

# **Model Capacity Agreement 2026**

**between**

**[Applicant]  
and  
ProRail B.V.**

*For information purposes: a capacity agreement is only concluded in the Dutch language. No rights can be derived from this English translation.*

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**The undersigned:**

- [Applicant], with its registered office in [place name], duly represented according to the trade register by [signatory 1], [position 1], hereinafter called Applicant;

and

- ProRail B.V., with its registered office in Utrecht, duly represented according to the trade register by Mr B.P.A. Bakker, Capacity Management Director, hereinafter called Infrastructure Manager or ProRail;

jointly called the Parties;

**whereas:**

1. Infrastructure Manager is charged with the management of the Main Railway Network and the associated railway infrastructure in the Netherlands, currently under the Beheerconcessie, granted on 15 December 2014 and taking effect on 1 January 2015 which has been extended in a policy-neutral manner per the first of January for four years (until January 1, 2029)<sup>1</sup>.
2. Infrastructure Manager within the framework of the Beheerconcessie is responsible for the quality, reliability and availability of the Main Railway Network, for distributing capacity and for directing traffic over the Main Railway Network, as determined in the Spoorwegwet and further defined in the Beheerconcessie .
3. Infrastructure Manager additionally manages a number of other railways and rail-related infrastructure facilities.
4. Applicant is entitled under article 57 Spoorwegwet to enter into a Contract of use as referred to in article 59 Spoorwegwet.
5. Applicant under article 27(2) Spoorwegwet does not have access to the Main Railway Network.
6. Applicant [*optional*: further to a previous agreement] wishes to apply for and acquire capacity for the carriage of passengers or freight by means of rail transport services;
7. The Parties wish to specify in this Capacity Agreement their relationship in relation to the acquired and to be acquired capacity of the main railway network and the services to be provided therewith.

**The Parties agree as follows:****Article 1 Definitions**

- a. General Terms and Conditions: the General Terms and Conditions Contract of Use ProRail 2026, edition 30 May 2025, as included in Appendix A.
- b. Betuweroute: the railway as defined in appendix 2 of the Network Statement (glossary), under the term Betuweroute.
- c. Appendix: the appendix designated by a number or letter belonging to and forming an integral part of this Capacity Agreement, unless otherwise provided.
- d. Capacity Agreement: the present agreement.
- e. Track Access Charge: the charge as defined in appendix 2 of the Network Statement (glossary), under the term Track Access Charge.
- f. Applicant: the Applicant as referred to in article 57(1) in conjunction with (2) letters b or c Spoorwegwet.
- g. High Speed Rail Network: the main railway infrastructure as referred to in article 1 in conjunction with article 2 Besluit HSL-heffing 2015 and article 1 of the Besluit capaciteitsverdeling hoofdspoorweginfrastructuur.
- h. Main Railway Network: the main railway network as referred to in article 1(1) Spoorwegwet.

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<sup>1</sup> By decision of the State Secretary of Infrastructure and Water Management (het Ministerie van Infrastructuur en Waterstaat), published in the Staatscourant on 2 December 2024, No. 37630.

- i. HSL Levy: the charge referred to in article 62(6)(d) Spoorwegwet and article 3 Besluit HSL-heffing 2015, in respect of the High Speed Rail Network.
- j. 2026 Timetable: the timetable during the period from Sunday 14 December 2025 to Saturday 12 December 2026.
- k. Network Statement: the Network Statement 2026 issued by Infrastructure Manager, including supplements thereto, published on the day preceding the day of signing of this Capacity Agreement.
- l. Operational Conditions: the Operational Conditions as contained in sections 3.4 and 6.2 of the Network Statement.
- m. Railway Undertaking: as defined in article 1 Spoorwegwet.

## **Article 2 Scope of application, ranking**

### 2.1 Scope of application

The scope of operation of this Capacity Agreement extends over the Main Railway Network and the service facilities [*optional*: excluding the Betuweroute], [*optional*: excluding the High Speed Rail Network<sup>2</sup>].

