend you:

- Look for station staff.
 - Station staff members are dressed in uniform with a blue jacket or coat and navy blue trousers.
 - In summer, they can be dressed in a white shirt with blue checks. Some women may wear a navy blue skirt.



Metro station staff in uniform.



Metro driver in uniform.



Metro station staff in uniform.

- Use the intercoms.



Station intercom.



Ticket vending machine intercom.

In addition, you also have these aids:

Help plans



Information signs in lobbies and on platforms informing you of:



Ticket and transport pass prices.



Map of the streets near the station.

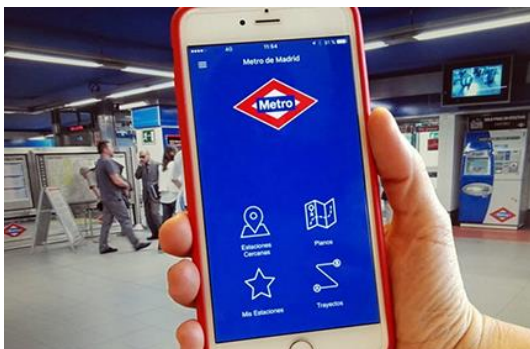


The frequency of trains, i.e. how often they run, depending on the time of day.



Warnings, such as road works and train disruptions.

Mobile App



For iPhone at the Apple Store.



For Android at the PlayStore.

And the customer service telephone number: **900 444 404**

Information on problems

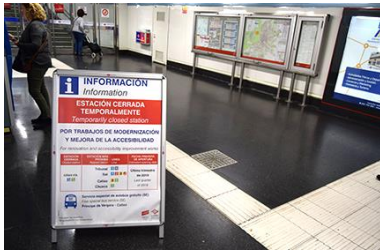
Problem 1

- A machine, a turnstile or an intercom doesn't work. You'll see yellow or red signs:



Problem 2

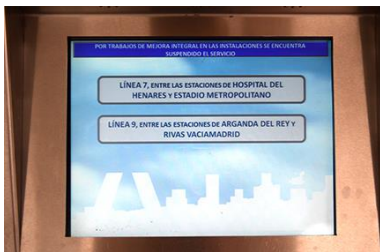
- A line or station is closed. Metro reports this in the following ways:



On information stands at station entrances, like the example in this photo.



With illuminated signs at the entrance or on the platforms.



On the displays of the ticket vending machines.



Through the public address system in stations and inside trains.