



## **CID Book 1**

## **Generalities**

**Applicable as of timetable year 2020**

### Version control

Version	Chapter changed	Changes compared to the previously published version	X marks which part in the chapter concerned has been changed	
			Common part	Corridor-specific part
Date of change shall be the version number	x.x.x			X

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This is Book 1, harmonised across all corridors. For ease of understanding and in order to respect the particularities of some corridors, common procedures are always written at the beginning of a chapter. The particularities of RFC OEM are placed below the common texts and marked as follows:



The RFC OEM-specific parts are displayed in this frame with the RFC OEM logo on the top.

## Glossary

A general glossary can be found in the annex of this CID Book 1, which is harmonised over all RFCs and is available on the website of the Corridor under the following link.

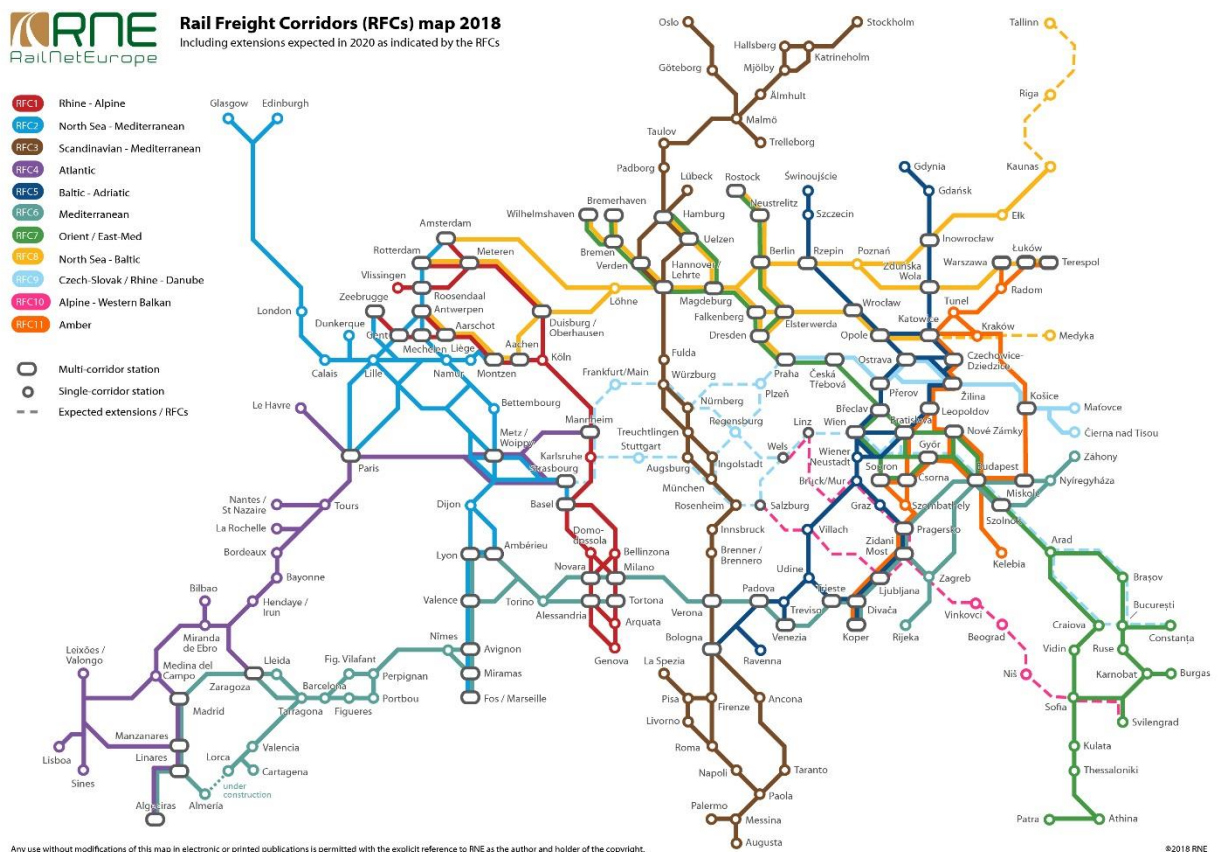


The glossary can be found at: [http://www.rfc7.eu/corridor\\_information\\_document](http://www.rfc7.eu/corridor_information_document)

## 1 Introduction

Regulation (EU) 913/2010 of 22 September 2010 concerning a European rail network for competitive freight (hereinafter: Regulation) was published in the Official Journal of the European Union on 20 October 2010 and entered into force on 9 November 2010.

The purpose of the Regulation is to create a competitive European rail network composed of international freight corridors with a high level of performance. It addresses topics such as governance, investment planning, capacity allocation, traffic management and quality of service and introduces the concept of Corridor One-Stop Shops. According to the Annex of the Regulation, initially nine corridors were defined. In addition, Commission Decisions were issued about the establishment of two additional corridors. The schematic overview of the corridor network is displayed below.



The corridors commit to fulfil their intended role of increasing the competitiveness of international rail freight, unlocking the tremendous growth potential for long-distance freight traffic and promoting rail's key role in a sustainable transport system. The improved marketability of the corridors is key to maintaining and winning over end-customers to the rail solution.

In accordance with the Regulation, each corridor has set up a governance structure consisting of two levels: an Executive Board (composed of representatives of the ministries of the Member States) and a Management Board (composed of representatives of the Infrastructure Managers (IMs) and Allocation Bodies (ABs)). The corridors also set up two Advisory Groups (AGs): one consisting of representatives of terminal owners and managers, the other one consisting of representatives of Railway Undertakings (RUs).

The corridors have designated or set up Corridor One-Stop-Shops (C-OSS) for allocating certain types of international freight capacity (Pre-arranged Paths (PaPs) and Reserve Capacity (RC)) on the corridor.

