

FAQ - Frequently asked questions

for the additional option naldo-Plus (can only be used with a D-Ticket)



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1. Order and term

Where can I order naldo-Plus?

Where can I order the naldo-Plus?

You can order the additional option naldo-Plus in the subscription customer portal at abos.naldo.de or send the order form to one of the subscription centres. When ordering via the subscription customer portal, please register once. You will then receive a confirmation link, which you must activate within three days, only then will you be able to place an order in the subscription customer portal.

Please note: The access data for the mobile ticket shop in the naldo app and the online ticket shop for day tickets at tagestickets.naldo.de cannot be used for the naldo customer portal.



Abo-Kundenportal
abos.naldo.de

Tickets are issued as chip cards and can be ordered up to the 10th of the previous month.

The additional option 'naldo-Plus' is only valid in conjunction with a valid Deutschlandticket issued to the same ticket holder and available as a chip card or Print@Home ticket. This does not apply to the Deutschlandticket Tübingen, for which no naldo-Plus can be booked!

How does the chip card work?

If you order a chip card, it will be sent to you by post, which can take up to four weeks. A Print@Home ticket is also available.

The following is printed on the chip card: first name, surname, subscription number and the responsible subscription centre. The chip card does not contain any textual reference to the travel authorisation(s); these are only available digitally and can only be read using special control apps.

The chip card is valid for a maximum of five years. Please keep the chip card, even if you cancel your naldo-Plus for one or more months. It can be reactivated by us as soon as you start a new season ticket. If you have ordered a Deutschlandticket at the same time, you will only receive one chip card. This contains the travel authorisation of the Deutschlandticket and that of naldo-Plus.

You will receive a new chip card in the following cases: If you change your name or add one or both of the additional options naldo-Plus and/or First Class BW. Please keep the chip card you have until the new chip card has been sent to you. If you change your place of residence,

you **will not** receive a new chip card - in this case, please change your address details in the subscription customer portal.

If you lose your chip card, the Abocenter will issue you with a new chip card for a processing fee of 15 euros. If the chip card is defective, please also contact the Abocenter responsible for you; this is noted on the chip card.

How does the Print@Home ticket work?

The Print@Home ticket is available in the 'Manage existing subscription' area and can be printed out monthly.

The naldo-Plus can be cancelled monthly - how does this work?

The naldo-Plus can be cancelled in writing (by e-mail, letter or fax) for one or more months on the first of each month at your Abocenter, whereby the cancellation must be made by the 10th of the previous month at the latest. No debit will be made for the cancelled period.

From what age can I register in the subscription customer portal?

Registration in the subscription customer portal is only possible from the age of 18. However, you can also order the Deutschlandticket for third parties (who may of course also be under 18).

What means of payment are possible and when will I be debited?

Payment can be made by SEPA direct debit. The amount will be debited from the 15th of the previous month. In addition, an order confirmation (immediately) and a purchase receipt (always from the 5th of the following month) are available in the 'Manage existing subscription' section for submission to your employer and the tax office. Contact

2. Contact

Who can I contact if I have questions about my order?

The Abocenter responsible for you:

naldo-Abocenter Reutlingen

c/o RSV-Mobilitätszentrale

Eberhardstraße 1, 72764 Reutlingen | Tel.: 07121/9430-65 | Fax: 07121/9430-66 | E-Mail: abo-rt@naldo.de
Montag - Freitag von 8.00 - 17.00 Uhr

naldo-Abocenter Tübingen

c/o Stadtwerke Tübingen GmbH

Eisenhutstraße 6, 72072 Tübingen | Tel.: 07071/157-457 | Fax: 07071/157-311 | E-Mail: abo-tue@naldo.de
Montag - Donnerstag von 8.00 - 17.00 Uhr | Freitag von 8.00 bis 13.00 Uhr

naldo-Abocenter Süd

c/o Regionalverkehr Alb-Bodensee GmbH (RAB)

Karlstraße 31-33, 89073 Ulm | Tel.: 0731/1550-0 | Fax: 0731/1550-28160 | E-Mail: abo-sued@naldo.de
Montag - Freitag von 8.00 - 18.00 Uhr

IGP – AboCenter

Interessengemeinschaft des Personenverkehrsgewerbes eG

Dornierstraße 3, 71034 Böblingen | Tel.: 07031/623-180 | Fax: 07031/623-158 | E-Mail: naldo-abocenter@igp.wbo.de
Montag - Donnerstag von 8.00 - 11.00 Uhr und 13.00 - 16.00 Uhr | Freitag von 8.00 - 11.00 Uhr

3. Tariff

What does the additional option 'naldo-Plus' include?

The Deutschlandticket is transferable within the naldo network together with the additional naldo-Plus option and includes a naldo-wide take-along regulation: up to four people can be taken along from 7 pm Monday to Friday and all day on Saturdays, Sundays and public holidays until 5 am on the following day. One bicycle can be taken instead of one person. There is an even better option for families with four or more children: all persons registered on a regional family pass can travel on the bus at the times mentioned above. The special carriage regulations of the Tübingen city fare do not apply.

What happens if the fares are increased?

The monthly amounts will be adjusted automatically - in this case, however, you have a special right of cancellation.

4. output medium

In what form can I obtain the naldo-Plus?

The additional option is provided as a chip card or Print@Home ticket.

5. Change, illness and loss

What happens if I lose my naldo-Plus travel authorisation?

The additional option 'naldo-Plus' cannot be replaced if it is lost.

What happens if I fall ill or go on holiday for several weeks?

As you can cancel the naldo-Plus monthly, you are very flexible. If you do not wish to use the service for one or more months, please inform your Abocenter in writing (by e-mail, letter or fax) by the 10th of the previous month at the latest. You will not be debited for this period.