### 2.2 Coherence and ranking of Capacity Agreement and contract documents

The following Contract Documents set out in relation to each other the rights and obligations of the Parties under this agreement:

- a. the Capacity Agreement signed by the Parties;
- b. General Terms and Conditions (Appendix A);
- c. Capacity allocation document for the 2026 Timetable (Appendix 1);
- d. Operational incident agreements (Appendix 2);
- e. *optional*: Generic Delivery Terms and Conditions for ICT- and information services (Appendix 3);
- f. *optional*: Agreements on implementation Besluit HSL-heffing 2015 (Appendix 4);

If contract documents conflict with each other, the above descending ranking applies.

### 2.3 Ranking Network Statement and Capacity Agreement

In the event of a conflict between a provision of the Capacity Agreement and the provisions of the Network Statement, the provision of the Capacity Agreement shall prevail insofar as Infrastructure Manager is authorised to deviate from the provisions of the Network Statement.

## **Article 3 Services and Track Access Charges**

### 3.1 No access to the Main Railway Network

The Capacity Agreement is a contract of use within the meaning of article 57 Spoorwegwet. The statutory provisions applicable to contracts of use and the rights and obligations associated therewith shall, in respect of rights and obligations within the scope of this Capacity Agreement, apply in full also to this Capacity Agreement, subject to express deviations agreed in this Capacity Agreement. Applicant does not meet the requirements for access to the Main Railway Network as set out in article 27(2) Spoorwegwet and therefore has no access to the Main Railway Network.

### 3.2 Capacity

For the term of this Capacity Agreement, Infrastructure Manager shall make available to Applicant the capacities of the Main Railway Network as described in Appendix 1 as well as the additional capacities to be further agreed with Infrastructure Manager under the application of chapter 4 and section 7.3.5.3 of the Network Statement, which according to article 2.1 fall within the scope of this Capacity Agreement.

### 3.3 Designation of Railway Undertaking

For the use of railway vehicles on the Main Railway Network, Applicant shall notify Infrastructure Manager at least 30 days before the traffic day which Railway Undertaking shall use Applicant's capacity. Only one Railway Undertaking can be designated per train path.

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<sup>2</sup> If the High Speed Rail Network is excluded then articles 3.6, 4.2 and Appendix 4 may be omitted.

As regards the stabling of rail vehicles, Applicant shall notify Infrastructure Manager no later than 30 days before stabling, which Railway Undertaking shall make use of Applicant's stabling capacity or notify Infrastructure Manager before the start of the timetable year which Railway Undertaking(s) shall make use of Applicant's stabling capacity.

The allocated capacity shall lapse if Applicant has not notified Infrastructure Manager at least 30 days before the traffic day, 30 days before stabling, or before the start of the timetable year, which Railway Undertaking(s) shall make use of Applicant's allocated capacity.

### 3.4 Track Access Charges 2025 and 2026

For the period from 14 December 2025 to 31 December 2025, the Track Access Charges shall be calculated on the basis of the rates and methods as applicable on 13 December 2025 and as contained in the applicable Network Statement 2025. For the period from 1 January 2026 to 12 December 2026, the Track Access Charges shall be calculated as described in the remainder of this article.

### 3.5 Service packages

The services provided by Infrastructure Manager to Applicant include the following service packages:

#### *Service package 1: Minimum Access Package*

<b>Train path</b>
The handling of capacity requests, reservation of capacity and provision of information for train paths as set out in section 5.3.1 and Chapter 4 of the Network Statement.
The charge for use of train paths including the handling of requests for capacity on the Main Railway Network and provision of information is stipulated in section 5.3.1 of the Network Statement. The costs for using the Main Railway Network for train paths are charged to the Railway Undertaking using the Main Railway Network.

