

## 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](mailto: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](mailto: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  
Telefax 08-411 36 16  
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](mailto: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](http://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](http://www.rne.eu) (see also section 4.3)

### Submission of claims for property damage in accordance with the Swedish Transport Administrations General terms section 7.6

Trafikverket  
TRAV-skador  
781 89 Borlänge  
E-post: [TRAV-skador@trafikverket.se](mailto:TRAV-skador@trafikverket.se)

### Allocation process according to sections 4.3

Applications for capacity which another infrastructure manager must forward to Trafikverket:

Trafikverket  
Avdelning Trafik, enhet Trafikplanering  
781 89 Borlänge  
E-post: [trafikplanering.jarnvag@trafikverket.se](mailto: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](mailto:oss@trafikverket.se)

### Application for capacity 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 11 April 2016

Trafikverket  
Avdelning Trafik, enhet Trafikplanering  
781 89 Borlänge  
Via Trafikverkets e-service (Application of capacity)  
\* Via Trafikverkets it-support (Planno), latest 27 November 2016

## 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](mailto: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  
Telefax: 040-680 35 49  
E-post: [tagledaren.syd@trafikverket.se](mailto:tagledaren.syd@trafikverket.se)  
\*E-post: [trafikinformationsledaren.syd@trafikverket.se](mailto:trafikinformationsledaren.syd@trafikverket.se)

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

Trafikverket  
Trafikledningsområde Väst  
Kruthusgatan 9  
411 04 Göteborg  
Telefax: 031-792 43 59  
E-post: [tagledaren.vast@trafikverket.se](mailto:tagledaren.vast@trafikverket.se)  
\*E-post: [trafikinformationsledaren.vast@trafikverket.se](mailto:trafikinformationsledaren.vast@trafikverket.se)

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

Trafikverket  
Trafikledningsområde Öst  
Box 70 302  
107 23 Stockholm  
Telefax: 08-762 23 55  
E-post: [tagledaren.ost@trafikverket.se](mailto:tagledaren.ost@trafikverket.se)

If adaptation/train path is to be used during current 24-hour period, the fax number is instead +46 8-762 27 68.

\*E-post: [trafikinformationsledaren.ost@trafikverket.se](mailto:trafikinformationsledaren.ost@trafikverket.se)

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

Trafikverket  
Trafikledningsområde Nord  
Box 854  
801 31 Gävle  
Telefax: 026-64 43 49  
E-post: [tagledaren.nord@trafikverket.se](mailto:tagledaren.nord@trafikverket.se)  
\*E-post: [trafikinformationsledaren.nord@trafikverket.se](mailto:trafikinformationsledaren.nord@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](mailto: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](mailto: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](mailto:specialtransporter.jarnvag@trafikverket.se)

### Ancillary services according to section 5.5

The application relates to:

- 5.5.2 Complementary traffic information for passenger

Trafikverket  
Avdelning Trafik, enhet Trafikplanering  
781 89 Borlänge  
Telefon: 0771-921 921

- 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](mailto:provkorning.jarnvag@trafikverket.se)

Values for vehicle noise measurement

E-post: [sparsystem@trafikverket.se](mailto:sparsystem@trafikverket.se)

### Complaints about services and invoicing issues

Trafikverket  
Avdelning Trafik, enhet Affärsutveckling  
781 89 Borlänge  
E-post: [fakturering.jarnvag@trafikverket.se](mailto: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](mailto:begaranomnyorsakskod@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](mailto:fordon@trafikverket.se)

## Invoice about clearance work according to General Terms and Conditions, 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