How old are you? Under 18 18 - 2525 - 4545 or more

Gender: Male / Female

Education:

Neighborhood:

Disabilities: Yes / No

If yes what kind of disability:

How often do you travel?

At what time do you travel?

How often do you buy ticket?

What kind of ticket do you usually buy?

What options do you prefer to buy a ticket?

How do you pay?

Have you ever used TVM?

What particular aspect(s) of TVM do you like?

What particular aspect(s) of TVM do you dislike?

What factors motivated you to use TVM?

Have you ever wanted to cancel your purchase?

What was the reason for cancellation?

How was the return process?

How satisfied were you with the return process?