In doing so, Applicant uses the following applications, publications and/or reports, elaborated in Appendix 3 when necessary:<sup>3</sup>:

<b>Service</b>	<b>Service as described in Network Statement (appendix 23)</b>	<b>Number of accounts</b>
RailMaps	23-1.1	-
Indienen van capaciteitsaanvragen volgens TSI TAF/TAP standaard	23-4.1	-
Orderportaal	23-4.1	
DONNA	23-4.1	-
Treinnummerlijst (TNR)	23-4.1	-
Btd-planner	23-6.1	-
Buitendienststellingskaart	23-6.1	-
Btd-planner Rapportage	23-6.1	-
Buitendienststellingsdossiers	23-6.1	-
Spoorbezettingsplan	23-5.1	-
Levering van plan- en uitvoeringsinformatie volgens TSI TAF/TAP standaard <sup>4</sup>	23-9.1	-

<sup>3</sup> Only include services that are purchased. If the number of accounts for services are not relevant, a horizontal dash is inserted. For Orderportaal, a maximum of 8 accounts can be purchased.

<sup>4</sup> Regarding the service Provision of planning and performance information according to TSI TAF/TAP standard, Applicant will get insight into all planning and performance information of the involved Railway Undertaking, that has agreed to this at the request of Applicant, based on article 6 of the General Terms and Conditions.

## Service package 2: Service facilities and services supplied in these facilities

<b>optional: Stabling and shunting</b>	
The handling of capacity requests and the reservation of capacity for the purpose of (facilities at) marshalling yards as provided for in section 7.3.5.3 of the Network Statement.	
Applicant requests stabling capacity and designates Railway Undertaking(s) to use the allocated stabling capacity. Applicant pays Infrastructure Manager for the allocated stabling capacity that can be used by Railway Undertakings.	
The rate for the reservation of capacity for stabling and shunting as determined in section 7.3.5.2.1 of the Network Statement per minute per metre amounts to:	
Type marshalling yard / track	Rate per minute (per track)
All marshalling yards	€ 0.03579 + € 0.0001713 x track length in metres
The costs, based on these rates, shall be charged to Applicant who requested and was allocated the capacity.	

## Service package 4: Ancillary services

<b>optional: Access to ancillary services</b>
Access to and/or provision of additional information as determined in section 5.3.1 (point 5.1) and appendix 23 of the Network Statement via the following application, elaborated in Appendix 3 when necessary:

Service	Service as described in Network Statement (appendix 23)	Costs per account	Number of accounts	Costs total
SpoorWeb	23-8.2	€ 4.411,--		

### optional: 3.6 High Speed Rail Network levy

The HSL levy for the use of the High Speed Rail Network will be determined based on the Besluit HSL-heffing 2015 and section 5.10.1 of the Network Statement.

### 3.7 Financial sanctions and incentives

The Parties agree to the following financial penalties and incentives:

#### *Capacity surcharge*

The capacity surcharge is calculated in accordance with section 5.6.5.1 of the Network Statement.

### 3.8 Connection to the ICT services

Connection to the ICT services	option	manner
ProRail and Applicant communicate via VPN connection	[Yes/No]	
ProRail and Applicant communicate via Common Interface	[Yes/No]	[RNE Software package (which) Self-built]

## Article 4 Invoicing

### 4.1 Invoicing Track Access Charge

Infrastructure Manager shall invoice the Track Access Charges in accordance with section 5.9 of the Network Statement.

or

#### 4.1 Invoicing Track Access Charge

Infrastructure Manager shall invoice the Track Access Charge monthly in accordance with section 5.9 of the Network Statement in conjunction with article 23.7 of the General Terms and Conditions by advance invoice<sup>5</sup>. Article 24.7 of the General Terms and Conditions does not apply. The amount of the advance invoice must be paid by the Railway Undertaking to Infrastructure Manager within the payment term stated on the advance invoice. The amount of the advance invoice will be settled retrospectively with the monthly amount of Track Access Charge that Applicant actually owes to Infrastructure Manager.

#### optional: 4.2 Invoicing HSL levy

Applicant shall pay the HSL levy in accordance with the Besluit HSL-heffing 2015 and section 5.10.1 of the Network Statement.

Applicant shall from 1 February 2026 owe the HSL levy over the time period from 14 December 2025 until 31 December 2025, to be determined by Infrastructure Manager in consultation with Applicant on the basis of a provisional settlement of a forecast or allocated number of train kilometres of Applicant on the High Speed Rail Network during the 2025 calendar year.

