



NSB AS

Service Quality Performance Report

2017

Passenger Rights Regulation 1371/2007

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1) About NSB AS

The NSB Group is one of Norway's largest transportation groups. The parent company NSB AS, is owned by the State of Norway represented by the Ministry of Transport and Communications. NSB AS is a limited liability company where the state owns 100 % of the shares.

The NSB Group's headquarters is in Oslo, while operations are spread throughout most of Norway, and in parts of Sweden.

The NSB Group core business is passenger traffic by train and bus in the Nordic countries, freight transport by rail within and to/from the Nordic countries and travel and leisure services.

The NSB Group aims to add value through developing, producing, marketing and selling safe and competitive passenger and freight transport in the Nordic countries. The group's business is as stated in the articles of association:

- The company's social mission is to provide efficient, accessible, secure and environment friendly passenger and freight transport.
- The company's business is the carriage of passengers by rail in Norway, transport of passengers and goods in Norway and other Nordic countries as well as other related business.
- The business may be run by the company itself, by wholly owned subsidiaries, through other partowned companies or by collaboration with other companies. The company may do business in other Nordic countries as far as this helps to strengthen company effectiveness in the Norwegian market and/or helps the company to cover its social duties mandated by state ownership.

The NSB Group's passenger train business consists of NSB AS, and the subsidiaries NSB Gjøvikbanen AS and AB Svenska Tågkompaniet.

The aim for the NSB Group's passenger train operations is for people using public transport to travel efficiently to and from work, kindergarten, school and leisure

activities. By reducing the amount the car is used contributes to less traffic congestion, fewer accidents, and lower energy consumption, CO2 emissions and air pollution.

NSB's inter-city and commuter train services cover many of Norway's most important traffic arteries. The inter-city trains are tailored to our customers' journeys through a variety of services, such as KOMFORT (comfort class), SOVE (sleeper), FAMILIE (family coaches) and MENY (café or kiosk services). Local and commuter services are tailored to passengers travelling locally, with many seats, ample space, large windows and air conditioning.

Key figures NSB Passenger train

	2017	2016
Number of train journeys (mill.)	70,1	67,4
Produced seat km. in Norway (mill.)	9 705	10 338

Important events

Current passenger train operations run by NSB AS are planned to be put out to tender in six to eight traffic packages. The first two packages are now put out to tender.

2) Information and Tickets

The information and ticket sale solutions on NSB app and the website nsb.no, are owned and operated by NSB AS. The responsibility for ticket sales and customer service at manned stations, ticket vending machines and sale agents was transferred to Entur AS on 15th of October 2016. This also applies to liability for lost property offices and Call center (ticket office and technical support).

NSB AS conditions of carriage are available to the customer both on train stations, on nsb.no, and on our NSB mobile app for Android and iOS.

In the same channels, and on ticket vending machines, manned station and sales agents, the customer also finds our train timetables.

Information on ticket terms, conditions and prices, and on-board facilities are always available via nsb.no, on our NSB mobile app, and can also be obtained from Entur AS Call center - +47 61 05 19 10.

Information about accessibility, access conditions, assistance at stations, and availability of on-board facilities for disabled people and people with reduced mobility is available at request from all Entur AS ticket offices and Call center, and via nsb.no.

Information on accessibility and access conditions for bicycles is available on request from all Entur AS ticket offices and Call center, and via nsb.no.

Real time traffic information for the customers chosen travel distance, and updated traffic information on our different lines are available at Bane NORs website/app, NSBs website/app, and via Entur AS ticket vending machines. Customers may also subscribe to information related to certain departures via our App. The customer may also obtain information via Entur AS ticket offices and Call center.

In the event of severely disruption to our services, in addition to give information in the above mention channels, we aim to issue information through newsletters and media (newspapers, radio and television). We also provide information via SMS and newsletters to those customers registered in our customer database who accept information sent from NSB.

Procedures for whom to contact, and in general for reclaiming lost luggage is available for customers via nsb.no. Points of contact are Lost Property Offices at Oslo Central Station, Trondheim, Bergen and Stavanger, and Dombås station (Rauma Railway). Customer may also contact Entur AS call center and ticket offices. Items that end up in the lost property offices will be kept for three months. Every item is recorded in a computer system. If no one call for it or claim it, it is given to charity. Entur AS has agreements with organizations such as "Help us to help," "Vision for All" and "Industry Lambertseter." Valuables such as passports, cellphones and wallets will be forwarded to the police after 14 days. Content in forgotten PCs and other electronics will be deleted, and Entur AS is responsible for dismantle/destruction of the equipment. It can take two to five days from being found before the lost property arrives to one of the Lost Property Offices.

If the customer wish to contact NSB regarding damaged baggage this can be done by filling out a special contact form located on nsb.no. All our trains have clear signage above the internal doors at the end of each coach, giving information about the location and availability of onboard toilets. Information on on-board facilities are announced by the on-board Train Manager.

