

Contacts

Information about the Network Statement

For more detailed information about the content of the Network Statement, please use the address below, unless otherwise stated. Any information about errors in the text should also be sent to that address.

Trafikverket
Avdelning Trafik, enhet Affärsutveckling
781 89 Borlänge
E-post: networkstatement@trafikverket.se
Webbplats: <http://www.trafikverket.se/jnb>

Information about other questions relating to Trafikverket

Trafikverket
781 89 Borlänge
Telefon: 0771-921 921
E-post: trafikverket@trafikverket.se
Webbplats: <http://www.trafikverket.se>

Other contacts

Transportstyrelsen
Webbplats: <http://www.transportstyrelsen.se>
Telefon: 0771-503 503

Regeringskansliet
Näringsdepartementet
103 33 Stockholm
Telefon: 08-405 10 00
Webbplats: <http://www.regeringen.se>

Customer Service

At Customer Service you get help with access to the Swedish Transport Administrations systems and tools and questions and matters of a general nature.

Trafikverket
Kundtjänst
781 89 Borlänge
Telefon: 010-123 20 20
E-post: kundservice.jarnvag@trafikverket.se

For information regarding contact routes on application for services in chapter 5, see contact details below or Trafikverket's website (<http://www.trafikverket.se>).

International traffic according to section 1.9.1

Information about ScanMed RFC and C-OSS contact for pre-arranged paths
www.scanmedfreight.eu (see also section 4.3)

International traffic according to section 1.10.1

Information about RNE (RailNetEurope), contacts, capacity according to international train path's OSS, system Path Coordination System (PCS) and common definitions in RNE represents on RNE:s website:
www.rne.eu (see also section 4.3)

Allocation process according to sections 4.3

Applications for capacity which foreign infrastructure manager must forward to Trafikverket in accordance to 4.2.1.

Applications for capacity which other Swedish infrastructure manager must forward to Trafikverket

E-post: trafikplanering.jarnvag@trafikverket.se

The application relates to:

- 1.9.1, Corridor One Stop Shop, application for capacity in ScanMed RFC
- 1.10.1, One Stop Shop, application for capacity in RNE
- 4.2.1, access to Path Coordination System (PCS)

E-post: oss@trafikverket.se

Application for capacity and services in accordance with sections 4.2, 5.2, 5.3 and 5.4

The application relates to:

- 5.2, minimum package of access services (train path)
- 5.2, minimum package of access services (train path) for international traffic
- 5.2, minimum package of access services (train path) for an exceptional transport
- 5.2.1, announcements for passenger trains
- 5.3.1.1, passenger stations, including their buildings and platforms
- 5.3.1.2, freight terminals
- 5.3.1.3, marshalling yards and train formation facilities
- 5.3.1.4, storage sidings
- 5.3.1.6, other technical facilities
- 5.3.2.1, shunting
- 5.4.2.1, connection to electricity when holding railway vehicles

Application no later than 10 April 2017

Trafikverket
Avdelning Trafik, enhet Trafikplanering
781 89 Borlänge
Via Trafikverkets e-service (Application of capacity)
* Via Trafikverkets it-support (Planno), latest 26 November 2017

Application until at. 15:00 weekdays before the next operational period.

Operational period is normally the following time period (from 00:00-24:00) except for day before Saturday, evenings and holidays when the operating period is until the next non-holiday weekday at 24:00.

Trafikverket
Avdelning Trafik, enhet Trafikplanering
781 89 Borlänge
Telefon: 0771-921 921
Via Trafikverkets e-service (Application of capacity)
* Via Trafikverkets it-support (Planno)
or to update of items that the applicant don't have access to:
via e-post: trafikinformation.jarnvag.ktp@trafikverket.se

Application from at. 15:00 weekdays before the next operational period and during the operational period.

Operational period is normally the following time period (from 00:00-24:00) except for day before Saturday, evenings and holidays when the operating period is until the next non-holiday weekday at 24:00.

The application relates to services in the operational control area South

Trafikverket
Trafikledningsområde Syd
Box 51
201 20 Malmö
E-post: tagledaren.syd@trafikverket.se
*E-post: trafikinformationsledaren.syd@trafikverket.se

The application relates to a service in the operational control area West

Trafikverket
Trafikledningsområde Väst
Kruthusgatan 9
411 04 Göteborg
E-post: tagledaren.vast@trafikverket.se
*E-post: trafikinformationsledaren.vast@trafikverket.se

The application relates to a service in the operational control area East

Trafikverket
Trafikledningsområde Öst
Kungsbron 30
111 22 Stockholm
E-post: tagledaren.ost@trafikverket.se
*E-post: trafikinformationsledaren.ost@trafikverket.se

The application relates to a service in the operational control area North

Trafikverket
Trafikledningsområde Nord
Box 854
801 31 Gävle
E-post: tagledaren.nord@trafikverket.se
*E-post: trafikinformationsledaren.nord@trafikverket.se

Details of vehicle type and pantograph model/type
according to Appendix 2 A

Trafikverket
Avdelning Trafik
781 89 Borlänge
E-post: fordon@trafikverket.se

Preliminary contact concerning the need of long-term
holding according to section 5.3.1.4

Description of need in writing, sent to Trafikverket:

Trafikverket
Avdelning Trafik, enhet Trafikplanering
781 89 Borlänge
E-post: trafikplanering.jarnvag@trafikverket.se

Train formation services at Hagalund according to
section 5.3.2.1

ISS Facility Services AB
Contact: Jari Rousu, Manager North– Segment Transport

ISS Facility Services AB
Årstavägen 11, Box 47636
117 94 STOCKHOLM
Mobil: +46 734 365 160
E-post: jari.rousu@se.issworld.com

Additional services according to section 5.4.3

Questions about permits and conditions for exceptional transports.

Trafikverket
Avdelning Trafik, enhet Trafikplanering
781 89 Borlänge
Telefon – Transport conditions: 010-123 16 00
Telefon – Transport permits: 010-124 05 10
E-post: specialtransporter.jarnvag@trafikverket.se

Ancillary services according to section 5.5

The application relates to:

5.5.6 Other ancillary services:

Conditions for test running of vehicles

Trafikverket
Avdelning Trafik, enhet Trafikplanering
781 89 Borlänge
E-post: provkorning.jarnvag@trafikverket.se

Values for vehicle noise measurement

E-post: sparsystem@trafikverket.se

Submission of claims for property damage in accordance with section 7.6

Trafikverket
TRAV-skador
781 89 Borlänge
E-post: TRAV-skador@trafikverket.se

Complaints about services and invoicing issues

Trafikverket
Avdelning Trafik, enhet Affärsutveckling
781 89 Borlänge
E-post: fakturering.jarnvag@trafikverket.se

Request for a renewed assessment of Trafikverket's reason coding for cumulative delays according to section 6.5.6

E-post: begaranomnyorsakskod@trafikverket.se

Invoice about clearance work according to section 7.5.9

Trafikverket
FE 851, EF 1207
838 26 FRÖSÖN

Invoice about property damage according to Appendix 7 C
Procedures during the settlement of claims, section 1.7.4

Trafikverket
FE851, EF 1207
838 26 FRÖSÖN