Buying period tickets in the FRAM app

FRAM offers various types of period tickets. You can buy a distance-based period ticket based on a from point and a to point, and there are combination tickets for bus+express boat and bus+ferry.

For certain geographical areas, FRAM have predefined period tickets for bus. The area tickets have separate pricing and will often be cheaper than if you choose a distance-based period ticket for the same area.

When you are buying a period ticket you should therefore start by checking out if there is a predefined area ticket for the area you will be travelling in (see pages 2-4). If there are no area ticket that suits your requirements you can buy a distance-based period ticket (see pages 5-9). On page 10 and 11 you will find information about where you find your active and previously used tickets, and how you can easily repeat the purchase of a ticket type that you have bought before.

Note! Most of the pictures in this document shows an iPhone. On Android phones, the screens may look a little different, but the processes are the same.

How to buy a period ticket in the FRAM app

Open the FRAM app and choose «Buy" (iPhone) or "Tickets >> Buy" (Android).

If you did not make any adjustments to your profile, you will start on the right screen when you open the FRAM app.
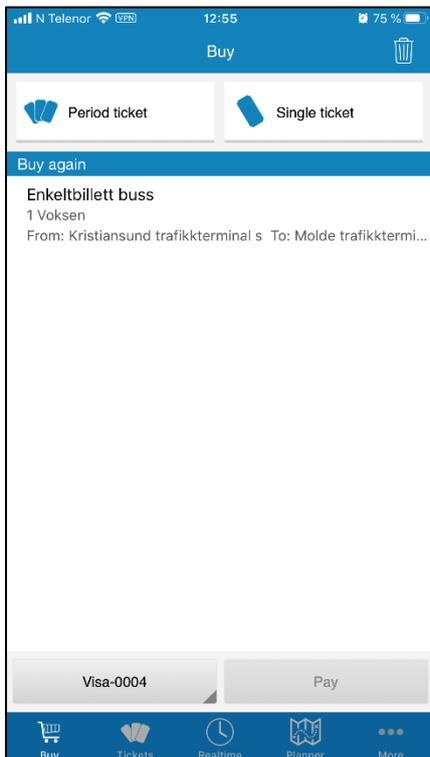
Tap with your finger on the button «Period ticket» at the top of the screen to start the purchasing process.

# Is there a predefined area ticket that suits your needs?
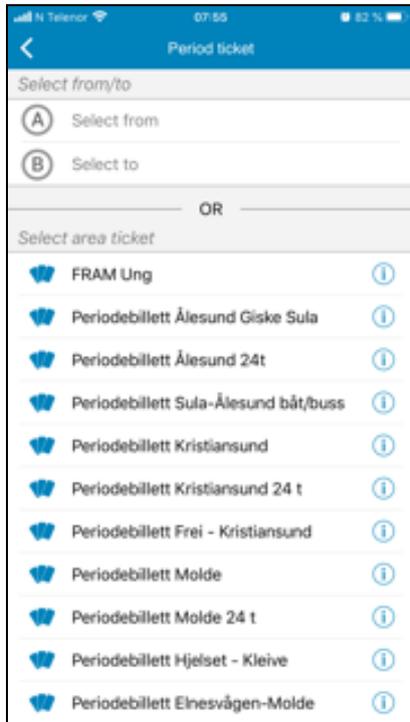
When you have tapped the button «Periodic ticket» you will come to a screen with to fields for entering a stop, (A) and (B), and a list of area tickets.

Use this list to see if there is a predefined area ticket for the area you will be travelling in. The list may be longer than you can see on one page. You can scroll down to see all available area tickets.