More details about the Corridor structure are described in Chapter 4 of this Book 1 and in Book 5.

A corridor is a complex project that follows a new set of rules and procedures. For this reason, the Corridor Information Document (CID) was created to provide all corridor-related information and to guide all applicants and other interested parties through the workings of the corridor in line with Article 18 of the Regulation. Together with RailNetEurope (RNE), the corridors have harmonised the structure and most of the texts to allow easier access to and understanding of this information.

In order to achieve a stronger harmonisation of the corridors' various implementation approaches, RNE provides a coordination platform for the corridors to jointly develop harmonised processes and tools, to the benefit of the applicants, as well as IMs and ABs that are part of several corridors.

## 2 Structure of the CID

The CID applies the RNE CID Common Texts and Structure so that all applicants can access similar documents for different corridors and in principle, as in the case of the national NSs, find the same information in the same place in each one.

The CID is divided into five books to clarify the specificity and independence of the key content of the document, and to facilitate the organisation and updating of information. The corridors, together with RNE, developed harmonised texts for all corridors valid for Book 1, Book 2 and Book 4.

The five books of the CID are as follows:

➤ **Book 1: Generalities**

The key purpose of Book 1 is to provide the reader with an introduction to the corridor concept and an efficient guide to the consultation of CID information. Book 1 is the only one not directly referred to in the Regulation.

➤ **Book 2: Network Statement Excerpts**

Book 2 gives an overview of all information published in the national NSs of the IMs/ABs of the Corridor for the corresponding timetable year. These documents follow an identical structure on the basis of the RNE NS Common Structure, allowing for a set of links to the NSs concerned.

➤ **Book 3: Terminal Description**

Book 3 provides information about the designated corridor terminals.

➤ **Book 4: Procedures for Capacity and Traffic Management**

Book 4 describes the procedures for capacity allocation by the C-OSS, planned Temporary Capacity Restrictions, Traffic Management and Train Performance Management. All conditions concerning applicants, the use of the C-OSS and its products (PaPs and RC) and how to order them are explained here.

➤ **Book 5: Implementation Plan**

As specified in the Regulation, Book 5 covers the following topics:

- Description of the characteristics of the Corridor,
- Essential elements of the TMS,
- Objectives and performance of the Corridor,
- Indicative investment plan,
- Measures to implement Article 12 to 19 of the Regulation.

During the drafting of the Implementation Plan, the input of the stakeholders is taken into account following a consultation phase. The Implementation Plan is approved by the Executive Board of the Corridor before publication.

The CID is a single document and therefore all five books should be considered as integrated. However, the five books may have different updating needs.

### 3 Corridor description

The railway lines of the Corridor are divided into:

- **Principal routes:** on which PaPs are offered,
- **Diversiónary routes:** on which PaPs may be considered temporarily in case of disturbances, e.g. long-lasting major construction works on the principal lines,
- **Connecting lines:** lines connecting the corridor lines to a terminal (on which PaPs may be offered but without an obligation to do so). It is a routing bypassing places (where alternative options exist) on the principle route - related routes and destinations and PaPs apply.
- **Expected lines:** Expected lines can be found in Chapter 2.1 of Book 5.

The schematic map of RFC OEM is displayed below.





RFC OEM runs in the following 8 countries: Germany, Czech Republic, Slovakia, Austria, Hungary, Romania, Bulgaria and Greece, between the cities of Wilhelmshaven/Bremerhaven/Hamburg/Rostock–Dresden–Prague–Vienna/Bratislava–Budapest–Vidin–Sofia–Thessaloniki–Athens–Patras as well as Budapest–Bucharest–Constanta and Sofia–Plovdiv–Svilengrad.

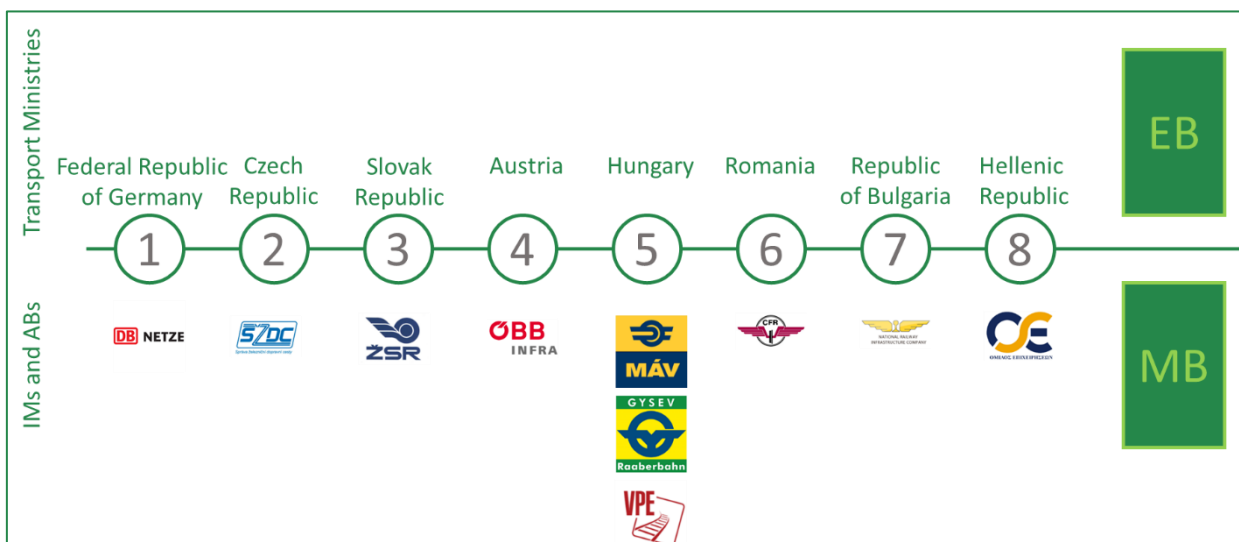
#### 4 Corridor organisation

In accordance with Article 8 of the Regulation, the governance structure of the Corridor assembles the following entities:

- Executive Board (ExBo): composed of the representatives of the Ministries of Transport along the Corridor
- Management Board (MB): composed of representatives of the IMs and (where applicable) ABs along the Corridor which are responsible for the implementation of the Corridor within their home organisations. The Management Board is the decision-making body of the Corridor.



