

Supplement 1 to the Network Statement 2025

ProRail has adopted the following supplements and/or amendments to the Network Statement 2025, in accordance with the provisions of section 1.5.2 of this Network Statement.

1 Sections Rail Traffic Decree is deleted (sections 2.3.5 and 4.7.1)

- I. In section 2.3.5, footnote 17 (Article 17(2) Rail Traffic Decree) is deleted with renumbering of the following footnotes.
- II. In section 4.7.1, in footnote 92, "an exemption by the Minister of Infrastructure and Water Management under Section 38 in conjunction with Section 10(2) Rail Traffic Decree may be required." is deleted.
- III. In section 4.7.1, footnote 93 (Section 38 Rail Traffic Decree) is deleted. This is replaced with a reference to 26q(6) Railways Act.

2 Change to compensation scheme incidental TCRs in the ad hoc phase (sections 4.3.1 and 5.6)

- I. In section 4.3.1 General Terms & Conditions, at point b, "timetabling process" is replaced with "*management process*". In the same section, "phasing consultations" is replaced with "*phasing agreements*".
- II. In section 4.3.1, point e, the phrase "incidental withdrawals" is replaced with "*incidental TCRs*".
- III. In section 4.3.1, point g, the phrase "capacity for works" is replaced with the phrase "*incidental TCRs*".
- IV. A new item h is inserted after item g of section 4.3.1 with the following text:
 - h. Titleholders may be eligible for financial compensation if an update or addition to previously published incidental TCRs is made subject to what is stated in sections 4.3.2.3 and 5.6.7.*
- V. A new item i is inserted after new item h of section 4.3.1 (with the following text:
 - i. The railway undertaking shall ensure that railway vehicles stabled on tracks earmarked for a TCR are removed before the start of the TCR unless otherwise agreed (and recorded in the Btd-planner)."*
- VI. Incorrect table numbering has erroneously been applied in Chapter 4. Table 4.2 Categories of TCRs in section 4.3.2.2 Incidental TCRs becomes Table 4.1, with renumbering of the following tables.
- VII. The entire section 4.3.2.3 Ad hoc capacity for works is deleted and is replaced in its entirety with the following text:

4.3.2.3 Ad hoc capacity for works

4.3.2.3.1 Adjustment or addition to publications

Additional incidental TCRs may be established after the publication moments at 12, 8 or 4 months before the start of the timetable, respectively, if:

- A. There is a disruption or restriction that requires ProRail to take measures to restore the safe running of train traffic, or if irregularities are likely to occur that make it impossible to comply with laws and regulations or endanger safe and undisturbed train traffic;
- B. ProRail has no control over the timing of the restoration and therefore the duration of the restriction (restoration is not possible immediately);
- C. The application of publication deadlines would be irresponsible or not cost-effective in light of service life or condition;
- D. Or if titleholders agree to other additional incidental TCRs.

How titleholders will be involved in this adjustment and the applicability of financial compensation is described below. A flowchart with the consideration criteria can be found on the Logistics Portal ([Method of determining ad hoc capacity](#)).

4.3.2.3.2 Disruptions and restrictions as well as potential irregularities

There may be a disruption or restriction that requires ProRail to take measures to restore the safe running of train traffic. Such a situation may occur acutely/ immediately and is always unforeseen. ProRail will inform railway undertakings immediately and, if possible, coordinate restrictions to minimise the impact in terms of client nuisance. If ProRail provides a replacement train path as a result of the restriction, the additional kilometres of the replacement train path compared to the original train path will be compensated, see section 5.6.7.1. Section 6.3 Intervention measures describes how and with what principles ProRail restores disruptions and restrictions.

Irregularities may also threaten¹ safe and undisturbed train traffic² and require restoration works at very short notice to restore the condition of the infrastructure to the required level. In addition, at the request of the competent authority, the infrastructure may be declared temporarily unusable if laws and regulations cannot be complied with. ProRail will inform railway undertakings immediately and, if possible, coordinate restrictions to minimise the impact in terms of client nuisance. If ProRail provides a replacement train path as a result of the restriction, the additional kilometres of the replacement train path compared to the original train path will be compensated, see section 5.6.7.1.

4.3.2.3.3 Restoration is not immediately possible

After analysing the work required to restore a disruption, it may turn out that an infrastructure element cannot be restored immediately. As a result, a TCR may apply.³ ProRail notifies the titleholders of this, shares on request a justification of the TCR and ensures that the infrastructure element is restored as soon as possible. Coordination is performed to minimise the impact of this restriction. If ProRail provides a replacement train path as a result of the restriction, the additional kilometres of the replacement train path compared to the original train path will be compensated, see section 5.6.7.1.

