

# FAQ - Frequently asked questions

for the D-Ticket JugendBW /  
D-Ticket JugendBW Tübingen



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## 1. Order, term, output media

### Where can I order the D-Ticket JugendBW?

You can order the Deutschlandticket JugendBW in the Abo-Kundenportal at [abos.naldo.de](https://abos.naldo.de) > Button 'D-Ticket JugendticketBW (naldo: Azubis, FSJ, BFD, Tübingen: Schüler/ KreisBonusCard) via Abocenter'. Please register there once, you will then receive a confirmation link which you must activate within three days, only then is it possible to order the fare product.

*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](https://tagestickets.naldo.de) cannot be used for the naldo customer portal.*



Abo-Kundenportal  
[abos.naldo.de](https://abos.naldo.de)

Trainees, volunteers and young adults must live in one of the four naldo districts of Reutlingen, Tübingen, Sigmaringen and Zollernalbkreis. For school pupils (outside SLV), the place of school must be within the four naldo districts.

You can choose whether you would like to purchase the Deutschlandticket JugendBW as a mobile phone ticket or as a chip card.

The order deadlines for the Deutschlandticket JugendBW/Deutschlandticket JugendBW Tübingen are as follows:

- Mobile phone ticket: up to and including the 27th of the month (both for the current month and up to three months in advance).  
*Please note that orders placed at short notice at the weekend/on public holidays can only be processed by the Abocenter on the following working day.*
- Chip card: up to and including the 10th of the previous month.

### Where can I order the Deutschlandticket JugendBW Tübingen?

Also via the Abo customer portal > button 'D-Ticket JugendticketBW (naldo: trainees, FSJ, BFD, Tübingen: pupils/district bonus card) via Abocenter'. It can be ordered by students, trainees and volunteers whose place of residence is in the city of Tübingen (city centre and districts). Please note that when ordering, we require proof (copy of official photo ID - reverse side! or registration certificate) that the ticket user lives in Tübingen (city centre or suburbs).

### 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 JugendBW for third parties (who may of course also be under 18). This means that legal guardians can register themselves and manage the contract data for their child/children and young people.

### How does the mobile phone ticket work?

With the mobile phone ticket, you will receive a retrieval code for the Where To? app by e-mail at the earliest five days before the start of your subscription; alternatively, it will also be displayed in the contract overview. You can use this to activate your Deutschlandticket JugendBW in the 'My tickets' section under "Already have a travelcard? Import now". If you order during the current month, the ticket will be made available at the latest 48 hours after a positive check by the relevant subscription centre (at weekends/on public holidays possibly on the following working day). As a general rule, the mobile phone ticket can be used regardless of age (including under 18s).



By the way: The code must be entered once and the new ticket activated on the first day of the next month by swiping to the left. The code can also be reused when changing devices, but please note that it changes after each year of use. Mobile data volume is only required once a month to update the mobile phone ticket. After that, you can travel offline. Please make sure that your smartphone allows updates to the Where To? app. The mobile phone ticket can be used for all smartphones that can download the Where to? app from the Google Play Store (Android) or iTunes (iOS).

The "mobile phone ticket" issuing medium is only available for the Deutschlandticket (Jedermann and Job-Ticket), but not if the additional options naldo-Plus and First Class BW are used

In addition, a monthly Print@Home ticket for the naldo network is available for you in the subscription customer portal

### How does the chip card work?

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

The following information is printed on the chip card: first name, surname, subscription number and the relevant subscription centre. The chip card does not contain any textual reference to the travel authorisation; this is only available digitally and can only be read using special control apps. The travel authorisation for the D-Ticket JugendBW is standardised throughout Germany and can be checked by control devices within the area of validity of the D-Ticket JugendBW, i.e. also outside the naldo.

The chip card is valid for a maximum of five years. If you change your place of residence, you **do not need** a new chip card - in this case, please change your address details in the subscription customer portal.

If you lose your chip card, the subscription centre 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 for the naldo network is available in the 'Manage existing season ticket' section and can be printed out monthly.

**Is the Deutschlandticket JugendBW valid for exactly one year and when does the cancellation have to be submitted?**

The Deutschlandticket JugendBW runs for twelve months and is then extended indefinitely. It can be cancelled after the first year of use in writing to the subscription centre responsible for you on the first of each month, but the cancellation must be made by the last day of the previous month at the latest. In the event of cancellation in the first year of purchase, the difference to one monthly instalment of the Deutschlandticket plus a processing fee of two euros will be charged for the months already travelled. The Deutschlandticket JugendBW can be continued during the training/voluntary service/school period up to the year of training/voluntary service/school year in which you turn 27. For young adults, it can be drawn until the end of the month in which you turn 21.