**Note!** Ticket product names are only available in Norwegian. "Periodebillett" means period ticket.
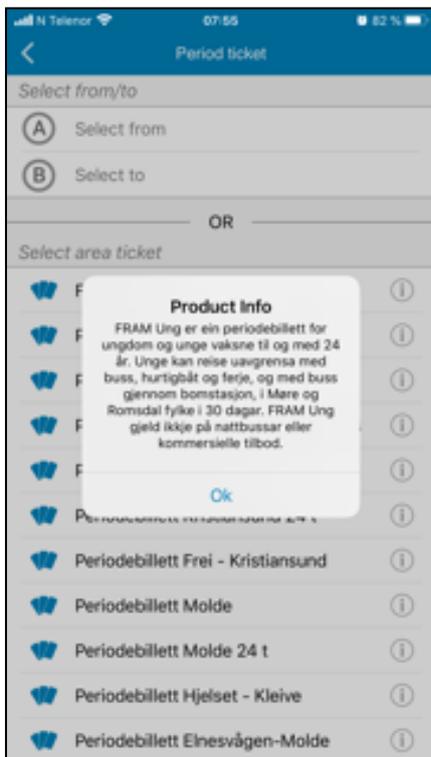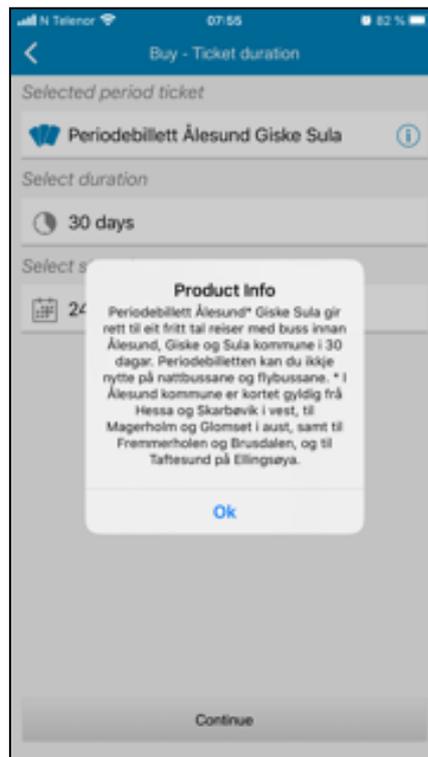
You can tap the (i) icon to the right of the product name to see more information about which area the ticket is valid for and the terms for using the product (picture 1).

For the time being, product info is only available in Norwegian.

It is also possible to display product information for the selected period ticket in the next step. Then you may tap the (i) icon next to the name of the period ticket (picture 2).

Picture 1   Picture 2

Note! Area tickets are zone-based and do not follow the municipality (kommune) limits. For example, the area ticket "Periodebillett Ålesund, Giske, Sula» is not valid for the complete "new Ålesund" municipality, but from Hessa and Skarbøvik in the west to Magerholm and Glomset at the east, and to Fremmerholen and Brusdalen, and to Taftesund at Ellingsøya, in addition to Giske and Sula.
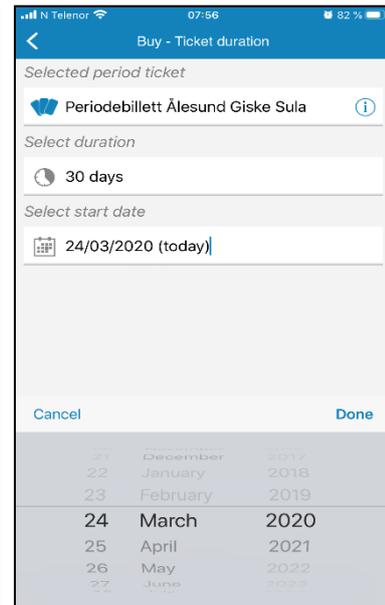
If you find a predefined area ticket that you can use, tap the product name in the list (picture 1) to select this area ticket.
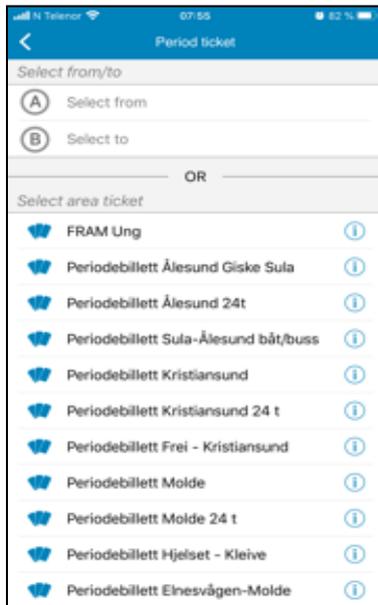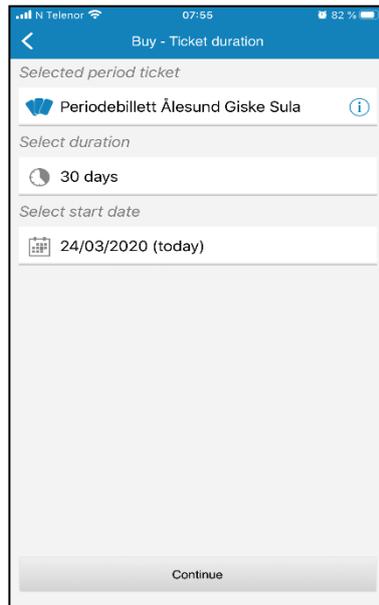
Picture 1   Picture 2   Picture 3

When you have selected the ticket you have the possibility to change the start date for the period ticket, i.e. to set the start date for the ticket to a future date. The default setting is that start date is set to today's date.