4.3.2.3.4 Postponement until next publication is not justified

There may be works and associated incidental TCRs that are not foreseeable and cannot wait until the next publication because postponement is irresponsible or not cost-effective in light of the lifetime or condition of the infrastructure. Titleholders are consulted on the basis of a written justification of

¹ For example, on the basis of an ultrasonic report, observations made during inspections, reports made and so on.

² This constitutes a further specification of the "in case of emergency" situation as referred to in Article 9.5 of the General Terms & Conditions.

³ For example, a Temporary Infrastructure Restriction (RIB) as the clamping of points or a Temporary Speed Restriction (TSB).

usefulness and necessity, accompanied by the deadline by which the work should be carried out. Part of the consultation, in order to minimise the impact on titleholders, is the submission of various implementation variants and different implementation times. If ProRail provides a replacement train path as a result of the restriction, the additional kilometres of the replacement train path compared to the original train path will be compensated, see section 5.6.7.1.

4.3.2.3.5 Other additional TCRs

Work and associated incidental TCRs that do not fall into the categories described above will be submitted to the titleholders with a written substantiation. To minimise the impact on the titleholders, various implementation variants and implementation times may be discussed. The adoption of these incidental TCRs can only take place after the agreement of titleholders affected by this adjustment. If ProRail provides a replacement train path as a result of such a restriction, the additional kilometres of the replacement train path compared to the original train path will be compensated, see section 5.6.7.1. In addition, when this temporary TCR is agreed, compensation will be provided on the basis of the agreement scheme, see section 5.6.7.2.

If there is no consensus, the dispute will be resolved in accordance with the dispute resolution scheme as set out in section 4.5.5 within 10 working days of its submission. A dispute about the compensation will be settled in accordance with Appendix 4 of the Network Statement, Complaints and Disputes Procedure.

VIII. In the second line of section 5.6.6, the reference to section 4.3.2.3 is deleted.

IX. The entire content of section 5.6.7 is deleted and replaced in its entirety with the text below:

5.6.7 Financial compensation on withdrawal of ad hoc capacity for works

Titleholders are entitled to financial compensation of the (additional) rerouted kilometres in case they have to reroute as a result of incidental TCRs as referred to in sections 4.3.2.3.2 to 4.3.2.3.5. In case of a temporary TCR that can only take place with the agreement of titleholders affected by this adjustment (see section 4.3.2.3.5), (additional) compensation on agreement applies.

Section 5.6.7.1 details the compensation scheme for rerouting; section 5.6.7.2 details the compensation scheme on agreement.

Market segmentation

The market segmentation into freight services and passenger services is made on the basis of the running characteristics of a train. Trains that qualify as freight trains according to their running characteristics, as well as the related traffic of light locomotives, qualify as freight trains. Trains that according to their running characteristics qualify as passenger trains and the related traffic of light locomotives and empty rolling stock qualify as passenger trains.

5.6.7.1 Determination of compensation for rerouted kilometres

The compensation concerns only the compensation for the (additional) rerouted kilometres for the train path service. For rerouting during the traffic control phase, the compensation is determined based on the actual rerouted train kilometres and the amount of compensation depends on the weight class of the train and the market segment (see section 5.3.1).

For rerouting established before the traffic control phase, compensation is based on a fixed (standardised) weight per market segment, namely:

- 650 tonnes for trains in the freight services market segment,*
- 350 or 150 tonnes for trains in the passenger services market segment. The weight depends on the type of route section on which the temporary TCR takes place (see section 5.6.6.4):*

is this a category-1 route section, then a weight of 350 tonnes applies and is this a category-2 route section, then a weight of 150 tonnes applies.

No compensation for rerouting kilometres applies in case a zero rate is applied for the minimum access package due to the execution of rail infrastructure management contracts issued by ProRail.

Table 5.6 Compensation for rerouting per train kilometre

Market segment	Weight	Compensation train path
Freight services	650 tonnes	€1.5373
Passenger transport services	350 tonnes	€0.9570
	150 tonnes	€0.5413

Compensation is determined based on the additional kilometres and these standardised compensation rates. The additional kilometres are determined according to the preferred rerouting route (see the Corridor Book). The compensation is paid by means of a credit note to the railway undertaking which is invoiced and pays the user charge for the train path.