Information regarding the next station will be announced on-board by our Train Manager, or via voicemail. In the case of delays the Train Manager on board will announce information at appropriate intervals.

The Train Manager or voicemail on board will also make announcements about main connecting services. There are own manuals with voice guides for each train and deviations situation.

Safety guideline leaflets can be found on board next to each luggage rack section, and the Train Manager also make announcements of the leaflet shortly after departure station. Train staff can also be contacted at all times onboard. Information about platforms is provided on information tables at stations, via nsb.no and NSB mobile app, and via Entur TVM (Ticket Vending Machines), ticket offices and contact center. Train staff or voicemail on board gives information about arrival platform side in good time before arriving next stations.

Information about both manned and unmanned stations is available to the customer on nsb.no. Here we provide information about opening hours, ticket vending machines and

validators available, waiting room, travel connections, parking facilities, luggage trolleys, bicycle-rack, menu (café/bar/kiosk), luggage lockers and WC, elevators, ATMs, and train connections from the station.

Customers can buy tickets for travel anytime within 3 month in advance by visiting nsb.no, using the NSB mobil app, by Entur AS ticket vending machines or contact center, or by visiting one of Entur AS ticket offices or agents - foreign or Norwegian.

When buying a ticket self served (nsb.no, NSB app and Entur TVM) the customer may cancel the ticket within 4 hours after purchase (but before scheduled train departure); this qualifies for a full refund. Refunds of unused or partly used tickets are made either through Entur AS manned stations or call center, or via automatic self-service (NSB app and nsb.no). This depending on ticket product type, and if the purchased ticket is refundable or not.

If the customer has already travelled part of a ticketed journey and is requesting a refund as a result of a delay, the refund is made by our NSB Service Center. The form lies at nsb.no, and may be applied both as direct apply or downloaded as PDF for delivery to NSB by post. Such refunds will be made within one month. To make it simple for the costumers the same form may also be used for all kinds of complaints.

If, before departure, it is reasonably expected that there will be a delay of more than 60 minutes for the planned journey, customers will be entitled to either a full refund or to postpone their journey to a later date. To claim the refund or change the booking customers simply need to contact Entur AS manned stations or contact centre and refer to the details of the original ticket (reference number, order number, customer name).

3) Punctuality of services

NSB has high standards of train punctuality and make every effort to get passengers to their destination on time. Our target is to ensure:

- 90 % of trains arrive within 5,99 minutes of their scheduled arrival time for long distance trains
- 90 % of trains arrive within 3,99 minutes of their scheduled arrival time for all other trains

Category of service:	2017	2016	2015
Overall punctuality	91 %	91 %	91,5 %
Domestic long-distance trains	85,9	86 %	81,8 %
Regional trains	83,5	84,9 %	88,3 %
Urban/suburban trains (Oslo-area)	91,8 %	92,8 %	93,1 %
Other areas	81,6-97,6%	86,4-98,3%	78-97,4 %

Note: The content of categories of service has been changed as of 2018 with retroactivity for previous years. For 2018 and onwards, there will be a different sorting for category service.

Source for punctuality data is Bane NOR.

General principles to cope with punctuality and disruption to services

NSB's conditions of carriage

§7 Delays

A. Delay here means late arrival at a destination station relative to NSB's timetable. Significant delay refers to all NSB trains between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø which are more than 60 minutes late and to other NSB trains which are more than 30 minutes late.

B. In the event of a significant delay, the passenger may submit a claim for compensation of documented, foreseeable, direct expenses, limited to a maximum of 2/10ths of the Norwegian National Insurance scheme's base amount, for example.

1. Costs for the most reasonable alternative means of transport to the destination station if NSB has not established alternative transport for the route within a reasonable time.
2. Necessary telephone costs.
3. Board and lodging where this proves necessary and where NSB does not provide this at no charge to the customer.

C. Compensation may however not be claimed if the passenger, in spite of the delay, has sufficient time to make the departure of onward transport. The passenger has a duty to limit any potential loss by leaving reasonable time between arrival at the destination station and the onward means of transport. See § 7 A.

D. However, compensation may not be claimed if the passenger has not allowed for the margin of 60 minutes on all NSB trains between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø and 30 minutes on all other trains. This also applies to train arrivals at airports and flight check-in times. Specifically, 60/30 minutes' extra time must be allowed for arrival at airports in addition to the airline's check-in time.

E. Compensation may not be claimed if the customer was informed of the delay, the missed connection or train cancellation, before or during purchase of the ticket, or if the passenger, in spite of the delay, or after rebooking, has arrived at the destination station on time or with a delay of no more than 60 minutes.

