

**Liste externe des interlocuteurs des services clientèles
responsables pour le trafic international**

**Externe Liste der Ansprechpartner der für den internationalen Verkehr
zuständigen Kundendienststellen**

**External list of contact persons of customer service departments
responsible for the international traffic**

| ISO *) | EF / EO EVU / AV RU / BU ⁺ | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--|---|---|---|
| BG | BDŽ | bdz_passengers@bdz.bg | BDZ Personenverkehr EOOD Ivan Vazov Str. 3 BG 1080 SOFIA BULGARIA | Bulgarian |
| RO | CFR Călători | RelPublic.Calatori@cfrcalatori.ro | SNTFC CFR Calatori SA OFICIUL TRAFIC INTERN – Serviciul Relatii cu Clientii parter, camera 1 B-dul Dinicu Golescu, nr. 38 Sector1, cod postal 010873 BUCURESTI ROMANIA | Romana English French |
| CZ | ČD All PRR compensations and other refunds | osobnipreprava@opt.cd.cz Questions concerning PRR: info@cd.cz | Ceske drahy, a.s. (Czech Railways) Oductovna prepravnich trzeb (Accounting Department) Oddeleni osobni prepravy – mezinarodni (Division of International Transportation) Videnska 15 CZ-772 11 OLOMOUC CZECH REPUBLIC | Czech Slovak English German Russian |
| CZ | ČD Complaints regarding quality and questions only | stiznosti@gr.cd.cz | Ceske drahy, a.s. (Czech Railways) Zakaznicka pece (Customer Service) P.O.Box 24, CZ-110 15 PRAHA 1 CZECH REPUBLIC | Czech Slovak English German Russian |
| LU | CFL | PRR.AV@CFL.LU | CFL Service Activités Voyageurs 9, place de la gare L-1616 LUXEMBOURG LUXEMBOURG | Letzebuergesch French German English |
| PT | CP | INFOCPLC@cp.pt | CP Longo Curso Promoção e Serviço ao Cliente Av. Infante D. Henrique, 73 P-1900-263 LISBOA PORTUGAL | Portuguese |

+ EF = Entreprise de transport ferroviaire, EVU = Eisenbahnverkehrsunternehmen ; RU = Railway undertaking

+ EO = Entité d'offre, AV = Angebotsverband, BU = Business Unit

| ISO *) | EF / EO EVU / AV RU / BU | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--|--|---|---|
| DE | Participating RUs in Germany Long-distance and regional trains | For delay compensation requests only / Nur für Anträge auf Entschädigung wg. Verspätung/Pour les demandes de compensations retard uniquement | Servicecenter Fahrgastrechte 60647 FRANKFURTAM MAIN GERMANY | German English |
| DE | DB long-distance trains | For other questions/Für sonstige Fragen/Pour tout autre motif: ticketerstattung.int@deutschebahn.com | DB Fernverkehr AG Kundendialog International Postfach 10 06 13 D-96058 BAMBERG GERMANY | German English |
| DE | DB regional trains | For other questions/Für sonstige Fragen/Pour tout autre motif: ran.rhein-neckar@deutschebahn.com | DB Regio AG Kundendialog Postfach10 06 07 D-96058 BAMBERG GERMANY | German English |
| DK | DSB | kundesint@dsb.dk | DSB Kundecenter Kundehenvendelser Udland Postboks 363 DK-2630 Taastrup | Danish German English |
| ES | Elipsos Internacional S.A. | Migarcia@elipsos.com | Calle Alberto Aguilera, 7 -5º planta E-28015 MADRID SPAIN | Spanish |
| NL | Eurail Group GIE | customerservice@eurailgroup.org | Eurail Group GIE Int. Business Reply Service I.B.R.S. / C.C.R.I. Number 7 3500 ZA Utrecht The Netherlands | English French German Dutch |
| GB | Eurostar | traveller.care@eurostar.com | Eurostar Traveller Care Kent House 81 Station Road ASHFORD, KENT TN23 1AP UNITED KINGDOM | English French Flemish Dutch German |
| IT | FS TRENITALIA | g.rafiello@trenitalia.it | Trenitalia After Sales Department Piazza della Croce Rossa 1 00161 ROMA ITALY | Italian English |
| HU | Gysev | szemelyszallitas@gysev.hu info@gysev.hu | Gysev Zrt. Mátyás Király utca 19. H-9400 Sopron Hungary | Hungarian German English |
| LT | LG | passenger@litrail.lt | AB Lietuvos geležinkeliai Keleivių vežimo direkcija Pešos g. 10 LT-02111 VILNIUS LITHUANIA | Lithuanian English Russian |
| FR | LYRIA | info@lyria.biz | Lyria 25 rue de Titon 75011 PARIS FRANCE | French English |