5.6.7.2 Determination of compensation on agreement

Pursuant to section 4.3.4.1.4, ProRail may amend agreed TCRs or introduce new TCRs where the agreement of titleholders affected by such amendment is required at the time these TCRs are established. The compensation for agreement of the disadvantage experienced is standardised and paid by means of a credit note to the railway undertaking that would be invoiced the user charge for the train path. Where, at the time of agreement to the cancellation of capacity by a capacity holder, no railway undertaking has yet been designated to use the allocated capacity, the compensation is paid to the capacity holder (the party with the capacity agreement).

ProRail determines how trains are affected by this TCR:

- For trains that are rerouted, the rate from table 5.7 is applied. This rate consists of compensation for rerouting and for stabling.
- For trains that cannot be rerouted, the rate for cancellation is used, see table 5.8.
- Out-of pocket costs in case of alternative modality.

Table 5.7 Compensation for rerouting after agreement per train kilometre

Market segment ⁴	Weight	Compensation for stabling	Compensation for agreement	Compensation Total
Freight services	650 tonnes	€1.9966	€9.7890	€11.7856
Passenger transport services	350 tonnes	-	-	Based on out-of-pocket costs
	150 tonnes	-	-	Based on out-of-pocket costs

Table 5.8 Compensation for cancellation after agreement

Market segment ⁵	Weight	Compensation for cancellation
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⁴ The additional kilometres are determined according to the preferred rerouting route (see the Corridor Book).

⁵ This compensation is based on a fixed weighted corridor distance for freight transport; for other transport services, kilometres are determined in consultation with the titleholder.

Freight services (per train)	650 tonnes	€1,355.34
Passenger transport services	350 tonnes	Based on out-of-pocket costs
	150 tonnes	Based on out-of-pocket costs

If railway undertakings use an alternative modality, only the out-of-pocket costs are eligible for compensation. No compensation for cancellation will be paid if there is an alternative modality.

5.6.7.3 Graduated scale in case of agreement

If an additional TCR is established at a late stage (from 30 days before implementation), a graduated scale (aggravation) of compensation amounts is applied, see table 5.9.

Table 5.9 Compensation for rerouting and cancellation with graduated scale

Market segment	Weight	Compensation for rerouting		
		Outside 30 days	From 30 days	From 14 days
Freight services	650 tonnes	€11.7856	€18.1317	€18.4126
Passenger services	350 tonnes	Based on out-of-pocket costs	Based on out-of-pocket costs	Based on out-of-pocket costs
	150 tonnes	Based on out-of-pocket costs	Based on out-of-pocket costs	Based on out-of-pocket costs
Market segment	Weight	Compensation for cancellation		
		Outside 30 days	From 30 days	From 14 days
Freight services	650 tonnes	€1,355.34	€2,085.15	€2,117.45
Passenger services	350 tonnes	Based on out-of-pocket costs	Based on out-of-pocket costs	Based on out-of-pocket costs
	150 tonnes	Based on out-of-pocket costs	Based on out-of-pocket costs	Based on out-of-pocket costs

Note: All compensation amounts are per train kilometre; in the case of the cancellation of freight services, it concerns an amount per train

- X. In Appendix 6, the hyperlink to the document [Method of determining ad hoc capacity](#) is inserted as number 46.

3 Capacity allocation during works between Emmerich and Oberhausen (section 4.5.1.1)

The traffic measures taken by DB InfraGO AG are not known to ProRail at the time of publication of this supplement and can therefore not be included in the Network Statement.

4 Clarification of the concept of private passenger transport (section 4.5.4)

- I. In section 4.5.4 Further description of processes, a new point c. is inserted after point b., with re-lettering of the following points:

Private passenger transport in the allocation process means: Passenger transport by train, other than public transport, characterised by non-recurring paths (an irregular timetable). Private passenger transport includes, but is not limited to: incidental party trains, round trips, dinner trains, trains exclusively for a private party and museum trains.

- II. In section 5.6.6.2 Compensation for modernisation works, in the paragraph after point c., the word "seasonal" is deleted:

"Private passenger transport operators can, in case of planned modernisation works (large-scale maintenance and renewal) qualify for compensation for ~~seasonal~~ trains that cannot run on the initially requested route. The compensation amounts to €16 per additional train kilometre between the rerouting according to the Corridor Book and the initially requested route."