Eight EU member states are involved in RFC OEM as the picture below shows. The Management Board has even more members, as in Hungary there are two infrastructure managers registered and therefore a capacity allocation office is also concerned. Both the EB and the MB takes its decisions based on a mutual consent. These two bodies were established by a signature of a memorandum of understanding among the parties, signed already in 2011.



- Railway Undertaking Advisory Group (RAG): composed of RUs interested in the use of the Corridor,
- Terminal Advisory Group (TAG): composed of managers and owners of the terminals of the Corridor including, where necessary, sea and inland waterway ports.





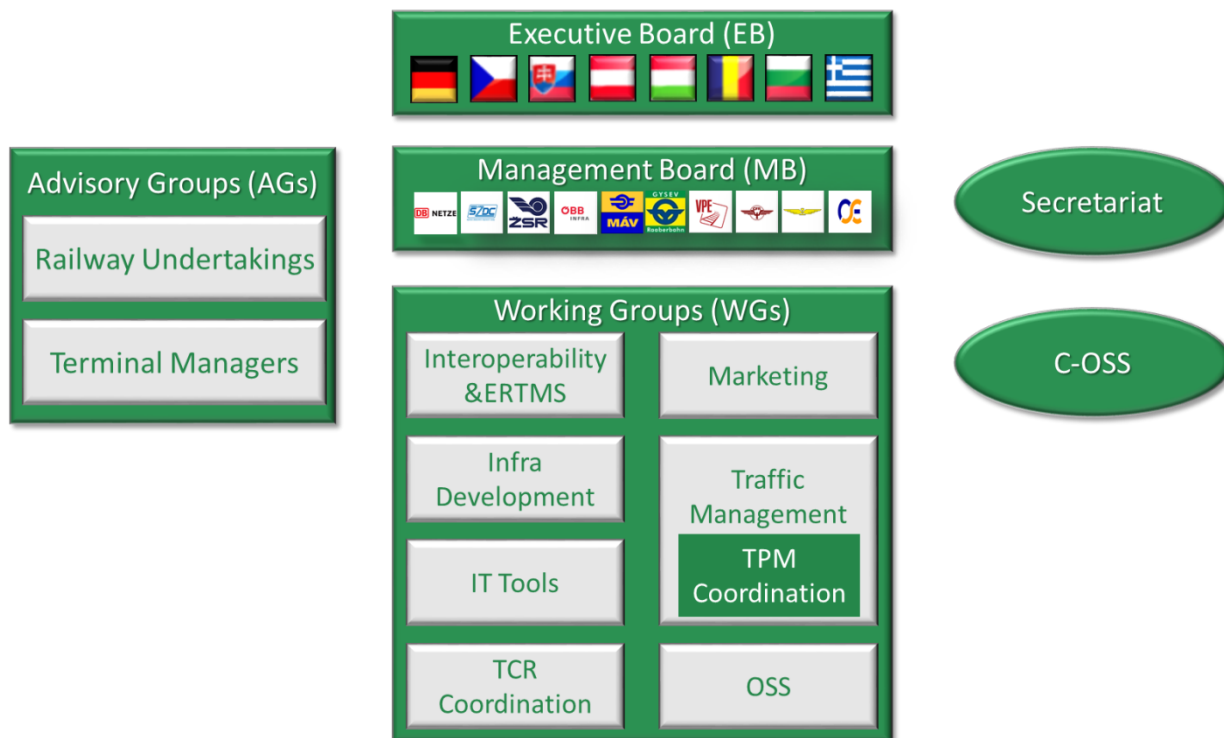
The voice of customers is taken into account via the Terminal and the Railway Undertaking Advisory Groups. In these groups participation is on a voluntary basis. Advisory Groups members have a dedicated area in the RFC OEM website, where all materials on consultation are available, including the Consultation Rules, which is a public document. Registered members also got information via e-mail.

Thirteen Advisory Group meetings have been organized so far:

- 30<sup>th</sup> October 2012, Kick-off meeting in Budapest
- 30<sup>th</sup> April 2013 in Budapest
- 14<sup>th</sup> October 2013 at WienCont Terminal in Vienna
- 2<sup>nd</sup> April 2014 in Sopron
- 14<sup>th</sup> October 2014 in Bratislava
- 28<sup>th</sup> April 2015 in Prague
- 21<sup>st</sup> October 2015 in Budapest
- 24<sup>th</sup> May 2016 in Budapest
- 24<sup>th</sup> November 2016 in Bucharest
- 9<sup>th</sup> May 2017 in Athens
- 10<sup>th</sup> October 2017 in Budapest (BILK Terminal)
- 13<sup>th</sup> June 2018 in Prague
- 13<sup>th</sup> November 2018 in Bonn

The internal working structures within the corridor organisation and the connection between the corridor organisation and other stakeholders, as well as conditions for participation in the RAG and TAG, are described in Book 5.

Organigram:



The Corridor organisation is based on a contractual agreement between the IMs and (where applicable) ABs along the Corridor.