If you want to change the start date, tap the date displayed under "Select start date" (picture 2) to display a date selector.

Note! The date selector will look differently on iPhone and Android. The picture above shows how it looks on an iPhone.

When you have selected the required date, tap "Done" to close the date selector (picture 3) and then on the button "Continue" (picture 2) to proceed with your purchase.

Next, you must choose the correct ticket category. (Voksen = Adult, Student = Student, Barn = Child)
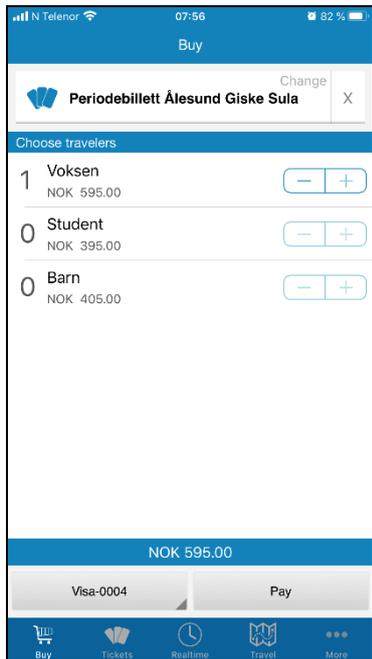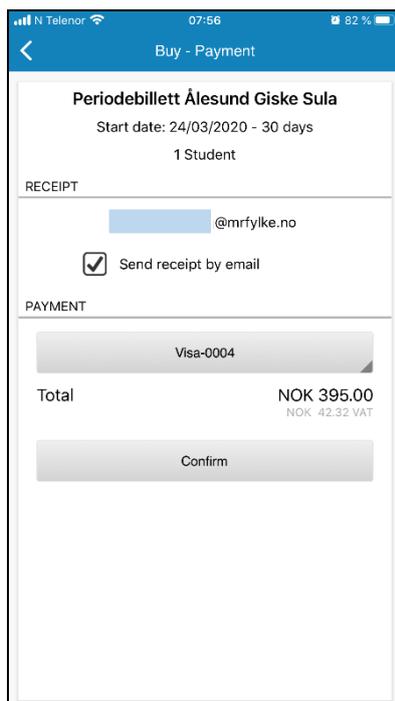

Picture 1
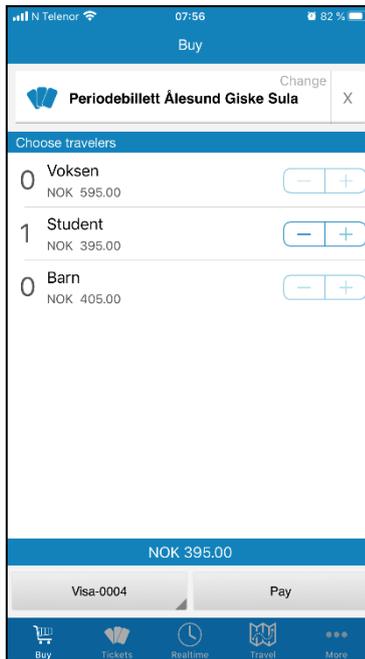
Picture 2

The default selection is 1 adult ticket (picture 1).

If you do not want a period ticket for an adult, tap the minus button next to "Voksen" to set the number to 0. Then tap the plus button next to the ticket category you want to buy (picture 2).

A period ticket can only be used on the phone that you buy it on, so it is seldom relevant to buy more than one period ticket at the time on one phone. Make sure that you only tap the plus button once for the required category and that there is a 0 in front of the others. If not, more than one ticket will be purchased.

If you tapped more than once by mistake, you must correct this before moving on. Tap the minus button for the selected ticket category until you have the number 1 in front of the category you want to buy a ticket for.