5 Redevelopment process requests and allocation of capacity for freight trains (sections 4.2.3, 4.5.1.1, 4.5.3, 7.3.5.3.1, 7.3.5.3.2, 7.3.5.3.4, 7.3.5.3.7 and 7.3.5.3.8 and Appendix 6)

- I. In section 4.2.3 Submitting requests for train paths, the following text is added at the end of the first sentence:

A requested for both the timetabling process and the ad hoc phase may - depending on the type of request - be submitted in the following ways.

- II. In section 4.2.3 Submitting requests for train paths, the following is inserted above the summary:

"a. For passenger and other transport, other than freight transport:"

- III. In section 4.2.3 Submitting requests for train paths, the following is inserted after the fifth bullet point of the summary:

b. For freight transport:

- Via the Path Coordination System application for international capacity requests (PCS, see Appendix 23, item 4.2). Requests for Pre-Arranged Paths at corridor One-Stop Shops require the use of the PCS application.*
- Via the Order Portal (see section 5.3.1 and item 4.1 of Appendix 23).*
- By means of an own application via the Common Interface based on TSI TAF/TAP specifications (see section 5.3.1 and item 4.1 of Appendix 23).*
- In another form to be agreed upon with ProRail.*

- IV. In section 4.5.3 Timetable and process for the ad hoc requests, in the last sentence of the third paragraph, "In that case, capacity is reallocated under the management of ProRail, according to the priority rules of the VAB process."⁶ the phrase "of the VAB process" is replaced with "in the ad hoc phase."

- V. Footnote 83 (VAB = Traffic changes due to management, see also Appendix 2) in section 4.5.3 is moved to the following heading "PreVAB and VAB process".

⁶ VAB = Traffic changes due to management, see also Appendix 2.

- VI. In section 4.5.3 Timetable and process for ad hoc requests, the text under the heading "VAB process", "The alternative hour pattern [...] the above priority rules apply." is replaced in its entirety with the text below:

VAB process

Where possible, the alternative hour pattern from the PreVAB process is used as the basis for the VAB process. In the VAB process, the detailing of train paths as a result of incidental TCRs is carried out from 8 weeks prior to performance. Basically, this process involves rescheduling trains to minimise the consequences for titleholders of train paths and to enable as many train paths as possible to be allocated. This detailing is sent by means of a publication to the titleholders. If titleholders do not agree with the detailing in the publication, they shall notify ProRail's One-Stop Shop within five working days (see section 4.2.4). If no agreement is reached, capacity is allocated using the priority rules in the ad hoc phase. The marshalling yard planning of freight trains takes place in the finalisation process, see section 7.3.5.3.1. That is, in the last week before performance, detailed planning for freight trains and processes are worked out and capacity is allocated.

When establishing TCRs, as described in sections 4.3.2.2 and 4.3.2.3, general agreements are made on weekly TCRs. It may happen that when the details are worked out in the VAB process, these general agreements turn out to be insufficient to achieve a proper allocation. In this case, weekly TCRs form part of the allocation and the priority rules in the ad hoc phase apply.

Priority rules in the ad hoc phase

If capacity is reallocated in the ad hoc phase, this is done using the following priority rules:

- *Both requests for capacity are allocated in the timetable: allocation according to timetabling rules.*
- *One of the capacity requests is allocated in the timetable, the other in the ad hoc phase: capacity allocated in the timetable takes priority over capacity allocated in the ad hoc phase.*
- *Both capacity requests are allocated in the ad hoc phase: allocation according to the "First Come, First Served" ad hoc principle.*

- VII. In section 7.3.5.3.1, two new points i. and j. are inserted after point h:

- i. Capacity for freight paths is allocated at marshalling yards in the timetable and ad hoc phase until approximately one week before performance by means of a capacity test. This means that per marshalling yard, based on the total capacity per request, it is assessed whether it fits at the marshalling yard. The tracks database indicates the tracks to which the capacity test applies. The marshalling yards to which the capacity test applies can be found on the [Logistics Portal](#).*
- j. Allocated capacity for freight paths is included in DONNA (DONNA-specific days) from about eight weeks before performance. The marshalling yard planning is not ready at that time. This is drawn up in the last phase of the ad hoc process, the finalisation process, about one week before performance. In this finalisation process, the allocated capacity is worked out in a marshalling yard planning at track level. If conflicts still arise in this phase, efforts are made to resolve them with the parties involved. If no agreement is reached, the priority rules applicable to the ad hoc phase are applied, as described in section 4.5.3. Besides finalising the marshalling yard planning, the planning is also optimised by adding the latest information from titleholders, where the First-Come-First-Served principle applies.*

- VIII. In section 7.3.5.3.2 Submitting requests and timetable phase schedule, the first two sentences of the first paragraph "Requests for access to marshalling and siding facilities [...] shall be sent to capaciteitsverdeling@prorail.nl." These are replaced with the following text:

Requests for access to shunting and stabling facilities for the timetable phase are made via a request form made available by ProRail on the [Logistics Portal](#) (Request form for services and service

facilities at marshalling yards). This form can be sent to capaciteitsverdeling@prorail.nl. Requests for passenger transport and other transport other than freight transport can also be made via volume infrastructure entries (VII) in DONNA.