For the execution of the common tasks the MB has decided to build up the following structure:



The Management Board acts in the form of cooperation, apart from the Memorandum of Understanding which set up officially this body, the rules of cooperation are laid down in the document called Internal Rules of Procedure.

The tasks of the Management Board are coordinated and implemented by a Secretariat in form of an operational management model which is carried out by the Hungarian infrastructure manager MÁV. Furthermore the different working groups of RFC OEM are also involved in the implementation of the MB tasks.

To fulfil the tasks described in Article 13 of the Regulation, a Corridor One-Stop-Shop (C-OSS) was established as a single point of contact for requesting and receiving answers regarding infrastructure capacity for freight trains crossing at least one border along the Corridor. For contact details see Chapter 5 of this Book 1 and Chapter 2.2 of Book 4.



The Corridor One-Stop Shop (C-OSS), is carried out by VPE, the Hungarian Rail Capacity Allocation Office, applying the representative C-OSS model of RNE (acting as an IM on behalf of all IMs).

In order to facilitate the work regarding the implementation of the Corridor, several permanent and/or temporary working groups were formed consisting of experts in specific fields delegated by the IMs/ABs.



Name of Working Group	Main tasks
<b>Marketing WG</b>	Transport Market Study, Satisfaction Survey, performance objectives and monitoring, definition of Pre-arranged Paths and reserve capacity, Non-RU Applicants.
<b>Traffic Management WG</b>	Harmonisation of traffic management in case of disturbance, working out solutions and procedures for improving the punctuality and reducing the waiting times during the train run. Effective communication between TCCs.  In the framework of TPM Coordination working together with the concerned RUs in order to increase the train performance of RFC7.
<b>One-Stop Shop WG</b>	C-OSS operation rules, Corridor Information Document, definition of Pre-arranged Paths and reserve capacity, coordination of capacity-allocation btw C-OSS & IMs & Terminals & Applicants.

<b>Infrastructure Development WG</b>	Investment Plan, inventory of projects and financial resources, harmonization of investments along the corridor.
<b>Interoperability and ERTMS WG</b>	Accelerating the establishment of better interoperability along the corridor and enhancing ERTMS deployment, ensure consistency with ERTMS E corridor.
<b>IT Tools WG</b>	Identification of necessary IT tools, facilitating their introduction by every involved IM and AB.
<b>TCR WG</b>	Coordination of planned temporary capacity restrictions along the corridor.

## 5 Contacts



The following national contact persons are available for give further information regarding the Corridor Information Document:

<b><u>Company</u></b>	<b><u>Representative</u></b>	<b><u>E-mail address</u></b>	<b><u>Phone number</u></b>
<b>DB Netz (DE)</b>	Christian Minge	Christian.Minge@deutschebahn.com	+49 69 265 33166
<b>SZDC (CZ)</b>	Jiří Černý	CernyJ@szdc.cz	+420 972 244 308; +420 602 237 480
<b>ZSR (SK)</b>	Ing. Miroslav Zuber	zuber.miroslav@zsr.sk	+421 2 2029 3024
<b>ÖBB-Infra (AT)</b>	Wolfgang Schneider	wolfgang.schneider@oebb.at	+43 664 88422548
<b>GYSEV (HU)</b>	Andrea Mosóczi	amosoczi@gysev.hu	+36 1 224 5824
<b>MÁV (HU)</b>	Krisztián Urvald	urvald.krisztian@mav.hu	+36 1 511 4096
<b>VPE (HU)</b>	József Ádám Balogh	baloghj@vpe.hu	+36 1 301 9931
<b>CFR (RO)</b>	Marian Cotofana	marian.cotofana@cfr.ro	+40 21 3192510
<b>NRIC (BG)</b>	Nikola Mishev	n.mishev@rail-infra.bg	+ 359 2 932 3539
<b>OSE (GR)</b>	Lefaki Maria	m.lefaki@osenet.gr	+30 210 5297264



Any applicant wishing to obtain details or further information regarding any of the provisions contained in this document can contact the **MB Chairperson**:

Name: Mr Lőrinc Czako

Address: 1087 Budapest, Könyves Kálmán körút 54-60.

Email: [czako.lorinc@mav.hu](mailto:czako.lorinc@mav.hu)

Phone: +36 1 511 3880

Any applicant wishing to obtain information on capacity management on the Corridor can contact the **C-OSS**:

Name: Mr József Ádám Balogh

Address: H-1054 Budapest, Bajcsy-Zsilinszky u. 48.

Email: [cooss@rfc7.com](mailto:cooss@rfc7.com)

Phone: +36 1 301 9931

Any applicant wishing to obtain information on the RAG on the Corridor can contact the **Speaker of the RAG**:

Name: Mr Gyula Farkas

Address: 1133 Budapest, Váci út 92.

Email: [gyula.farkas@railcargo.com](mailto:gyula.farkas@railcargo.com)

Phone: + 36 1 512 7532

Any applicant wishing to obtain information on the TAG on the Corridor can contact the **Speaker of the TAG**:

Name: Rail Cargo Terminal - BILK Zrt. (the new contact person will be elected in spring 2019 at next TAG meeting, for the interim period the contact is: RFC7 Secretariat, [secretariat@rfc7.com](mailto:secretariat@rfc7.com))

Address: 1239 Budapest, Európa u.6.

Email: [titkarsag.rct.bilk@railcargo.com](mailto:titkarsag.rct.bilk@railcargo.com)

Phone: +36 1 289 6000

**Detailed national contact list can be found at Annex 1 of this document.**

## 6 Legal framework

This CID complies with the current legal framework.