When you have selected the correct ticket category and 1 ticket, tap "Pay".

Before you go through with payment and confirm the purchase, check that the selected ticket product, start date and ticket category are correct. Also, make sure that you have checked the box for receipt via e-mail if you would like to receive this.

If you want to change to a different credit card for the purchase, tap the button with credit card information under "PAYMENT" to change the information. You can also tap the button «PAYMENT» to change payment to VIPPS instead.

When everything looks OK, tap "Confirm" to complete the purchase.

How to buy a distance-based period ticket

If none of the predefined area tickets meet your requirements you can buy a distance-based period ticket for a distance that you define.

When you have tapped the button "Period ticket" you come to a screen with two fields for selecting your stop, (A) and (B), and a list of predefined area tickets (picture 1).

When you want to buy a distance-based period ticket you must enter a *from stop/zone* and a *to stop/zone* to define the distance. Note, however, that the period ticket is valid in both directions.
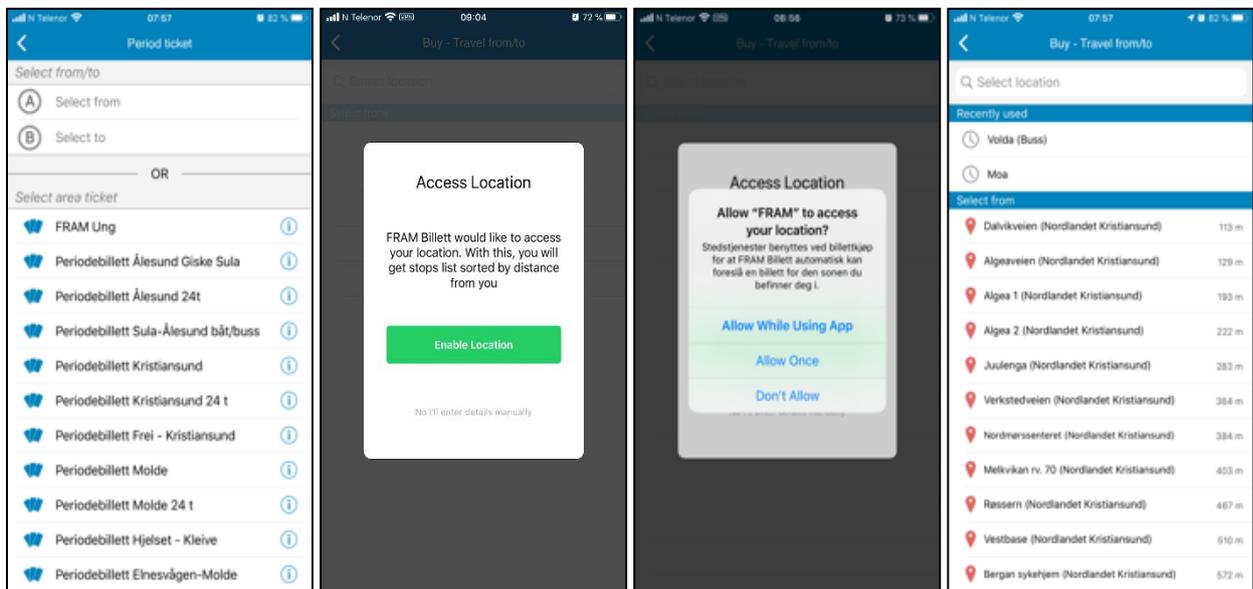
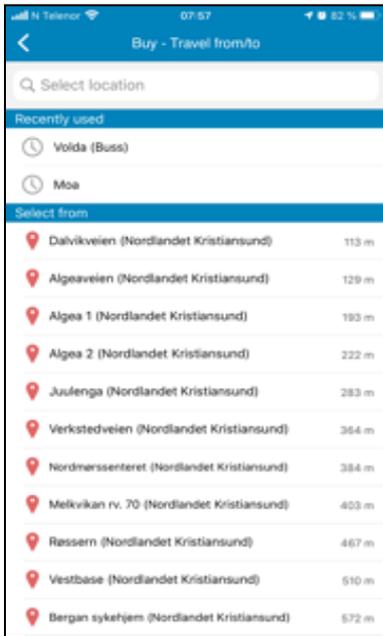| Picture 1 | Picture 2a | Picture 2b | Picture 3 |

Tap in the field «(A) Select from» (picture 1) to find and choose the stop/zone you will travel from.