IX. In section 7.3.5.3.4 Submitting requests and ad hoc phase schedule, the following provision is added after the text after the first bullet point:

- A volume infrastructure entry (VII) in DONNA; this is applicable only for passenger and other transport other than freight transport.

X. In section 7.3.5.3.7 Unused capacity and cancellation of allocated capacity, the last sentence of the second paragraph is amended as follows:

Cancelling long-allocated capacity can be done by sending a message to capaciteitsverdeling@prorail.nl or - for passenger and other non-freight transport - by deleting a volume infrastructure entry (VII) in DONNA.

6 SpoorWeb now also available to titleholders with a capacity agreement (section 5.3.1 and Appendix 23)

I. In section 5.3.1 Train path, the third paragraph at item 5.1 Legal requirements is deleted:

To titleholders not qualified as railway undertakings [...] who have agreed to this at the request of titleholders.

The text is replaced with the following passage:

Titleholders who do not qualify as railway undertaking can exclusively acquire from ProRail items a (with the exception of the LOA-Online and Mijn Treinen applications) whereby a maximum of eight accounts on the Order Portal can be purchased, as well as b and c (exclusively the RailMaps application) of the part of this service indicated under "description". With regard to the Planning & performance information (according to TSI TAF/TAP standard) service, the titleholder shall, on the basis of Article 6 of the General Terms and Conditions, be given access to all planning and performance information of the railway undertaking concerned, which has agreed to this at the request of the titleholder.

II. In section 5.5.2 Provision of additional information, in table 5.3 Auxiliary services for the provision of additional information, including charge, the line:

SpoorWeb	Communication in case of emergencies.	€3,530 Per account above applied graduated scale	Appendix 23 – 8.1
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is replaced with:

SpoorWeb	Handling and communication in case of emergencies.	€3,530 Per account above applied graduated scale	Appendix 23 – 8.1 Appendix 23 – 8.2
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III. In Appendix 23, in the table of ICT and information services, the line:

SpoorWeb	Communication in case of emergencies.	Appendix 23 - 8.1	5.3.1
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is replaced with:

SpoorWeb	Handling and communication in case of emergencies.	Appendix 23 - 8.1 Appendix 23 - 8.2	5.3.1 5.5.2
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IV. In Appendix 23, item 8.2 *Description of ICT and information services related to incidents and emergencies falling under "Ancillary services"*, the table is replaced entirely by the table below:

Information on incidents and emergencies falling under ancillary services		
1. General information		
1.1	Facility	The ancillary services (provision of additional information) include the provision of information on incidents and emergencies through the information service: "Provision of tailor-made incident data" and "SpoorWeb for titleholders not qualified as railway undertakings." This service falls under Category 4 of Annex II to Directive 2012/34/EU.
1.2	Service provider	ProRail
1.3	Term of validity	The service is offered during the term of the Network Statement.
2. Function		
2.1	Description	The following ancillary ICT service is available to railway undertakings for the purpose of information on incidents and emergencies: Provision of tailor-made incident data (on condition that the data are available in SpoorWeb). These data can be read into own applications or used for analysis purposes. The following data streams are delivered: <ul style="list-style-type: none"> • Current Standard Obstruction Measures (including image) • Data related to an undesired event, limited to a specific titleholder The following ancillary ICT service is available to titleholders not qualified as railway undertakings for the purpose of information on incidents and emergencies: SpoorWeb In case of disruptions, ProRail and the railway undertakings communicate about the handling via the SpoorWeb application. Other affected parties, including contractors and public emergency services, are also informed by ProRail via SpoorWeb. This provides all parties involved with central access to all important information on a disruption, such as the affected railway infrastructure, the anticipated end time as well as information on cancelled and rerouted trains. Titleholders who do not qualify as railway undertakings have a view function so that, in the event of disruptions and delays, they can reschedule more quickly and communicate forecasts to their customers. The user type (view/change) can be set per employee, according to the client's specifications."
3. Description of the facility		
3.1	Locations	N/A
3.1.1	Availability	Provision of tailor-made incident data: Standard Obstruction Measures, daily file delivery (1x per day). Other data streams on a 7x24 hour basis. Ancillary management services: during office hours. SpoorWeb:

Information on incidents and emergencies falling under ancillary services		
		<ul style="list-style-type: none"> Availability of application: 7x24 hours (subject to fixed times for maintenance to be determined). Availability of service desk: 7x24 hours.
3.1.2	Technical characteristics	<p>Provision of tailor-made incident data: Standard Obstruction Measures are delivered as one or more data files (XML file). Other data is accessed via a direct data link.</p> <p>SpoorWeb: Access to the web-based SpoorWeb application, which runs within a browser guaranteed by ProRail.</p>
3.1.3	Planned changes	There are no planned changes.
4. User charges		
4.1	Information related to the user charge	<p>Provision of tailor-made incident data: There are no additional costs associated with its use. However, the set-up costs (€3,000) are charged per data stream purchased.</p> <p>SpoorWeb: This application is provided as part of the train path service, see section 5.3.1. Use of this application is subject to a graduated scale. If more accounts are purchased than provided for in the graduated scale, an additional amount of €3,530 per account will be charged.</p> <p>Titleholders who do not qualify as railway undertakings will be provided with this application at the rate specified therein."</p>
4.2	Information relating to the discount on the user charge	N/A
5. User conditions		
5.1	Legal requirements	The access and service level agreements are part of the Access Agreement, the model of which can be found on the ProRail website .
5.2	Technical requirements made of railway vehicles	N/A
5.3	Independent use	N/A
5.4	IT systems	No specific conditions
6. Capacity request		
6.1	Access request	<p>Provision of tailor-made incident data: Via ICT and information services (informatiediensten@prorail.nl).</p> <p>SpoorWeb: If you want to use ProRail applications, you need a ProRail account as a client of ProRail:</p> <ul style="list-style-type: none"> If you, as a railway undertaking, are not yet a client of ProRail, click here for further information on the request procedure. If as a titleholder you are already a client of ProRail, but you do not yet have an account, request one via your administrator. <p>If you have a ProRail account, you can apply for access to an application via IDM.</p>
6.2	Handling time	<p>Provision of tailor-made incident data: Requests will be processed within two weeks.</p> <p>SpoorWeb: A maximum handling time of two weeks applies between the request for and granting of access to the application.</p>
6.3	Information on capacity availability and TCRs	N/A

7 User restriction Velserspoortunnel (Appendix 9)

In Appendix 9, the following line is added to the table of route sections where, in deviation of the interoperability principle, a certain type of traffic or transport is excluded:

8	Santpoort Noord – Beverwijk	Velserspoortunnel	Local restriction freight and passenger traffic: freight trains and passenger trains cannot be in the tunnel at the same time. The rationale for this restriction can be found on the Logistics Portal .
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8 Requesting access to ORBIT's monitoring application can now be done via IDM (Appendix 23)

This change only applies to clients of the ICT service ORBIT. In Appendix 23, item 3.2 "Information for the benefit of drivers falling under ancillary services", the description in line 6.1 under ORBIT is replaced with the following text:

Request via Product Management Information & ICT Services (informatiediensten@prorail.nl).

If you want to use ProRail applications, you need a ProRail account as a client of ProRail:

- If you, as a railway undertaking, are not yet a client of ProRail, click [here](#) for further information on the request procedure.
- If you, as a railway undertaking, are already a client of ProRail, but you do not yet have an account, request one via your administrator.

If you have a ProRail account, you can request access to an application via [IDM](#).

If you are already using ORBIT, you can request access to ORBIT's monitoring application, MONA, through [IDM](#)."

9 Changing of ProRail Service Desk opening hours for two ICT and information services (Appendix 23)

- I. In Appendix 23, item 6.1 *Description of the ICT and information services for information on and coordination of capacity for works as part of the train path service*, in line 3.1.1, the text under Availability of service desk:

- Btd-planner Report & TCR map: 5 x 10 hours

is replaced with:

"- Btd-planner Report & TCR map: during working days from 08:00 - 18:00 hrs."

- II. In Appendix 23, item 10.2 *Description of ICT and information services for information on and coordination of delivered performance as part of the train path service*, in the description in line 3.1.1, the text after "Availability of service desk" is changed to:

"during working days from 08:00 - 18:00 hrs."

ProRail B.V.
Utrecht, April 2024