

**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 prepravnic 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
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 FRANKFURT AM MAIN GERMANY	German English

+ 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	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 Postfach 10 06 07 D-96058 BAMBERG GERMANY	German English
DK	DSB	kundesint@dsb.dk	DSB Kundecenter Kundehenvendelser Udland Postboks 363 DK-2630 Taastrup DENMARK	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	- For reimbursement: http://reclami-e-suggerimenti.trenitalia.com/rimborsi/en/Anagrafica.aspx - For other claims: http://reclami-e-suggerimenti.trenitalia.com/Reclami/en/Anagrafica.aspx	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
HR	HŽ Putnički prijevoz	reklamacije@hzpp.hr	HŽ Putnički prijevoz Strojarska 11 10 000 ZAGREB CROATIA	Croatian English German
LT	LG	passenger@litrail.lt	AB Lietuvos geležinkeliai Keleivių vežimo direkcija Pelesos 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	Entur AS	international@entur.org	Entur AS Jernbanetorget 7 2609 Lillehammer 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 Aleje Jerozolimskie 142A PL-02-305 WARSZAWA POLAND	Polish German English
ES	Dirección General de Renfe Viajeros	posventaviajeros@renfe.es	Jefatura de Área de Calidad, Posventa y Normativa Comercial Dirección de Comercial Avda. Ciudad de Barcelona, 8 2ª, 28007 Madrid SPAIN	Spanish French English
CH	SBB/CFF/FFS	kundendienst@sbb.ch	Schweizerische Bundesbahnen SBB Markt Personenverkehr 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 Service G30 SNCF CS 69150 F-14949 CAEN Cedex 9 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
HR	Croatia	Croatie	Kroatien
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