Applicant shall from 1 February 2027 owe the HSL levy over the time period from 1 January 2026 until 12 December 2026, to be determined by Infrastructure Manager in consultation with Applicant on the basis of a provisional settlement of a forecast or allocated number of train kilometres of Applicant on the High Speed Rail Network during the 2026 calendar year.

Final settlement shall follow when the HSL levy has definitively been set in accordance with the provisions of the Besluit HSL-heffing 2015. Article 22.2 of the General Terms and Conditions does not apply in this case. The categorisation of causes referred to in article 3 of the Besluit HSL-heffing 2015 is determined under application of the scheme set out in Appendix 4.

#### optional: 4.3 Purchase order number

Invoices from Infrastructure Manager in connection with the services, which are provided by Infrastructure Manager under this Capacity Agreement, shall always state the purchase order number [xxx] provided by Applicant, under which number invoices for such services shall be processed in Applicant's records.

#### optional: 4.4 Handling costs for non-functioning facilities required in an environmental permit

Railway Undertaking may submit a request for reimbursement of additional handling costs as referred to in Article 1(5) of the General Terms and Conditions if that Railway Undertaking receives an instruction from the Infrastructure Manager that excludes the use of the Main Railway Network or that allocated capacity of that Railway Undertaking is withdrawn or changed by the Infrastructure Manager. This only applies in case facilities at marshalling yards, which are required by the competent authority in an environmental permit, are not functioning for more than 8 hours. In case such handling costs are less than €5.000 on the basis of Article 18(5)(b) in conjunction with Article 11(1) in conjunction with Article 18(2)(c) of the General Terms and Conditions, Railway Undertaking may send a substantiated invoice for the actual handling costs incurred (including order number 4157129 and the report card number under which the disruption was registered) to [crediteurenadministratie@prorail.nl](mailto:crediteurenadministratie@prorail.nl).

## **Article 5 Performance**

Infrastructure Manager strives to provide the agreed services and to inform Applicant in a timely manner about all that is important for the execution of the Capacity Agreement.

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<sup>5</sup> In case of reasonable doubt as to the financial soundness, an advance invoice may be sent in accordance with article 23.7 of the General Terms and Conditions and Implementing Regulation 2015/10/EU.

Applicant shall make every effort to timely inform Infrastructure Manager about everything that is important for the execution of the Capacity Agreement.

## **Article 6 General and Operational Conditions**

### 6.1 General Terms and Conditions

This Capacity Agreement is governed by the General Terms and Conditions, without prejudice to the provisions by or under the Spoorwegwet and to the exclusion of other general terms and conditions.

### 6.2 Liability under articles 17, 18 and 19 of the General Terms and Conditions

The provisions of articles 17, 18 and 19 of the General Terms and Conditions shall apply mutatis mutandis to this Capacity Agreement, except that instead of 'Railway Undertaking' in those articles, should be read 'Applicant'.

### *optional:* 6.3 Different threshold amount per loss event

In deviation of article 18.5 and article 19.4 of the General Terms and Conditions, the stated threshold amount for claims for compensation is set at [€10,000 or €20,000] per loss event.

### 6.4 General terms and Conditions

The Infrastructure Manager shall request written permission from the contract manager of the Applicant, as referred to in Article 9.2 of the Access Agreement, to share anonymized data of that Applicant with other Applicants and Third Parties as referred to in Article 6, paragraph 2(b) of the General Terms and Conditions. This contract manager of the Applicant shall then provide the Infrastructure Manager the written permission or refusal for this within 20 working days.

### 6.5 Operational Conditions

The Operational Conditions apply to this Capacity Agreement as well as to the services to be provided thereby by Infrastructure Manager, without prejudice to the provisions under or pursuant to the Spoorwegwet.

## **Article 7 Compensation scheme**

The Parties agree that the conditions set out in sections 5.6.7.2 of the Network Statement shall be applied. The compensation of out of pocket costs without alternative transport are the extra costs Applicant has to make as a result of the Temporary Capacity Restriction (TCR), as for example renting equipment and/or facilities for staff and/or extra deployment of staff. Application of section 5.6.7.2 of the Network Statement cannot lead to double compensation of the Railway Undertaking and Applicant.