Note! The first time you search for a stop/zone you will be asked if you will give the FRAM app access to your geographical location so that the app can sort the list of stops by the nearest stops (pictures 2a and 2b).

Stops have a red compass needle in front of the name (picture 3), whereas zones have a map icon before the name. On an iPhone, stops will be displayed first. On Android phones, zones are displayed first.
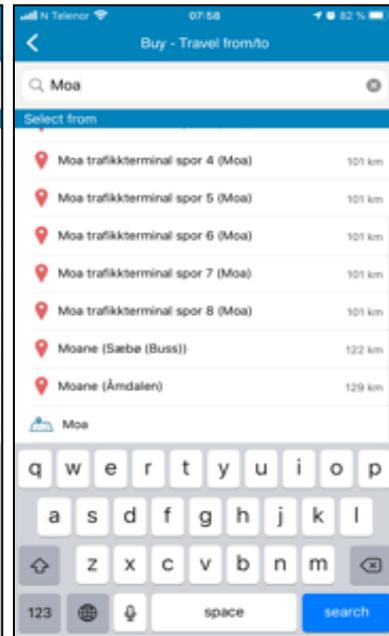
If you want to see other stops, you can type the start of the name of the stop/zone you will travel from under "Select location". (In the example below, the user has typed Moa (picture 2) and then entered a space (picture 3) to see all stops/zones with a name that starts with Moa.)
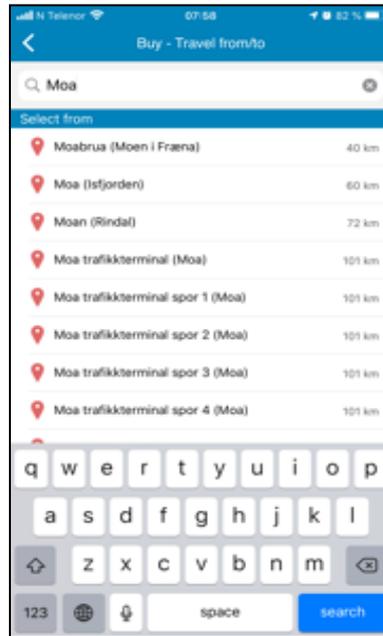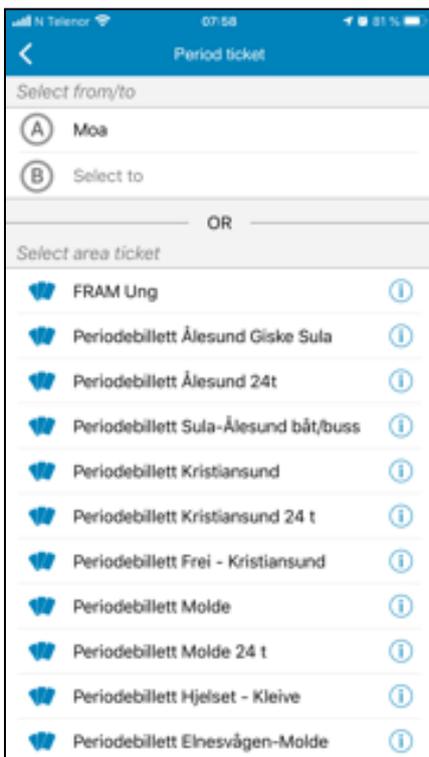

Picture 1   Picture 2   Picture 3

Scroll down in the list and find the correct stop or zone and tap the relevant stop/zone. This will now be entered as your starting point.

Now tap in the field «(B) Select to» and repeat the process to find the stop or zone you want to travel *to*. When you have found the correct stop/zone, tap it to choose it as your *to* location.

When both (A) (from location) and (B) (to location) has been selected you will see a list of available distance-based period ticket types under "Choose ticket".

Note! Ticket product names are only available in Norwegian. "Periodebillett" means period ticket, "buss" is bus, "dager" means days. "Hurtigbåt" means express boat and "Ferge" means ferry.