## 6.1. EU legal framework (excerpt)

- Regulation (EU) 913/2010 of the European Parliament and of the Council of 22 September 2010 concerning a European rail network for competitive freight,
- Directive 2012/34/EU of the European Parliament and of the Council of 21 November 2012 establishing a single European railway area (Recast),
- Directive (EU) 2016/2370 of the European Parliament and of the Council of 14 December 2016 amending Directive 2012/34/EU as regards the opening of the market for domestic passenger transport services by rail and the governance of the railway infrastructure,
- Regulation (EU) 1315/2013 of the European Parliament and of the Council of 11 December 2013 on Union guidelines for the development of the trans-European transport network and repealing Decision No. 661/2010/EU,
- Regulation amending Regulation No 913/2013:
  - Regulation (EU) 1316/2013 of the European Parliament and of the Council of 11 December 2013 establishing the Connecting Europe Facility, amending Regulation 913/2010 and repealing Regulations (EC) No 680/2007 and (EC) 67/2010,
- Decisions under Article 5(6) of Regulation No 913/2013 (new corridors and corridor extensions):
  - Commission Implementing Decision 2015/1111 of 7 July 2015 on the compliance of the joint proposal submitted by the Member States concerned for the extension of the North Sea-Baltic rail freight corridor with Article 5 of the Regulation 913/2010 of the European Parliament and of the Council concerning a European rail network for competitive freight,
  - Commission Implementing Decision 2017/177 of 31 January 2017 on the compliance with Article 5 of Regulation (EU) No 913/2010 of the European Parliament and of the Council of the joint proposal to establish the 'Amber' rail freight corridor,
  - Commission Implementing Decision 2017/178 of 31 January 2017 amending Implementing Decision (EU) 2015/1111 on the compliance of the joint proposal of the Member States concerned to extend the North Sea-Baltic rail freight corridor with Article 5 of Regulation (EU) No 913/2010 of the European Parliament and of the Council concerning a European rail network for competitive freight,
  - Commission Implementing Decision (EU) 2018/300 of 11 January 2018 on the compliance of the joint proposal submitted by the Member States concerned for the extension of the Atlantic rail freight corridor with Article 5 of Regulation (EU) No 913/2010 of the European Parliament and of the Council,
  - Commission Implementing Decision (EU) 2018/491 of 21 March 2018 on the compliance of the joint proposal submitted by the Member States concerned for the extension of the North Sea Mediterranean rail freight corridor with Article 5 of Regulation (EU) No 913/2010 of the European Parliament and of the Council,
  - Commission Implementing Decision (EU) 2018/500 of 22 March 2018 on the compliance of the proposal to establish the Alpine-Western Balkan rail freight corridor with Article 5 of Regulation (EU) No 913/2010 of the European Parliament and of the Council.

## **6.2. Framework for Capacity Allocation (FCA)**

Referring to Article 14.1 of the Regulation, the Executive Board of the Corridor adopted the 'Framework for Capacity Allocation (FCA)' which is relevant for the allocation of train paths executed by the C-OSS. This FCA has been developed jointly by the ministries of transport on all corridors. The respective link is available in Chapter 3.1 and Annex 4.A of Book 4.

## **6.3. Other**

The applicable national legislation is listed in the NSs of the respective IMs (and, if applicable, ABs). The respective links are available in Chapter 1 and Chapter 3 of Book 2.

## **7 Legal status**

This CID is drawn up, regularly updated, and published in accordance with Article 18 of Regulation 913/2010 regarding information on the conditions of use of the freight corridor. By applying for capacity on the corridor the applicants accept the provisions of Book 4 of CID. Parts of this CID may be incorporated into contractual documents. Every effort has been made to ensure that the information is complete, correct and valid. The involved IMs/ABs accept no liability for direct or indirect damages suffered as a result of obvious defects or misprints in this CID or other documents. Moreover, all responsibility for the content of the national Network Statements or any external sites referred to by this publication (links) is declined.

## **8 Validity period and updating process**

### **8.1. Validity period**

This CID is valid for timetable year 2020 and all associated capacity allocation processes related to this timetable year.

### **8.2. Updating process**

The CID is published for each timetable year on the 2<sup>nd</sup> Monday of January of the previous timetable year.

All Books of the CID can be updated when necessary according to:

- changes in the rules and deadlines of the capacity allocation process,
- changes in the railway infrastructure of the member states,
- changes in services provided by the involved IMs/ABs,
- changes in charges set by the member states,
- etc.

## 9 Publishing

The CID is available free of charge in electronic format.



Link to the CID: [http://www.rfc7.eu/corridor\\_information\\_document](http://www.rfc7.eu/corridor_information_document)

## 10 IT tools

RFC OEM uses the following common IT tools provided by RNE in order to facilitate fast and easy access to the corridor infrastructure / capacity and corridor-related information for the applicants.

### 10.1 Path Coordination System (PCS)

PCS is the only tool for publishing the binding PaP and RC offer and for managing international path requests on the Corridor. The advantage of this solution is that the displayed data for a PaP or RC may be used for creating a path request dossier – without any manual copying. Furthermore, this method simplifies the presentation and management of the paths, which remain in the catalogue for allocation as ad-hoc paths during the running timetable period.

Access to PCS is free of charge. A user account can be requested via the RNE PCS Support: [support.pcs@rne.eu](mailto:support.pcs@rne.eu).

More information can be found in Book 4 Chapter 2.5 of this CID and via <http://pcs.rne.eu>.

### 10.2 Train Information System (TIS)

TIS is a web-based application that supports international train management by delivering real-time train data concerning international trains. The relevant data are obtained directly from the IMs' systems. The IMs send data to TIS, where all the information from the different IMs is combined into one train run from departure or origin to final destination. In this manner, a train can be monitored from start to end across borders. TIS also provides support to the Corridor Train Performance Management by providing information for punctuality, delay and quality analysis.