**Which payment methods are possible and when is the direct debit made?**

Payment can be made by SEPA direct debit. The amount is 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' area for submission to your employer and the tax office.

**How do I deactivate my customer account in the subscription customer portal?**

Please note that if you deactivate your customer account in the subscription customer portal, you will no longer be able to place orders. If you would like to deactivate your account or if you have any further questions, please contact the subscription centre responsible for you.

## 2. Contact

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

The Abocenter responsible for you:

**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

**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

**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. Illness/holiday and loss

#### **What happens if I lose my chip card?**

If you lose your chip card, the Abocenter will issue you with a new chip card for a processing fee of 15 euros. You can temporarily use the Print@Home ticket when travelling on naldo.

#### **What happens if I fall ill?**

If you are unfit to travel for an uninterrupted period of at least 14 days and can prove this with a medical certificate, you only need to inform your Abocenter within one month - it will then refund you 1/30 of the monthly amount for each day of illness! The processing fee is two euros.

#### **What if I am on holiday for several weeks?**

If you are on holiday, there is no possibility of a refund.

### 4. Tariff

#### **Where exactly is the Deutschlandticket JugendBW valid?**

The Deutschlandticket JugendBW is valid around the clock, seven days a week on local public transport (2nd class) throughout Germany (not on long-distance services: ICE, IC, EC, long-distance bus). Exceptions are the Intercity trains on the Gäubahn (KBS 740 - Stuttgart-Singen), which can also be used with the Deutschlandticket JugendBW. An official photo ID or, in the case of schoolchildren, a comparable proof of identity (e.g. school ID) must be carried. If no student ID card is issued, children and young people under the age of 16 are not required to provide proof of identity.

#### **Carriage regulations and transferability**

The Deutschlandticket JugendBW is a personal ticket that is not transferable. It is only valid for 2nd class.

#### **Inspection**

The passenger in whose name the Deutschlandticket JugendBW was purchased must be able to identify himself/herself with an official photo ID (issued by a public authority) during a ticket inspection. In the case of schoolchildren, a comparable proof of identity (e.g. school ID card) must be presented. If no student ID card is issued, children and young people under the age of 16 are not required to provide proof. To ensure that the Deutschlandticket JugendBW can only be used by the authorised person, the first name and surname of the user are displayed on the ticket, as well as the contact details of the responsible subscription centre and the subscription number.

#### **What happens if I cannot show my valid mobile phone ticket (e.g. battery empty, display defective, etc.) or have forgotten my chip card?**

In this case, it is not possible for our ticket inspectors to check whether you have a valid ticket. You will therefore initially be issued with an increased fare. However, if the correct ticket purchase can be proven within one week, the increased fare will be reduced to seven euros.

**What happens if fares are increased?**

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

**Can I take my bike on buses and trains and how much does it cost?**

Bicycles can be taken free of charge on all naldo rail routes from Monday to Friday before 6 a.m. and after 9 a.m. and all day on Saturdays, Sundays and public holidays. On the Ammertal railway, the 6.49 a.m. train from Herrenberg in the direction of Tübingen is generally closed to bikes from Monday to Friday.

Bicycles can only be taken on buses if this is indicated in the timetable by the bicycle symbol or if the transport company has publicised it in the usual manner. Bicycles can be carried free of charge from 8.00 p.m. until 5.00 a.m. the following day. Bicycles can be taken on RegioBuses X2, X3, X7, X340 and 500. Bikes can be taken on RegioBus X82 from 6.30 pm Monday to Friday and around the clock on Saturdays, Sundays and public holidays. Bikes can be taken on all RegioBuses free of charge before 6 a.m. and after 9 a.m. on Mondays to Fridays and all day on Saturdays, Sundays and public holidays. Bikes cannot be taken on RegioBuses 600 and 800. Bikes can also be taken free of charge on the special leisure buses with bike transport that run on the naldo during the summer season.

If bicycle transport is not free of charge, a bicycle ticket must be purchased for each bicycle (price: single ticket child or day ticket child). Alternatively, a Group Day Ticket can be purchased for up to five bicycles (Monday to Friday from 8.30 a.m.). If possible, you can make use of the 'take-along' regulation. There is no entitlement to the carriage of bicycles. Priority is given to the transport of pushchairs and wheelchairs. Only one bicycle per person may be carried. Groups with six or more bicycles must be registered with the transport company.

**What does my dog cost?**

We will transport your dog free of charge within the entire naldo network.