| ISO *) | EF / EO EVU / AV RU / BU | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--|---|---|----------------------------------|
| CH | LYRIA → SBB | info.ch@lyria.biz | Lyria SAS Paris C/O (Bureau d'information) Lyria Neuengasse 43 3011 BERN SWITZERLAND | German French |
| HU | MÁV-START | eszrevetel@mav-start.hu informacio@mav-start.hu Tel. +36 1 444 4499 Fax +36 1 511 2093 | P.O. Box 56 H-1426 BUDAPEST HUNGARY | English German Hungarian |
| NL | NS | www.ns.nl/en/customer-service | NS International Servicecenter backoffice Postbus 2552 3500 GN UTRECHT THE NETHERLANDS | English German Dutch |
| NO | NSB | rune.reitan@nsb.no | NSB AS Schweigaardsgate 23 0191 OSLO NORWAY | Norwegian English |
| AT | ÖBB | Fahrgastrechte@pv.oebb.at | ÖBB-Personenverkehr AG Fahrgastrechte Postfach 75 A-1020 WIEN AUSTRIA | German English French |
| PL | PKP Intercity | infoeuropa@intercity.pl | "PKP Intercity" SA ul. ŻELAZNA 59A PL-00-848 WARSZAWA POLAND | Polish German English |
| ES | RENFE DG Alta Velocidad-Larga Distancia | avldposventa@renfe.es | Renfe DG Servicios de Alta Velocidad-Larga Distancia Gerencia de Posventa y Normativa Comercial Calle Titán 8 E-28045 MADRID SPAIN | Spanish French English |
| CH | SBB/CFF/FFS | customer.service.international @sbb.ch | Schweizerische Bundesbahnen SBB Personenverkehr Vertrieb und Services Kundendienst Postfach CH-3000 BERN 65 SWITZERLAND | German French English |
| SE | SJ | www.sj.se then click "in English/contact us/compensation when the train is delayed | N/A | Swedish English |
| BE | SNCB | http://www.b- europe.com/service-clientele | SNCB Customer Care 10-14 – B-MS.035 Avenue de la Porte de Hal 40 B – 1060 BRUXELLES BELGIUM | French English Dutch |

| ISO *) | EF / EO EVU / AV RU / BU | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|---------------|---|--|---|--------------------------------------|
| FR | SNCF | For delay compensation requests only/ Nur für Anträge auf Entschädigungen wg. Verspätungen/Pour les demandes de compensations retard uniquement | SNCF Régularité 14, place de la Gare F-14030 CAEN Cedex FRANCE | French |
| FR | SNCF | For other questions/Für sonstige Fragen/Pour tout autre motif | Service Relations Clients SNCF F – 62973 ARRAS Cedex 9 FRANCE | French English |
| FR | TGV France-Italia (Paris-Milano via Modane) | | SNCF TGV France Italie BP 20613 75367 PARIS CEDEX 08 FRANCE | French Italian English |
| SI | SZ | pritozbe.pohvale@slo-zeleznice.si | Slovenske železnice d.o.o. PE Potniški promet Pritožbe in pohvale Kurilniška ulica 3 1000 LJUBLJANA SLOVENIA | Slovenian |
| BE | Thalys International | serviceclientele@thalys.com klientendienst@thalys.com Tel. +32 (0) 70 66 77 88 (tarif interzonal) | Thalys International Customer Service B.P. 14 1050 BRUXELLES 5 BELGIUM | French English German Dutch |
| DE | Thalys International | kundenbetreuung@thalys.com Tel.: +49 (0) 1805 19 12 19 (€ 0,12/min aus dem Festnetz der Telekom) | Thalys International Customer Service B.P. 14 1050 BRUXELLES 5 BELGIUM | French German Dutch English |
| FR | Thalys International | serviceclientele@thalys.com Tel. +33 (0) 825.84.25.97 (€ 0,15/min depuis un poste fixe en France) | Thalys International Service Clientèle B.P. 14 1050 BRUXELLES 5 BELGIUM | English French German Dutch |
| NL / EN | Thalys International | klientendienst@thalys.com customerservice@thalys.com Tel. 0032 (0) 70 66 77 88 (Tarif international) | Thalys International Klantendienst Postbus 14 1050 BRUSSEL 5 BELGIË | French German English Dutch |
| GR | TRAI NOSE | --- | Organisme des chemins de fer Helléniques Trafic Directorate 1-3, rue Karolou GR-104 37 ATHINA I GREECE | Greek |
| FI | VR | palaute@vr.fi | VR Yhteyskeskus (VR Contact Center) Eteläinen Asemakatu 2 A FIN-11130 RIIHIMÄKI FINLAND | Finish Swedish English |

| ISO *) | EF / EO EVU / AV RU / BU | Contact | Adresse Adresse Address | Langues Sprachen Languages |
|--------|--------------------------------|-----------------------------|--|----------------------------------|
| SK | ZSSK | miksova.viera@slovakrail.sk | Železničná spoločnosť Slovensko a.s. Úsek obchodu Sekcia odúčtovania tržieb železníc Železničná 1 SK-041 79 Košice SLOVAKIA | Slovak German English |

*) ISO codes pays / Ländercodes / country codes

| Code | English | Français | Deutsch |
|------|-----------------|---------------------|------------------------|
| AT | Austria | Autriche | Österreich |
| BE | Belgium | Belgique | Belgien |
| BG | Bulgaria | Bulgarie | Bulgarien |
| CH | Switzerland | Suisse | Schweiz |
| CZ | Czech Republic | République tchèque | Tschechische Republik |
| DE | Germany | Allemagne | Deutschland |
| DK | Denmark | Danemark | Dänemark |
| ES | Spain | Espagne | Spanien |
| FI | Finland | Finlande | Finnland |
| FR | France | France | Frankreich |
| GB | United Kingdom | Royaume-Uni | Vereinigtes Königreich |
| GR | Greece | Grèce | Griechenland |
| HU | Hungary | Hongrie | Ungarn |
| IT | Italy | Italie | Italien |
| LT | Lithuania | Lituanie | Litauen |
| LU | Luxembourg | Luxembourg | Luxemburg |
| NL | Netherlands | Pays-Bas | Niederlande |
| NO | Norway | Norvège | Norwegen |
| PL | Poland | Pologne | Polen |
| PT | Portugal | Portugal | Portugal |
| RO | Romania | Roumanie | Rumänien |
| SE | Sweden | Suède | Schweden |
| SI | Slovenia | Slovénie | Slowenien |
| SK | Slovak Republic | République slovaque | Slowakische Republik |