To proceed, tap the name of the required period ticket in the list of available ticket types.
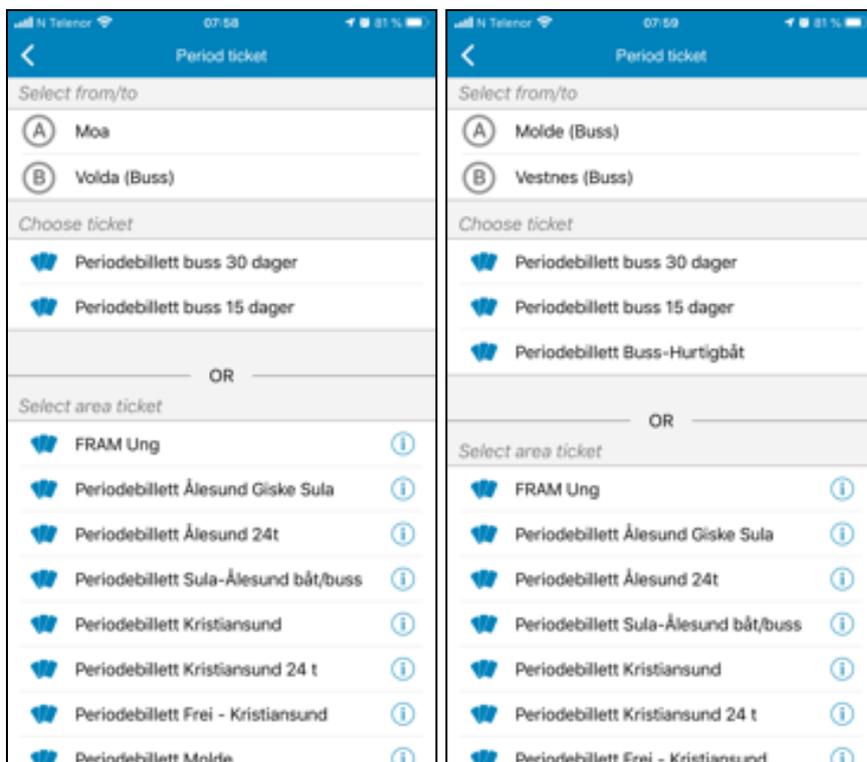
Note that the selection of distance-based period tickets will vary, depending on the selected distance. (See two different examples in the pictures above.)

Note! The list of predefined area tickets will be displayed further down on the screen, enabling you to choose one of these if you find out that one of the predefined area tickets cover your needs. (All area tickets are displayed, not only area tickets applicable to the area you have specified in your search.)
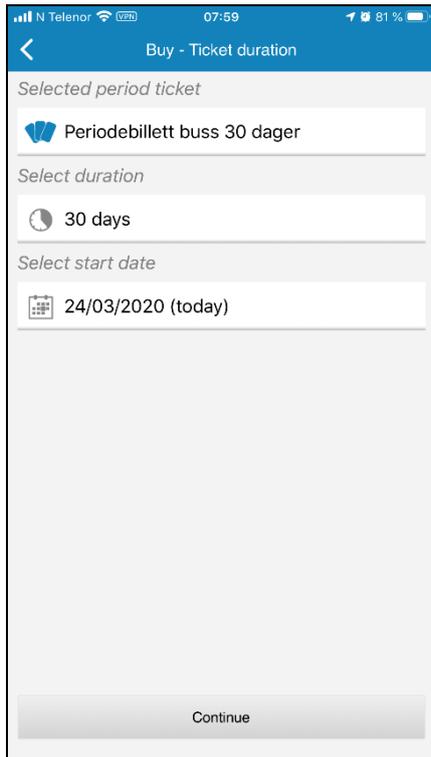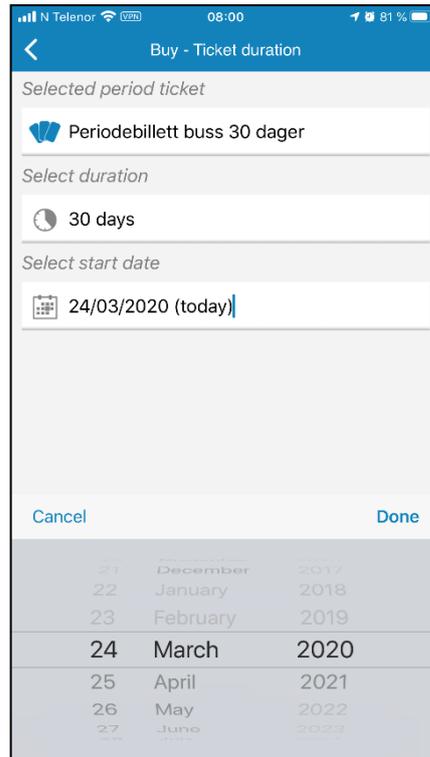
Picture 1   Picture 2

When you have selected a ticket, you can change the start date for the period ticket to a future date. The default setting is today's date.