F. Compensation may not be claimed if the delay or train cancellation is due to circumstances beyond the control of NSB or the National Rail Administration, such as extraordinary weather or acts of God, statutory orders and prohibitions, strikes, lockouts

etc. The passenger may however be entitled to claim a refund of the ticket price in accordance with § 7 H and § 7 J.

G. If a journey involves a change of trains, the transfer time is a minimum of 60 minutes for NSB's Regiontog (inter-city trains) between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø. For other trains, the transfer time is a minimum of 30 minutes. For journeys where a shorter transfer time is selected, a claim cannot be made for alternative transport in the event of a delay or stoppage.

H. When it can reasonably be expected that a train will arrive with more than 60 minutes' delay at the final destination relative to the contract of carriage, the passenger shall immediately have the choice between:

1. refund of the ticket in its entirety under the same conditions as when it was purchased for the part or parts of the journey that have not been undertaken, and for the part or parts which have already been undertaken if the journey is no longer of interest in relation to the passenger's original travel plan, as well as a return journey to the original place of departure where relevant,
2. continuation or rearrangement of the journey under equivalent conditions of carriage to the final destination at the first opportunity or,
3. continuation or rearrangement of the journey under equivalent conditions of carriage to the final destination at a later time in accordance with the passenger's wishes.

I. In the event of delays of more than 60 minutes, passengers shall be offered the following free of charge:

1. meals and refreshments which are reasonable in relation to the waiting time, if these are available on board the train or at the railway station, or if they can be supplied under reasonable conditions,
2. hotel or other accommodation and transport between the railway station and the place of accommodation if a stay of one or more nights is necessary, or if further stays are necessary to the extent that this is physically possible,
3. transport from the train to the railway station, to an alternative departure point or to the final destination for the train connection if the train is left standing on the track and if this is physically possible. On request from the passenger, NSB shall confirm on the ticket that the train has been delayed and that the delay may have led to a missed connection or that the train has been cancelled.

J. Passengers who are delayed at their arrival station may claim a refund of 50% of the ticket price in the event of:

1. A delay of more than 60 minutes on NSB's trains between Oslo and Trondheim, Oslo and Bergen, Oslo and Kristiansand/Stavanger, and Trondheim and Bodø.

2. A delay of more than 30 minutes on all other trains. Season ticket holders are issued refunds on the ticket price in accordance with the above principles but divided by the number of days the season ticket is valid for. The maximum total refund for a season ticket is limited to 50% of the ticket's purchase price.

A refund of the ticket price cannot be claimed if the passenger has been notified of delays of 30/60 minutes before the ticket was purchased.

4) Cancellation of services

Regularity of services as part of all services – in percent (%):

	2017	2016	2015
Total regularity	89,2	88,7	90,5
Operator depending regularity	99,7	97,5	98,8

Source for regularity is NSB, and calculation is based on data from Bane NOR. The figures takes into account cancellation of both fully and partially cancelled trains.

5) Cleanliness of Rolling Stock and station facilities

In our customer satisfaction survey (conducted twice a year) we measure customer satisfaction with comfort on board and cleanliness and maintaining of rail cars. We also measure conditions at stations.

6) Customer Satisfaction survey

Customer satisfaction survey - Long distance trains

NSBs Customer satisfaction survey is conducted by Kantar TNS. It takes place twice a year over a three week period in March and September. The questionnaire is distributed to a representative sample of all our passengers on board the trains. The sample size per year is 13000.

These self-completion surveys includes a wide range of aspects such as:

- **Booking/ticket sales**
- **Purpose of journey**
- **Conditions at stations**
- **Facilities for car parking**
- **Punctuality**

- **Frequency**
- **General information before and during the journey**
- **Information in case of delay**
- **Comfort on board**
- **Cleanliness and maintenance of rail cars**
- **Catering**
- **Lounges**
- **Staff on board**

As customer satisfaction has become more and more important in recent years the findings from the surveys are given high priority. Customer satisfaction index is a KPI for NSB.

Overall customer satisfaction – passenger train (index 0-100) was 76 in 2017, 74 in 2016 and 73 in 2015.

The results from the customer satisfaction survey show year after year that a reliable train service is the most important driver of customer satisfaction. The greatest area of improvements to achieve a reliable train service is the infrastructure and the rolling stock. Maintenance and renewal of the railway network, and providing modern rolling stock are therefore more important than ever as population grows and the need for travel increases.

7) Complaints handling refunds and compensation for non-compliance with service quality standards

Our conditions of carriage are adapted to the rights and obligations under Regulation 1371/2007. The conditions of carriage are available to the customer both on train stations, on nsb.no, and on our NSB mobile app for Android and iOS. Customers contacting us via social media platforms may be directed to our website for the relevant information.

