

The DB Netz AG train path portal (Trassenportal Netz, TPN) is DB Netz AG's train path application and allocation tool. DB Netz AG provides all of its customers with access to TPN via the internet so that they can submit train path applications, accept offers made by DB Netz AG and give their feedback. This form of access (hereafter called "internet client") is primarily intended for Applicants with low or irregular order volumes and which do not have a software system of their own for accessing TPN via an interface.

DB Netz AG also has a central, electronic interface for the exchange of information between Applicants' IT systems and TPN for the purpose of applying for train paths, accepting offers and giving feedback. This electronic interface is primarily intended for Applicants with high and regular order volumes.

### **(1) Application**

If an Applicant has the software necessary for communicating with TPN via the interface or wishes to use the internet client, the Applicant simply has to submit an application in writing to the appropriate regional Customer Management. This application must contain the following information:

- Customer ID
- Communication-related details (company name, name/s of contact/s, address, phone/fax, e-mail)
- Assignable Customer IDs
- If use is to be made of the interface: name of the Applicants interface procedure (under the condition that DB Netz AG has already authorised this procedure)

The necessary forms are available online at [www.dbnetze.com/tpn](http://www.dbnetze.com/tpn).

If an Applicant does not have the necessary software for using the TPN communication interface, the Applicant is free to develop a suitable software solution or commission a software development company to do so.

### **(2) Login information**

DB Netz AG reviews the application and then provides the Applicant with the necessary access data (employee-linked or process user name, password).

### **(3) Documentation**

DB Netz AG provides the registered Applicants in electronic form with installation instructions and an up-to-date handbook that describes the key functions and processes connected when using the internet client.

For the use of the interface, DB Netz AG provides in electronic form an up-to-date and complete interface documentation.

Further information is available online at [www.dbnetze.com/tpn](http://www.dbnetze.com/tpn).

#### **(4) Support**

DB Netz AG provides its customers with extensive support and advice regarding any questions they might have about TPN. Operational management specialists can be contacted by phone from 8:00 am to 3:30 pm, Monday to Friday. Customers can also send questions by e-mail at any time.

#### **(5) Access**

Normally, DB Netz AG's TPN system can be accessed at any time, i.e. 24 hours a day, 365 days a year. The only exceptions are when maintenance work is necessary or a system failure occurs. Whenever possible, maintenance work is carried out at off-peak times or at night.

#### **(6) Information**

DB Netz AG provides information on the occurrence and duration of scheduled restrictions with at least 36 hours' notice. DB Netz AG issues immediate notification in the event of a system failure, along with recommended courses of action if necessary.

When planning changes to the interface documentation, DB Netz AG provides preliminary notification at least nine months before implementation, and binding information is then provided at least six months in advance.

#### **(7) Fallback procedure**

Whenever access to TPN is restricted, all Applicants can make use of fax as an alternative means of submitting rail path applications. The necessary forms are available in Guideline 402.0202 and online at [www.dbnetze.com/formulare](http://www.dbnetze.com/formulare).

#### **(8) Customers' data protection measures**

After receiving access to TPN, Applicants are obligated to ensure data protection by ensuring that use is restricted only to the authorised employee (internet client) or authorised employees (interface).

#### **(9) Customers' notification obligations**

Should an Applicants access or communication-related data change (esp. changes to the supplied e-mail address), or if its access prerequisites no longer apply, the Applicant is obligated to notify its responsible regional Customer Management without delay.

#### **(10) Customers' system prerequisites**

An Applicant bears responsibility for satisfying the technical requirements for using TPN (e.g. operating system, memory, Java version, etc.). Detailed information on this point is available in the handbook (as stated in 3 above) or from DB Netz AG (as stated in 4 above).

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