If you want to change the start date, tap the date displayed under "Select start date" (picture 1) to open a date selector.

Note! The date selector on an iPhone looks different than the one displayed on an Android phone. The picture above shows how it looks on an iPhone.

When you have selected the required date, tap "Done" to close the date selector (picture 2) and then on the button "Continue" (picture 1) to proceed with your purchase.

Next, you must choose the correct ticket category. (Voksen = Adult, Student = Student, Barn = Child)
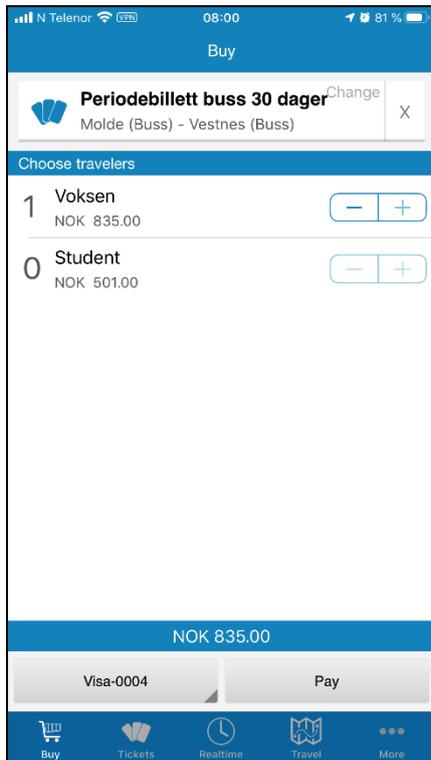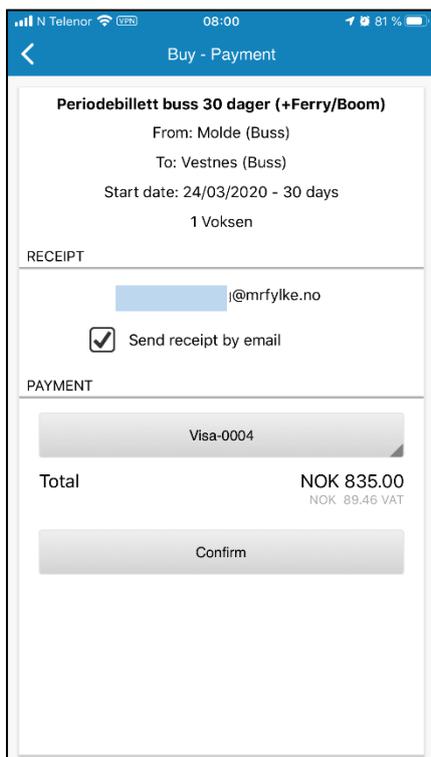
The available ticket categories for the distance-based period ticket you have selected are displayed. The default selection is 1 adult ticket.

If you do not want a period ticket for an adult, tap the minus button next to "Voksen" to set the number to 0. Then tap the plus button next to the ticket category you want to buy.

A period ticket can only be used on the phone that you buy it on, so it is seldom relevant to buy more than one period ticket at the time on one phone. Make sure that you only tap the plus button once for the required category and that there is a 0 in front of the others. If not, more than one ticket will be purchased.

If you tapped more than once by mistake, you must correct this before moving on. Tap the minus button for the selected ticket category until you have the number 1 in front of the category you want to buy a ticket for.

When you have selected the correct ticket category and 1 ticket, tap "Pay".

Before you go through with payment and confirm the purchase, check that the selected ticket product, start date and ticket category are correct. Also, make sure that you have checked the box for receipt via e-mail if you would like to receive this.

If you want to change to a different credit card for the purchase, tap the button with credit card information under "PAYMENT" to change the information. You can also tap the button «PAYMENT» to change payment to VIPPS instead.