All IMs on RFC OEM participate in TIS

RUs and terminal operators may also be granted access to TIS. They are invited to join the RNE TIS Advisory Board as all members of this board grant all other members full access to TIS data if they are involved in the same train run. However, if the RUs and terminal operators concerned are not members of the RNE TIS Advisory Board, mutual agreements have to be signed between individual RUs and between RUs and terminal operators.

Access to TIS is free of charge. A user account can be requested via the RNE TIS Support: [support.tis@rne.eu](mailto:support.tis@rne.eu).

For more information please visit the RNE TIS website: <http://tis.rne.eu>.

### 10.3 Charging Information System (CIS)

The CIS is an infrastructure charging information system for applicants provided by IMs and ABs. The web-based application provides fast information on indicative charges related to the use of European rail infrastructure and estimates the price for the use of international train paths. It is an umbrella application for the various national rail infrastructure charging systems. The CIS also enables an RFC routing-based calculation of infrastructure charge estimates. It means that besides the conventional method, which is independent of RFC routing, the users can now define on which RFC(s) and which of their path segments they would like to make a query for a charge estimate.

Access to CIS is free of charge without user registration.

For more information please visit the RNE CIS website <http://cis.rne.eu> or contact the RNE CIS Support: [support.cis@rne.eu](mailto:support.cis@rne.eu).

### 10.4 Customer Information Platform (CIP)

The CIP is an interactive, internet-based information tool.

Access to the CIP is free of charge and without user registration.

For accessing the application, as well as for further information, use the following link:

<http://info-cip.rne.eu/>



By means of a Graphical User Interface (GUI), CIP provides precise information on the routing, as well as information on terminals, infrastructure investment projects and maintenance works and basic track properties of the participating corridors. All essential corridor-related information documents, such as this CID, capacity offer and temporary capacity restrictions (TCRs) are also accessible.

The CID is published in the CIP as well.

## 11 Corridor language

The common working language on RFC OEM, as well as the original version of the CID, is English.

In case of inconsistencies between the English and the translated version, if existent, the English version of the CID always prevails. Any deviations from the above will be indicated separately.

The language used in operations is determined by national law.



RFC OEM has additional office language: Hungarian



## Annex 1 – National contact points

### Germany:

Infrastructure Manager:

DB Netz AG

Address:	Theodor-Heuss-Allee 7, 60486 Frankfurt am Main
Phone:	-
Fax:	-
E-mail:	<a href="mailto:dbnetz@deutschebahn.com">dbnetz@deutschebahn.com</a>
Web page:	<a href="https://www.dbnetze.com/">https://www.dbnetze.com/</a>

OSS office:

Address:	Mainzer Landstraße 201-203, 60326 Frankfurt (Main)
Phone:	+49 69 265 30550
Fax:	-
E-mail:	<a href="mailto:oss@deutschebahn.com">oss@deutschebahn.com</a>

Contact persons:

Name:	Phone:	E-mail:
Frank Schleinhege (OSS Manager)	+49 69 265 30550	<a href="mailto:oss@deutschebahn.com">oss@deutschebahn.com</a>
Christian Minge (European Corridor Management)	+49 69 265 33166	<a href="mailto:Christian.Minge@deutschebahn.com">Christian.Minge@deutschebahn.com</a>

Regulatory Body:

[Bundesnetzagentur]

Address:	Postfach: 8001, 53105 Bonn
Phone:	+49 228 14 - 0
E-mail:	<a href="mailto:info@bnetza.de">info@bnetza.de</a>
Web page:	<a href="https://www.bundesnetzagentur.de/">https://www.bundesnetzagentur.de/</a>

**Czech Republic:**

Infrastructure Manager:

SŽDC

Address:	Dlážděná 1003/7, Praha 1, 110 00, Czech Republic
Phone:	+420 222 335 201, 211
Fax:	+420 222 335 298
E-mail:	<a href="mailto:szdc@szdc.cz">szdc@szdc.cz</a>
Web page:	<a href="http://szdc.cz">http://szdc.cz</a>

OSS office:

Address:	Dlážděná 1003/7, CZ - 110 00, Praha 1
Phone:	+420 972 244 633
Fax:	+420 972 244 619
E-mail:	<a href="mailto:oss@szdc.cz">oss@szdc.cz</a>

Contact persons:

Name:	Phone:	E-mail:
<b>Markéta Šlachtová OSS manager</b>	+420 972 244 556	<a href="mailto:Slachtova@szdc.cz">Slachtova@szdc.cz</a>
Čejchan Lukáš	+420 972 244 606	<a href="mailto:Cejchan@szdc.cz">Cejchan@szdc.cz</a>
Kuběna Ondřej	+420 972 244 991	<a href="mailto:Kubena@szdc.cz">Kubena@szdc.cz</a>
Svoboda Richard	+420 972 741 419	<a href="mailto:Svobodar@szdc.cz">Svobodar@szdc.cz</a>
Lamacz Jan	+420 972 241 557	<a href="mailto:Lamacz@szdc.cz">Lamacz@szdc.cz</a>
Vydra Daniel	+420 972 244 853	<a href="mailto:Vydra@szdc.cz">Vydra@szdc.cz</a>
DISK non stop	+420 972 244 633	<a href="mailto:oss@szdc.cz">oss@szdc.cz</a>

Regulatory Body:

Drazni urad

Address:	Wilsonova 300/8, 121 06 Prague 2, Czech Republic
Phone:	+ 420 972 241 840

E-mail:	<a href="mailto:podatelna@ducr.cz">podatelna@ducr.cz</a>
Web page:	<a href="http://www.ducr.cz">http://www.ducr.cz</a>

**Austria:**

Infrastructure Manager:

ÖBB-Infrastruktur AG

Address:	Praterstern 3, 1020 Vienna, Austria
Phone:	+43 1 93000-0
E-mail:	<a href="mailto:infra.kundenservice@oebb.at">infra.kundenservice@oebb.at</a>
Web page:	<a href="http://www.oebb.at/infrastruktur/en">http://www.oebb.at/infrastruktur/en</a>

OSS office:

Address:	Elisabethstraße 9, 1010 Vienna, Austria
Phone:	+43 1 93000 33480
Fax:	+43 1 93000 25227
E-mail:	<a href="mailto:oss.austria@oebb.at">oss.austria@oebb.at</a>

Contact person:

Name:	Phone:	E-mail:
Robert Glinz (Annual TT)	0043 664 884 250 55	<a href="mailto:robert.glinz@oebb.at">robert.glinz@oebb.at</a>
Hans Pfarr (Ad-hoc)	0043 1 93000 50503	<a href="mailto:hans.pfarr@oebb.at">hans.pfarr@oebb.at</a>
Gerhard Pfeifer (OSS)	0043 1 93000 33480	<a href="mailto:gerhard.pfeifer@oebb.at">gerhard.pfeifer@oebb.at</a>

Regulatory Body:

Schienen-Control GmbH

Address:	Praterstraße 62–64, 1020 Vienna, Austria
Phone:	+43 1 5050707
Fax:	-
Web page:	<a href="http://www.schienencontrol.gv.at/englisch/">http://www.schienencontrol.gv.at/englisch/</a>

Bundesministerium für Verkehr, Innovation und Technologie  
Operating license, transport concession, safety certificate:

Address:	Radetzky Straße 2, 1030 Wien, Austria
Phone:	+43 1 71162 652204
Fax:	+43 1 71162 652298
E-mail:	<a href="mailto:sch5@bmvit.gv.at">sch5@bmvit.gv.at</a>
Web page:	<a href="http://www.bmvit.gv.at/">http://www.bmvit.gv.at/</a>

Vehicle and driver license:

Address:	Radetzky Straße 2, 1030 Wien, Austria
Phone:	+43 1 71162 652211
Fax:	+43 1 71162 652299
E-mail:	<a href="mailto:sch2@bmvit.gv.at">sch2@bmvit.gv.at</a>
Web page:	<a href="http://www.bmvit.gv.at/">http://www.bmvit.gv.at/</a>

**Slovakia:**

Infrastructure Manager:  
ŽSR

Address:	Klemensova 8, 813 61 Bratislava, Slovakia
Phone:	+421 2 2029 1111
E-mail:	n.a.
Web page:	<a href="http://www.zsr.sk">http://www.zsr.sk</a>

OSS office:

Address:	Klemensova 8, 813 61 Bratislava, Slovakia
E-mail:	<a href="mailto:oss@zsr.sk">oss@zsr.sk</a>

## Contact persons:

Name:	Responsibility:	Phone:	E-mail:
<b>Peter Šulko</b>	OSS manager	+421-2-2029-3026	<a href="mailto:Sulko.Peter@zsr.sk">Sulko.Peter@zsr.sk</a>
Vladimír Nastišin	ad-hoc	+421-2-2029-2886	<a href="mailto:Nastisin.Vladimir@zsr.sk">Nastisin.Vladimir@zsr.sk</a>
Marta Gajdošová	ad-hoc	+421-2-2029-7225	<a href="mailto:Gajdosova.Marta@zsr.sk">Gajdosova.Marta@zsr.sk</a>
Dušan Šinka	ad-hoc	+421-2-2029-2552	<a href="mailto:Sinka.Dusan@zsr.sk">Sinka.Dusan@zsr.sk</a>
Miroslava Michalcová	ad-hoc	+421-2-2029-2552	<a href="mailto:Michalcová.Miroslava@zsr.sk">Michalcová.Miroslava@zsr.sk</a>
Florián Ferdinand	annual time tabling	+421-2-2029-3025	<a href="mailto:Ferdinand.Florian@zsr.sk">Ferdinand.Florian@zsr.sk</a>
Peter Gergely	annual time tabling	+421-2-2029-2616	<a href="mailto:Gergely.Peter@zsr.sk">Gergely.Peter@zsr.sk</a>

## Regulatory Body:

Dopravný úrad / Transport Authority

Address:	Letisko M.R.Štefánika, 823 05 Bratislava, Slovak Republic
Phone:	00421 2 50 255 202
Fax:	00421 2 55 568 002
E-mail:	<a href="mailto:info@nsat.sk">info@nsat.sk</a>
Web page:	<a href="http://www.nsat.sk">http://www.nsat.sk</a>

**Hungary:**

## Infrastructure Managers:

MÁV Zrt.

Address:	H-1087 Budapest, Könyves Kálmán krt. 54-60.
Phone:	+36-1-511-4801
Fax:	+36-1-511-3307
E-mail:	<a href="mailto:ertekeletes.palyavasut@mav.hu">ertekeletes.palyavasut@mav.hu</a>
Web page:	<a href="http://www.mav.hu/szolgaltatasok/palyakapacitas.php">http://www.mav.hu/szolgaltatasok/palyakapacitas.php</a>

GYSEV Zrt.

