

PRESS RELEASE

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Ticketing for Île-de-France region public transport: in two decisions, ART settles disputes between Île-de-France Mobilités, on the one hand, and RATP Smart Systems and SNCF Connect, on the other, in accordance with the 2019 law on mobility orientation (LOM)

By two decisions of 18 February 2026^[1], the French Transport Regulatory Authority (ART) rules on the dispute settlement requests between RATP Smart Systems and SNCF Connect, on the one hand, and Île-de-France Mobilités, on the other, concerning the conditions under which the “Bonjour RATP” and “SNCF Connect” mobile applications may sell public transport tickets in the Île-de-France region. ART issues several injunctions in this regard to restore distribution conditions that comply with the provisions of the law on mobility orientation (LOM), so as to ensure the widest possible access to ticket sales for users and fair treatment among all players. It also rules on the conditions for the digitalisation of transport tickets in Apple’s Wallet.

THROUGH THESE TWO DECISIONS, ART IMPLEMENTS LEGISLATIVE PROVISIONS AIMED AT PROMOTING THE DEVELOPMENT OF DIGITAL DISTRIBUTION PLATFORMS, FOR THE BENEFIT OF USERS AND MODAL SHIFT

The “IDF Mobilités”, “Bonjour RATP” and “SNCF Connect” mobile applications are “multimodal digital services”, i.e. digital interfaces that enable the sale of transport tickets and, where applicable, their validation directly via smartphone. These tools were identified by the law on mobility orientation (LOM)^[2] as a means of facilitating the uptake of new, more environmentally friendly modes of transport. By providing access to mobility solutions via a digitalised “one-click” purchase journey, they help simplify users’ mobility, encourage intermodality and offer an alternative to single-occupancy car use.

The French legislator has entrusted ART with the mission of ensuring the proper functioning of the digital distribution sector for transport tickets, including by ensuring that fair and transparent conditions are maintained among all players. To this end, the legislator has notably granted ART dispute settlement powers, through which, when referred to by parties with a legitimate interest and subject to judicial oversight, it exercises a regulatory function aimed at upholding economic public policy, for the benefit of users.

In this capacity, ART was referred disputes relating to the contractual conditions for the distribution of Île-de-France Mobilités transport tickets by third-party platforms. In the course of settling these disputes, ART found that certain disputed clauses were causing malfunctions in the Île-de-France digital ticketing sector, to the detriment of third-party platforms and, ultimately, users. ART has accordingly issued several injunctions.

THE INJUNCTIONS ISSUED BY ART PURSUE SEVERAL OBJECTIVES:

- **Expanding the range of tickets available on mobile applications**

In order to guarantee users complete freedom of choice in their purchasing interface, Île-de-France Mobilités will in particular be required to allow multimodal digital services to offer the full range of fare products available on its own digital channels. Mobile applications will thus be able to sell the dematerialised Navigo Liberté+, currently only available on the IDF Mobilités mobile application^[3]. Subscriptions for tickets not yet available in digital format (Navigo Annuel, Imagine R passes) may also be completed *via* the websites of multimodal digital services.

- **Facilitating ticket combinations and simplifying the purchase journey**

To simplify the purchase journey, ART orders Île-de-France Mobilités to take the measures that will enable multimodal digital services to offer their users the ability to pay, in a single transaction, for baskets comprising transport tickets from different mobility services. This development will streamline the user experience and in particular facilitate “end-to-end” journey booking.

- **Remunerating platforms for their contribution to distribution quality**

In order to support the development of the digital distribution sector as intended by the legislator, ART orders Île-de-France Mobilités to remunerate multimodal digital services for their delivery of Île-de-France Mobilités transport tickets – prices of which they cannot modify – so that they can generate a margin to fund their activity. Digital platforms, which increase the visibility of transport offers and enable different combinations thereof, contribute to improving distribution quality and thus encourage users to use mobility services.

- **Putting an end to the “disintermediation” of mobile applications in Apple's *Wallet***

ART also rules on the conditions for the digitalisation of transport tickets on Apple devices, whose ecosystem requires mandatory storage of tickets in the digital card carrier *Wallet*. In this regard, ART orders Île-de-France Mobilités and Apple to take the necessary measures to prevent a mobile application from being “disintermediated”, meaning that it would lose its relationship with the user once the ticket is stored in the *Wallet*. ART also orders them to ensure equal treatment among the different purchase journeys available on Apple devices, whether the user chooses to purchase their ticket *via* a mobile application or directly in the *Wallet*.

Consult (in French):

- [Decision No. 2026-013 \(RATP Smart Systems\)](#)
- [Decision No. 2026-014 \(SNCF Connect\)](#)

^[1] See also in this regard the interim measures decision issued by ART [on 31 July 2025](#).

[2] Law No. 2019-1428 of 24 December 2019 – the Mobility Act

[3] These decisions will be published shortly on ART's website, following completion of the preliminary formalities relating to the protection of business secrecy.

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About the French Transport Regulatory Authority (ART)

Since 2010, the French railway sector has had an independent authority to accompany its gradual opening to competition: the Autorité de régulation des activités ferroviaires (Araf). Law 2015-990 of 6 August 2015 on growth, activity and equal economic opportunity extended the regulator's powers to road activities - coach transport and motorways. On 15 October 2015, Araf became the Autorité de régulation des activités ferroviaires et routières (Arafer), with the mission to contribute to the proper functioning of public service and competitive activities for the benefit of rail and road transport customers.

With competence for the regulation of airport charges since 1 October 2019, Arafer became the Transport Regulatory Authority (ART) on that date. Lastly, Law No. 2019-1428 of 24 December 2019 -mobility act- extended ART's powers and missions to the opening up of mobility and ticketing data, as well as to the regulation of infrastructure manager activities and security activities carried out by RATP in Île-de-France. Its opinions and decisions are adopted by a college of five independent members chosen for their economic, legal or technical skills in the field of digital services or transport, or for their expertise in competition matters. It is chaired since 29 December 2023 by Thierry Guimbaud.