## **Article 8 Term**

### 8.1 Term

This Capacity Agreement commences at 00:00 on Sunday 14 December 2025 and runs until 23:59 on Saturday 12 December 2026.

### 8.2 Termination by Applicant

In the cases referred to in article 27.3 of the General Terms and Conditions, Applicant may terminate this Capacity Agreement subject to a notice period of three months.

## **Article 9 Contacts and contract management**

### 9.1 Contacts in case of incidents

In case of train traffic incidents, alerting and handling shall take place according to the agreements listed in Appendix 2 using the contact details provided therein.

### 9.2 Contract manager



The Parties shall each appoint a contract manager for the execution of this Capacity Agreement:

	<b>Applicant</b>	<b>Infrastructure Manager</b>
Name		
Function		
Postal address		
Place		
Office address		
Place		
Telephone (landline)		
Telephone (mobile)		
Email		

Correspondence concerning the execution of this Capacity Agreement shall be addressed to the other party's contract manager, unless other officers have been agreed upon between contract managers for one or more subjects.

### 9.3 Contact details

Applicant and Infrastructure Manager representatives for the following files and topics are:

<b>File/Theme</b>	<b>Officers</b>	
	<b>Applicant</b>	<b>Infrastructure Manager</b>
ICT (communication relating to operations, updates and changes): Service A Service B		informatiediensten@prorail.nl
tbd		

### 9.4 Changes to contact details

The Parties shall promptly inform each other of any interim changes to the contact details listed in article 9, Appendix 2 and/or Appendix 3.

## **Article 10 Applicable law and disputes**

### 10.1 Applicable law

This Capacity Agreement is governed by Dutch law.

### 10.2 Complaints and disputes

Complaints and disputes relating to the performance of this Capacity Agreement shall be handled in accordance with the General Regulations on the Settlement of Complaints and Disputes of ProRail as included in appendix 4 of the Network Statement.

## **Article 11 Appendices**

Included in this Capacity Agreement are the appendices listed below.

- Appendix A: General Terms and Conditions
- Appendix 1: Capacity allocation document for the 2026 Timetable
- Appendix 2: Operational incident agreements
- *optional*: Appendix 3: Generic Delivery Terms and Conditions for ICT- and information services
- *optional*: Appendix 4: Agreements on implementation Besluit HSL-heffing 2015

## **Signature**

Thus drawn up and signed,

[Applicant]

ProRail B.V.

[signatory 1]  
[position 1]

B.P.A. Bakker  
Capacity Management Director

## **Appendix A: General Terms and Conditions**

[include version 30 May 2025]

## **Appendix 1: Capacity allocation document for the 2026 Timetable**


The capacity allocation agreed between Applicant and Infrastructure Manager for the 2026 Timetable is defined as follows:

- For capacity in train paths and on stabling tracks: in the DONNA file with reference “20251214-BD-008 Definitieve Drgl 2026”
- For capacity for weekly TCRs: Btd-planner, status as at 25 August 2025.
- For capacity for incidental TCRs: the following documents on the Logistics Portal under the heading ‘Jaardienst 2026 Incidentele Onttrekkingen (IO’s) versie 14-08-2025’:
  - Publication Capacity Allocation IO’s 2026 version 15/08/2025 Appendix 1 ‘Overzicht Capaciteitsverdeling IO 2026’;
  - Publication Capacity Allocation IO’s 2026 version 15/08/2025 Appendix 2 ‘Overzicht Verkeersstudies en Procesafspraken Verkeer a.g.v. Beheer Verkeer JD 2026’
  - Publication Capacity Allocation IO’s 2026 version 15/08/2025 Appendix 3 ‘Overzicht evenementen 2026’.

All in accordance with ProRail's letters to Applicant 25 August 2025 with reference T201896409-570998880-27 as can be found on the Logistics Portal.

This agreed capacity did not apply the possibility of charging a surcharge for scarce capacity.