When everything looks OK, tap "Confirm" to complete the purchase.
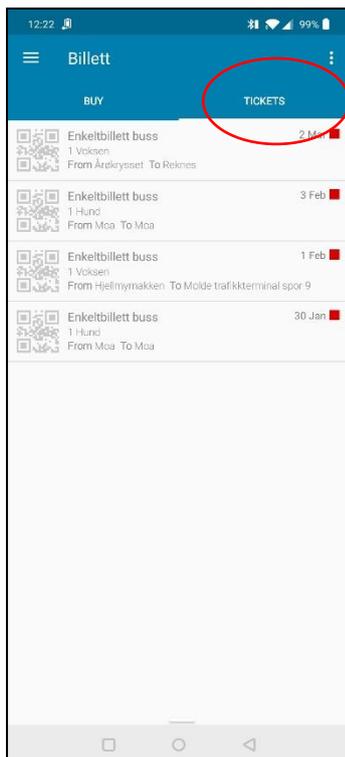
Find active and previously used tickets

Ticket overview – iPhone
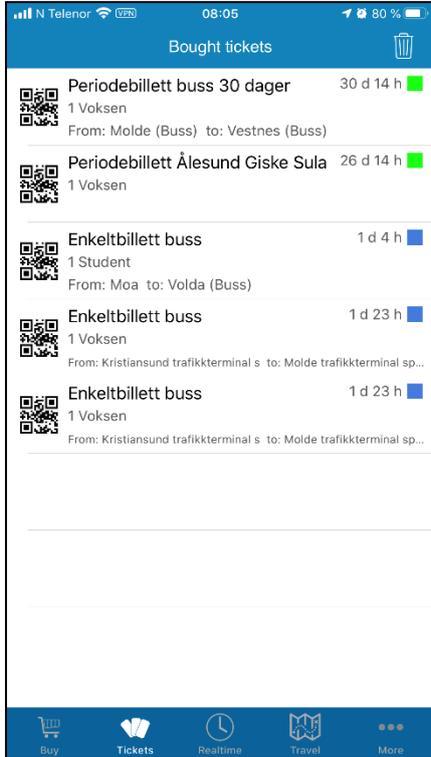
Tap "Tickets" in the menu at the bottom of the screen to display an overview or your active and previously used tickets.

Ticket overview – Android

The overview of active and previously used tickets is found under "Tickets".

The default opening screen when you choose "Tickets" is the screen "Buy". To open the overview of active and previously used tickets, tap the "TICKETS" tab (highlighted in the picture to the left).

This list shows all your active and previously bought tickets.

You will also find «tickets" under the tab "Buy", but this is only an overview of the types of tickets you have bought. You can tap a ticket to buy the same ticket type again. (See next page.)

Kjøpe same type billett som du har kjøpt tidlegare
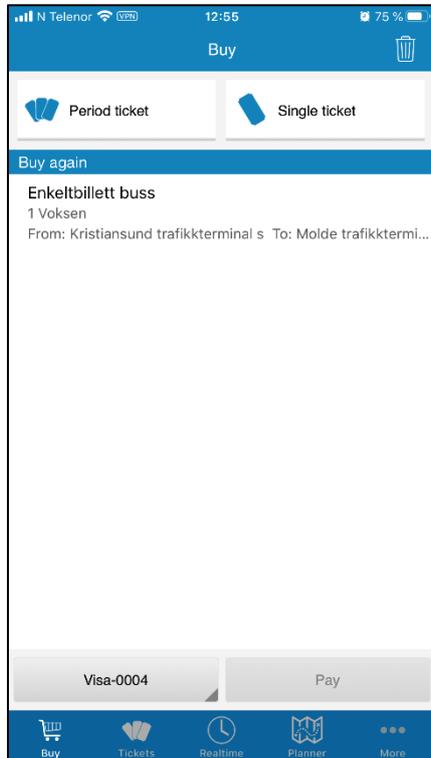
Under «Buy» (iPhone) and «Tickets >> Buy" (Android) you find a list of the types of tickets that you have previously bought.

If you want to buy the same type of ticket again, tap the ticket type you want to buy. This will take you into the purchasing process for the ticket. By doing it this way, you are reducing the number of steps in the purchasing process.

Note! If you buy a new period ticket via the "Buy again" option you will not be able to change the start date for the period ticket. The start date will be set to today's date, and you will not be able to change this.

If you want to buy a period ticket and set the start date to a future date, you must start the purchasing process by tapping the "Period ticket" button at the top of the screen.