

FAQ - Frequently asked questions to the D-Ticket / D-Ticket Tübingen



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1. Order, term, output media

Where can I order the Deutschlandticket?

You can order the Deutschlandticket in the Abo-Kundenportal at abos.naldo.de > Button "Deutschlandticket und Deutschland Tübingen (Jedermann, Job-Ticket, KreisBonusCard)". 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 cannot be used for the naldo customer portal.



Abo-Kundenportal
abos.naldo.de

You can order the Deutschlandticket as a mobile phone ticket (only without naldo-Plus and without First Class BW) or as a chip card (if applicable with naldo-Plus and/or First Class BW).

The order deadlines for the Deutschlandticket/Deutschlandticket 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.
Alternatively, it is also possible to order by order form.

Where can I order the Deutschlandticket Tübingen?

Also via the Abo-Kundenportal or for the chip card with order form, please always send this to the Tübingen subscription centre. Please note that we require proof (copy of official photo ID - reverse side! or registration certificate) that you live in Tübingen (city centre or suburbs) with your order.

When can I order the Deutschlandticket/Deutschlandticket Tübingen as a job ticket?

The prerequisite is a framework agreement between the employer and naldo, then the Deutschlandticket/Tübingen Deutschlandticket is available with a 5 per cent discount. The employer's subsidy (at least 25 per cent) is paid directly by the employer to the employee. The additional options naldo-Plus and First Class BW can also be booked (not discounted). When ordering, the employer number and, if applicable, the personnel number must be entered; the employer will provide the employer number. Otherwise, the above statements on the issue medium and order deadlines apply

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

Registration in the Abo-Kundenportal 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).

How does the mobile phone ticket work?

With a 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 in the subscription customer portal. You can use this code to activate your Deutschlandticket in the "My tickets" section at "You already have a travelcard? Import now" to activate it. If you order during the current month, the ticket will be made available no later than 48 hours after a positive check by the relevant subscription centre (at weekends/on public holidays, possibly not until 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 you by post, which can take up to four weeks. A Print@Home ticket for the naldo network is also available.

The following are 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 travel authorisation(s) for the D-Ticket are standardised throughout Germany and can be checked by control devices within the area of validity of the D-Ticket, i.e. also outside the naldo.

The chip card is valid for a maximum of five years. Please keep the chip card even if you cancel your Deutschlandticket for one or more months. It can be reactivated by us as soon as you start a new subscription.

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.

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.

The Deutschlandticket can be cancelled monthly - how does that work?

The Deutschlandticket can be cancelled in writing (by e-mail, letter or fax) for one or more months on the first of each month at the relevant subscription centre, 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.

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

Payment is possible 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" 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. Additional options

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

The Deutschlandticket, together with the additional naldo-Plus option, is transferable within the naldo network 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 transport regulations of the Tübingen city fare do not apply.

The same order deadlines apply for naldo-Plus as for the Deutschlandticket; the ticket is issued as a chip card. A Print@Home ticket is also available. This additional option can be cancelled on a monthly basis. Cancellation for one or more months must be received by the relevant subscription centre by the 10th of the previous month at the latest. No debit will be made for this period.

The additional option "naldo-Plus" is only valid in conjunction with a valid Deutschlandticket, which is issued to the same ticket holder and is available as a chip card. This does not apply to the Deutschlandticket Tübingen, for which naldo-Plus cannot be booked!

What does the additional option "First Class BW" include?

The Deutschlandticket is valid together with the additional option First Class BW in first class on local transport within Baden-Württemberg.



The same order deadlines apply for First Class BW as for the Deutschlandticket; tickets are issued as chip cards. A Print@Home ticket is also available. This additional option can be cancelled on a monthly basis. Cancellation for one or more months must be received by the relevant subscription centre by the 10th of the previous month at the latest. No debit will be made for this period.

The additional option "First Class BW" is only valid in conjunction with a valid Deutschlandticket issued to the same ticket holder.

3. 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

4. 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 for journeys on the naldo.

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

As you can cancel your Deutschlandticket on a monthly basis, you are very flexible. If you do not wish to use your Deutschlandticket 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.

5. Tariff

Where exactly is the Deutschlandticket valid?

The Deutschlandticket 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.

An official photo ID must be carried.

Carryover regulation and transferability

The Deutschlandticket is a personal ticket that is not transferable. Children under the age of six travel free of charge, otherwise there are no further rules on travelling on the ticket. With the additional naldo-Plus option, the Deutschlandticket is transferable within the naldo network and includes a take-along rule.

Control

The passenger in whose name the Deutschlandticket was purchased must be able to identify themselves with an official photo ID (issued by a public authority) during a ticket inspection. To ensure that the Deutschlandticket 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 determine 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. Of course, this is not possible if you use the Deutschlandticket together with the additional option naldo-Plus.

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 carried 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 Ammertalbahn, 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. Bicycle transport is free of charge from 8.00 p.m. to 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.



Within the framework of the naldo-Plus carriage regulation, one bicycle can be taken instead of one person. If the transport of bicycles is not free of charge, a bicycle ticket (price: single ticket child or day ticket child) must be purchased for each bicycle. 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.

6. Mobility guarantee

naldo will pay taxi fares of up to 35 euros if the destination on the naldo network is reached more than 30 minutes later than stated in the timetable due to a delay or cancellation and no other alternative bus or train journey is available. Further information and the application form can be found at

7. Cooperation between naldo-teilAuto and naldo-deer

New teilAuto customers who also use a naldo subscription or a Deutschlandticket benefit from a travel credit of 50 euros. Simply enter the code "naldo" during the registration process. Further information is available at www.teilauto-neckar-alb.de.

New customers at deer who are also holders of a naldo season ticket, Deutschlandticket (Everyman or Jobticket) or Deutschlandticket JugendBW students receive a credit of €50 at deer when they register as a customer there for the first time. Further information can be found at