## Appendix 2: Operational incident agreements

ProRail contact details	
<b>Contact for incident agreement</b>	Maikel Tenpierik, Incident Response Advisor, 088 231 5156, <a href="mailto:maikel.tenpierik@prorail.nl">maikel.tenpierik@prorail.nl</a> .
<b>Rail control room back office (MKSBO)</b>	General telephone: 084 084 9500 Emergency telephone: 084 084 9550 Email: <a href="mailto:MKS@prorail.nl">MKS@prorail.nl</a> Email loading details: <a href="mailto:vertreksamenstellingen@prorail.nl">vertreksamenstellingen@prorail.nl</a>
<b>On-call duty services ProRail</b>	<div> <div> <p><i>Field: General Leader (Rail Duty Officer) (contact details available from MKSBO)</i></p> <p><i>Office: Traffic Control Duty Officer (at post), Incident Response Duty Officer (084 084 9767), Rail Duty Officer (084 084 9860)</i></p> </div> <div> <p>Rail Duty Officer:</p>  </div> </div>
<b>Safety research</b>	Area safety advisor. Contact via <a href="mailto:veiligheid.wachtdienst@prorail.nl">veiligheid.wachtdienst@prorail.nl</a>
<b>Alarm</b>	Primarily, incidents are alerted through the responsible Railway Undertaking. In incidental cases, it may be necessary to contact Applicant's on-call service.
Other contact details Applicant	
<b>General contact emergency agreements</b>	Contact details: [name, email, phone]
<b>Safety expert / evaluations</b>	Contact details: [name, email, phone]
On-call service:	
<b>Contact on-call service</b>	Contact details: [name, email, phone]
<b>Email for bulletins CMBO</b>	[Email]
<b>Further agreements</b>	The on-call services of Applicant coordinate with the on-call service of the Railway Undertaking. The primary contact is between the on-call service of the Railway Undertaking and ProRail. If required, contact can be made with on-call service of Applicant or Rail Duty Officer (via Rail Control Room).

## *optional:* **Appendix 3: Generic Delivery Terms and Conditions for ICT- and information services**

### **1. Introduction**

This document contains the generic terms of delivery regarding the provision of ICT- and information services to Applicants set out in the Capacity Agreement. This document describes the agreements on services. The document is part of the Capacity Agreement 2025.

### **2. Services**

#### **2.1 Service desk**

Problems and questions regarding the service can be reported to the numbers and contact details below. Changes to contact details shall be communicated by letter or email.

When reporting an incident, the following information shall be provided:

- Name of the application and or data delivery.
- Description of the incident.
- Estimate of the size/priority of the problem.
- Name and phone number of the contact.
- Workstation number of where the incident was experienced (if applicable).

<b>Information service</b>	<b>Service desk</b>	<b>Available</b>	<b>Telephone number</b>
Spoorbezettingsplan	ProRail Service Desk	7 x 24 hrs	088 231 7100
Btd-planner Rapportage Buitendienststellingenkaart	ProRail Service Desk	Working days between 08:00 and 18:00	088 231 7100
Orderportaal	Rail Control Room (MKS)	7 x 24 hrs	084 084 9500
Btd-planner Buitendienststellingendossiers Indienen van capaciteitsaanvragen volgens TSI TAF/TAP standaard Levering van plan- en uitvoeringsinformatie volgens TSI TAF/TAP standaard SpoorWeb	Central Service Desk (CSD)	7 x 24 hrs	088 231 2600

The breakdown services listed here mainly respond to telephone complaints. Reports can be made by email is possible, but only for non-urgent incidents/disruptions. Disruptions and non-urgent incidents can be reported to [servicedesk.prorail@prorail.nl](mailto:servicedesk.prorail@prorail.nl).

For all ICT- and information services offered through an application, if you experience access problems, you must first contact the ProRail Service Desk on 088 231 7100. Outside office hours, you will be redirected to the Central Service Desk.

In case of suspicion of a cyber incident or hack regarding an ICT- or information service, the Central Service Desk must be contacted as soon as possible on 088 231 2600. Details related to this notification need to be reported via email ([icto.csd@prorail.nl](mailto:icto.csd@prorail.nl)).