NSB Service Center is responsible for handling refunds and compensation for non-compliance with service quality standards, and all other customer complaints. Information on how to submit a complaint regarding our services is available at nsb.no, NSB app, and in social media (Facebook, Twitter). A special feedback-form for the customer to fill out is available at nsb.no. This form may be applied direct from the website. Customers wishing to write to us by mail are welcome to do so. Customers may also forward claims to servicesenter@nsb.no (customer's preferred contact method when responding to a complaint).

Handling passenger claims	2017	2016	2015
Total number of received complaints cases)	42035	42083	22 032
Total number of complaints where compensation is paid	9173	9 823	8 640
Number of complaints on punctuality	16396	12 973	10 099
Number of complaints on punctuality and cancelling of trains with customer claim for compensation	2833	2 007	6 183
Number of complaints on punctuality and cancelling of trains where compensation is paid	2746	2 006	3 092
Number of complaints on punctuality with customer claim for compensation (30/60 minutes) (3 516 – 214)	216	784	5 940
Number of complaints where customer demand compensation due to cancellation of trains	2617	2791	243

NSB Service Center aims to operate to the following standards:

- Letters will be replied to within 2 weeks
- Emails will be replied to within 1-3 working days

NSB Service center only keep records of delays or non-delays, not specifically within standards defined in NSBs conditions of carriage. NSB operates with 30 minutes / 60 minutes, and it is not possible to measure related complaints to abandonment of travel, re-routing, alternative mode of transport, and overnight stay.

8) Assistance provided to disabled persons and persons with reduced mobility

According to railway passenger rights regulations, the national railway infrastructure manager Bane Nor SF is responsible for providing assistance at the stations, while NSB as train operator is responsible for assistance for boarding, disembarking, and on board the train. A new scheme for clarifying responsibilities was implemented in January 2012.

For boarding, disembarking, and on board NSB has defined responsibility for assistance free of charge to disabled persons and persons with reduced mobility as follows:

NSB Train staff shall offer assistance upon entry and exit by:

- Using wheelchair ramps / rails or lift for entry and exit for wheelchair
- Helping other customers with mobility problems
- Showing / following the customer to the right seat in the train

NSB Train staff will offer assistance on board by:

- Providing securement of wheelchairs
- Offering food and drink at the seat for customers who are unable to go to the food service facilities on board.
- Provide assistance to the toilet

The staff do not provide assistance with personal care such as assistance with toileting, feeding or medication.

NSB collaborated in 2011 with the infrastructure manager Bane Nor to establish the best possible and most seamless assistance ordering system for customers who are disabled or have reduced mobility. Customers can order assistance directly to Bane Nor's customer service center or to NSB Call center while booking the ticket. Electronic form for ordering assistance, and information about the scheme are available both on nsb.no and banenor.no. Assistance at stations must be ordered no later than 24 hours before departure. The service is free.

If the customer just wants assistance in boarding and disembarking from the train it is not required to book in advance, but NSB recommends on our website that the customer contacts NSB Call center so that the train crew can be notified in advance. In cases where the customer does not book in advance we will do our best to assist on an ad hoc basis. Assistance scheme are established on the following 10 train stations:

Oslo S	Lillehammer	Bergen	Asker	Lillestrøm
Oslo lufthavn	Trondheim	Drammen	Sandvika	Ski

Assistance orders 2017 (numbers received from Bane Nor)

Station:	2013	2014	2015	2016	2017
Oslo S	1 067	1 058	1 309	1 741	1 476
Trondheim	159	220	201	218	232
Bergen	47	73	50	68	117
Oslo lufthavn	49	44	67	64	76
Lillehammer	33	73	50	75	59
Drammen	13	15	8	52	56
Asker				2	34
Lillestrøm					14
Sandvika				2	5
Ski					0
Annet					9
Total	1 368	1 483	1 685	2 222	2 078

Assistance 2017 - specified

Station:	%
Oslo S	71,0 %
Trondheim	11,2 %
Bergen	5,6 %
Oslo lufthavn	3,7 %
Lillehammer	2,8 %
Drammen	2,7 %
Asker	1,6 %
Lillestrøm	0,7 %
Sandvika	0,2 %
Ski	0,0 %
Total	100,0 %

Type of assistance	Number	%
Visually impaired	887	42,7 %
Reduced mobility	787	37,9 %
Wheelchair user	354	17,0 %
Hearing impaired	1	0,0 %
Developmental disabilities	23	1,1 %
Dyslexia	4	0,2 %
Others	22	1,1 %
Total	2 078	100,0 %

When acquiring new trains and undertaking major modernisation of old ones universal design is a priority, and NSB fulfill the requirements in TSI PRM (2014/1300/EF - Technical Specification for Interoperability Persons of Reduced Mobility). The Infrastructure Manager Bane Nor in Norway is responsible for accessibility to stations and platforms for persons with reduced mobility.

The number of assistance projects in the requested categories, international/domestic, regional and urban/suburban trains, are not recorded.