Address:	H-9400 Sopron, Mátyás király u. 19.
Phone:	+36-99-517-405
Fax:	+36-99-517-308
E-mail:	<a href="mailto:palyavasut@gysev.hu">palyavasut@gysev.hu</a>
Web page:	<a href="http://www2.gysev.hu">http://www2.gysev.hu</a>

OSS office:

Address:	H-1054 Budapest Bajcsy-Zsilinszky út 48.
Phone:	+36 1/301-9925 / +36 1/301-9926
Fax:	+36 1/269-0631 / + 36 1/332-8025
E-mail:	<a href="mailto:oss@vpe.hu">oss@vpe.hu</a>
Web page:	<a href="http://www2.vpe.hu">http://www2.vpe.hu</a>

## Contact persons:

Name:	Assignment:	Phone:	E-mail:
<b>Ágnes Szabó</b>	<b>Head of Section</b>	+36 1 301-99-26	<a href="mailto:szaboa@vpe.hu">szaboa@vpe.hu</a>
Ákos Rőfi	OSS Manager	+36 1 301-99-25	<a href="mailto:rofia@vpe.hu">rofia@vpe.hu</a>
Tamás Sipos	OSS Manager	+36 1 301-99-25	<a href="mailto:sipost@vpe.hu">sipost@vpe.hu</a>

Jácint Szalai	OSS Manager	+36 1 301-99-25	<a href="mailto:szalaij@vpe.hu">szalaij@vpe.hu</a>
Zsolt Baranyai	OSS Manager	+36 1 301-99-07	<a href="mailto:baranyaizs@vpe.hu">baranyaizs@vpe.hu</a>
Gábor Gyurkovics	OSS Manager	+36 1 301-99-25	<a href="mailto:gyurkovicsg@vpe.hu">gyurkovicsg@vpe.hu</a>
István Steinmetz	OSS Manager	+36 1 301-99-25	<a href="mailto:steinmetzi@vpe.hu">steinmetzi@vpe.hu</a>

Regulatory Body:  
Nemzeti Közlekedési Hatóság

Address:	H-1066 Budapest Teréz krt. 62.
Phone:	+36 1 474 1760
E-mail:	<a href="mailto:vasut@nkh.gov.hu">vasut@nkh.gov.hu</a>
Web page:	<a href="http://www.nkh.hu/en/railway/">http://www.nkh.hu/en/railway/</a>

**Romania:**

Infrastructure Manager:  
CFR SA

Address:	Bd. Dinicu Golescu 38, RO-010873 Bucuresti 1.
Phone:	(+)40 21 319 25 10
Fax:	(+)40 21 319 25 11
E-mail:	<a href="mailto:marian.cotofana@cfr.ro">marian.cotofana@cfr.ro</a>
Web page:	<a href="http://www.cfr.ro/">http://www.cfr.ro/</a>

OSS office:

Address:	Bd. Dinicu Golescu 38, RO-010873 Bucuresti 1.
Phone:	+40 21 314 25 77
Fax:	+40 21 319 25 11
E-mail:	<a href="mailto:oss@cfr.ro">oss@cfr.ro</a>

Contact person:

Name:	Phone:	E-mail:
Monica Pavel	+40 21 314 25 77	<a href="mailto:monica.pavel@cfr.ro">monica.pavel@cfr.ro</a>

Regulatory Body:

AFER

Address:	Calea Grivitei #393, Sector 1, Zip code 010719, Bucharest, ROMANIA
Phone:	+40-21-307 79 00 +40-21-307 79 01
Fax:	+40-21-316 42 58 +40-21-316 05 97
E-mail:	<a href="mailto:afer.secretariat@afer.ro">afer.secretariat@afer.ro</a>
Web page:	<a href="http://www.afer.ro">http://www.afer.ro</a>

**Bulgaria:**

Infrastructure Manager:

NRIC

Address:	Sofia 1233.Mariya Luiza Blvd 110, Bulgaria
Phone:	(+359 2) 932 39 69
E-mail:	<a href="mailto:office@rail-infra.bg">office@rail-infra.bg</a>
Web page:	<a href="http://www.rail-infra.bg">http://www.rail-infra.bg</a>

OSS office:

Address:	Sofia 1233.Mariya Luiza Blvd 110, Bulgaria
Phone:	+ 359 2 932 35 39;
Fax:	+ 359 2 932 35 39
E-mail:	<a href="mailto:n.mishev@rail-infra.bg">n.mishev@rail-infra.bg</a>



Contact person:

Name:	Phone:	E-mail:
Nikola Mishev	n/a	<a href="mailto:n.mishev@rail-infra.bg">n.mishev@rail-infra.bg</a>

Regulatory Body:

Railway Administration Executive Agency

Address:	1080 Sofia, 5 Gen. Iosif Gurko Str.
Phone:	(+359 2) 9 409 428
Fax:	(+359 2) 987 67 69 (+359 2) 940 93 65
E-mail:	<a href="mailto:iaja@mtitc.government.bg">iaja@mtitc.government.bg</a>
Web page:	<a href="http://www.iaja.government.bg">www.iaja.government.bg</a>

**Greece:**

Infrastructure Manager:

OSE

Address:	1-3 Karolou st., T.K.104-37, Athens
Phone:	+30 210 5297665
Fax:	+30 210 5297652
E-mail:	<a href="mailto:c.chrissagis@osenet.gr">c.chrissagis@osenet.gr</a>
Web page:	<a href="http://www.ose.gr">http://www.ose.gr</a>

OSS office:

Address:	1-3 Karolou st., T.K.104-37, Athens
Phone:	+30 2 1052 97612
Fax:	+30 2 1052 97652
E-mail:	<a href="mailto:a.lambropoulos@osenet.gr">a.lambropoulos@osenet.gr</a>

Contact person:

Name:	Phone:	Fax:	E-mail:
Anastasios Lambropoulos	+30 2 1052 97612	+30 2 1052 97652	<a href="mailto:a.lambropoulos@osenet.gr">a.lambropoulos@osenet.gr</a>

Regulatory Body:

RAS

Address:	33 Stadiou Street, 105 59 Athens, Greece
Phone:	+30 210 3860141 +30 210 3860142
Fax:	+30 210 3860149
E-mail:	<a href="mailto:info@ras-el.gr">info@ras-el.gr</a>
Web page:	<a href="http://www.ras-el.gr">http://www.ras-el.gr</a>