#### **2.2 Availability of the service**

Infrastructure Manager makes every effort to achieve the following availability rates. The percentages are stated by period.

Information service	Availability% <sup>6</sup>	Period
Btd-planner Orderportaal Indienen van capaciteitsaanvragen volgens TSI TAF/TAP standaard Levering van plan- en uitvoeringsinformatie volgens TSI TAF/TAP standaard SpoorWeb	98%	per month
Btd-planner Rapportage Buitendienststellingenkaart Spoorbezettingsplan	95%	per month

## 2.3 Prioritisation of incidents

### 2.3.1 Prioritisation of applications

Application disruptions are prioritised as a priority 1, 2 or 3-disruption to resolve the disruption. Priority is determined by the urgency and impact of an incident. The starting point for initial prioritisation is user perception. The table below sets out the priority distribution.

Impact	Alle gebruikers	Een volledig deel van de gebruikers-organisatie	Individuele gebruiker
Urgentie			
De functionaliteit is volledig onbeschikbaar (*). Het bedrijfsproces ondervindt ernstige hinder.	Prio 1		
De functionaliteit is gedeeltelijk onbeschikbaar (**). Het bedrijfsproces ondervindt hinder.	Prio 2	Prio 2	Prio 3
De functionaliteit is aangetast maar nog wel beschikbaar (***). Het bedrijfsproces ondervindt lichte hinder.	Prio 2	Prio 3	Prio 3

(\*) or this is perceived as such.

(\*\*) core tasks can be performed (secondary tasks not or less so)

(\*\*\*) work can be done less efficiently (slow, fewer printers so longer queues).

Only priority 1 incidents affect the availability rate.

Priority 1 is a high-impact incident that causes a service to become non-operational and there is no way around the incident. Infrastructure Manager makes every effort to resolve disruptions as quickly as possible according to the priority distribution.

### 2.3.2 Prioritisation of data delivery

Data delivery disruptions are prioritised as a priority 1, 2 or 3-disruption. The table below sets out the priority distribution.

Prioritisation of data delivery incidents	Description
1	The data has not been delivered (on time) or is incomplete and user experiences serious hinder (can only be reported by phone).
2	The data has not been delivered (on time) or is incomplete and user experiences hinder.

<sup>6</sup> Refers to the availability of the application as provided by Infrastructure Manager, dependencies such as availability of Internet and IT infrastructure at Applicant are not included in this.

3	The data has not been delivered (on time) or is incomplete and user does not experience immediate, or only minor, hinder.
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## 2.4 Response and function recovery time

Infrastructure Manager strives to adopt the following target standards for function recovery time and incident response time.

Information service	Response time	Function recovery time*
Btd-planner Orderportaal Indienen van capaciteitsaanvragen volgens TSI TAF/TAP standaard Levering van plan- en uitvoeringsinformatie volgens TSI TAF/TAP standaard SpoorWeb	< ½ hour	p1. 80% < 2h, 90% < 8h, 99% < 16h p2. 80% < 8h, 99% < 48h p3. 80% < 16h, 99% < 60h  Function recovery is performed 24 x 7. Both function recovery time and response time are measured during the hours when the Service Desk is available.
Btd-planner Rapportage Buitendienststellingsdossiers Buitendienststellingenkaart Spoorbezettingsplan	< 2 hours	p1. 80% < 8h, 90% < 16h and 99% < 32h p2. 80% < 24, 99% < 60h p3. 80% < 24, 99% < 80h  Function recovery is performed during office hours (08:00-18:00). Both function recovery time and response time are measured during business hours. Incidents reported outside office hours are handled as if they were reported at the next opening time.

Response time means the time between the moment an incident is reported to the ProRail Service Desk and the first moment of contact between the ProRail Service Desk and the reporting party. This does not apply to incidents reported by email.

Function recovery time means the time between the moment an incident is reported to the ProRail Service Desk and the moment the user has his functionality back or accepts his partial functionality.

