

SERVICES CHARTER

AREA	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Rights of residents - New registrations	●	●	●	●
Rights of residents - Cancelled registrations	●	●	●	●
Rights of residents - Changes to data	●	●	●	●
Rights of residents - Special renewal	●	●	●	●
Incidents and resident payment information	●	●	●	●
Claims for amount	●	●	●	●
Virtual ticket	●	●	●	●
Penalty cancellations	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●
Incidents Onaparcar residents	●	●	●	●

BICING	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
New registrations	●	●	●	●
Cancelled registrations	●	●	●	●
Changes to data	●	●	●	●
Accident management	●	●	●	●
Incidents and payment information	●	●	●	●
Claims for amount	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●

SMOU	Support Face-to-face	Support Telephone	Support Written	Online
Incidents and information SMOU-Agilpark	●	●	●	●
Incidents and information SMOU, SMOU-apparkb	●	●	●	●
Incidents and information SMOU-Endolla	●	●	●	●
Incidents and information SMOU-Bicing	●	●	●	●

CAR PARKS	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Subscriptions - New registrations	●	●	●	●
Subscriptions - Cancelled registrations	●	●	●	●
Subscriptions - Changes to data	●	●	●	●
Controls - Management and delivery to subscribers	●	●	●	●
Online invoices - Incident management	●	●	●	●
Information requests	●	●	●	●
Complaints, claims and suggestions	●	●	●	●
Time cards - Incident management	●	●	●	●

CEMETERIES	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●



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MUNICIPAL TOW SERVICE	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●
Vehicle Surrender	●	●	●	●
Refund of vehicle movement charge	●	●	●	●

ENDOLLA	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●
Management of Endolla card	●	●	●	●

ZOO	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Complaints, claims and suggestions	●	●	●	●
ZooClub renewals	●	●	●	●

BARCELONA NORD STATION	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●

SPRO-DUM	Support Face-to-face	Support Telephone	Support Written	Online
Incidents and information SMOU-Bicing	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●

SPRO-ZONA BUS	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●
Complaints, Claims and Suggestions	●	●	●	●

CIVIC OFFICERS	Support Face-to-face	Support Telephone	Support Written	Online
Complaints, Claims and Suggestions	●	●	●	●

PARC MONTJUÏC	Support Face-to-face	Support Telephone	Support Written	Online
Complaints, Claims and Suggestions	●	●	●	●

PARK GÜELL	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●

OLYMPIC PORT	Support Face-to-face	Support Telephone	Support Written	Online
Service information	●	●	●	●