Urgent incidents shall always be reported by phone. Non-urgent incidents can also be emailed to servicedesk.prorail@prorail.nl. The response time (from receipt to registration) is approximately one hour for services managed by the Service Desk. For the CSD and MKS, incidents reported by email are always secondary to telephone reports. They do not apply fixed mail response times. After registration, the regular service level agreements apply.

## 2.5 Maintenance window

The maintenance window refers to the times when Infrastructure Manager may perform scheduled work on the service. Infrastructure Manager makes every effort to perform scheduled work within the maintenance window below. In case of possible and foreseeable impact for Applicant, the work shall be announced in advance.

Information service	Maintenance window
Btd-planner Buitendienststellingenkaart	Mon - Sun 22:00-06:00
Btd-planner Rapportage	Mon - Fri during office hours 08.00-18.00



Information service	Maintenance window
Orderportaal Buitendienststeldingsdossiers Spoorbezettingsplan	Mon - Sun 22:00-06:00, between morning and evening rush hour
SpoorWeb	Sun 02:00-06:00.
Indienen van capaciteitsaanvragen volgens TSI TAF/TAP standaard Levering van plan- en uitvoeringsinformatie volgens TSI TAF/TAP standaard	Mon - Sun 22:00-06:00.

The times in the maintenance window are guidelines. They may be deviated from in case of urgency.

In case of possible impact for users, the work shall be announced in advance. Guidelines for informing users about work in advance are:

- Scheduled / without urgency: at least 2 weeks.
- Scheduled / with urgency: 1 to 5 days.
- Unscheduled / high urgency: couple of hours to couple of minutes.

## 2.6 Continuity management

Infrastructure Manager, in consultation with Applicant, shall strive to ensure that the continuity of the service and agreement arising from the Capacity Agreement are maintained.

## 2.7 Change management

Changes at the request of Applicant shall only be implemented by agreement between the Parties. It is for Infrastructure Manager to determine whether a change can and/or shall be realised and whether the change shall lead to additional costs for Applicant. Changes at the request of Applicant at its expense shall be recorded in writing in advance. All change requests shall be reported in writing to the Business Consultant of ProRail, see overview of contacts in article 9.3 of the Capacity Agreement. Communication on changes from Infrastructure Manager shall take place from product management or functional management.

## 3. Finances, invoicing and payment

Infrastructure Manager keeps a user administration of all users of the services.  
The user administration as kept by Infrastructure Manager is leading for invoicing the services.

In case costs are invoiced for a service, the following (payment) conditions apply:

- Infrastructure Manager keeps a user administration of the ICT- and information services (including the number of accounts) purchased by Applicant as referred to in article 3.5. Changes to this shall not lead to an adjustment of the Capacity Agreement. For the invoicing of services, the user administration as maintained by Infrastructure Manager is leading, except Applicant's right to provide evidence of the contrary.
- Infrastructure Manager shall send a statement of charges in accordance with its user administration and shall receive an order number from Applicant and invoice the charge for the services to Applicant.
- Notwithstanding article 23.4 of the General Terms and Conditions, in the first quarter of the year, the charges are invoiced to Applicant based on Infrastructure Manager's user administration at the start of the timetable year, for the duration of the entire year. In doing so, the graduated scale, if applicable, shall be observed. In the fourth quarter a settlement takes place of changes that have taken place in the ICT- and information services provided during the timetable year.
- All amounts in the Capacity Agreement are exclusive of VAT and based on price level 2026. The charge applies only to the service in accordance with the Capacity Agreement. The charge does not include amounts for making changes to the service and/or the scope (frequency) of associated services.
- Applicant shall pay the invoice to Infrastructure Manager within 30 days of receipt of the invoice (in accordance with article 24.1 General Terms & Conditions).

- For new subscriptions activated during a year, the subscription charges shall be invoiced pro rata for the remainder of that year. Any one-off connection costs shall always be charged in full.
- Subscriptions can be cancelled at any time, subject to 2 months' notice.

*optional:* **Appendix 4: Agreements on implementation Besluit HSL-heffing 2015**

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