

## FAQ – Frequently asked questions Deutschlandticket Tübingen with KreisBonusCard

(available from 01/02/2024, valid from 01/03/2024)

**From 1 January 2024, only digital tickets, i.e. mobile tickets or chip cards, may be used for journeys throughout Germany.**

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### EXISTING CUSTOMERS

#### **You already have a Deutschlandticket Tübingen and would like to change to a Deutschlandticket Tübingen with KreisBonusCard?**

Please send an email with the following information to the naldo-Abocenter Tübingen at [abo-tue@naldo.de](mailto:abo-tue@naldo.de):

- Name of the subscriber
- Date of birth
- Front of a valid KreisBonusCard Tübingen or KreisBonusCard Extra Tübingen

The change will take place in accordance with the order deadlines:

- Mobile ticket: up to and including the 27th of the month (both for the current month and up to three months in advance).
- Chip card: up to and including the 10th of the previous month.

If you have a **chip card**, you do not need to do anything. The chip card will continue to work and does not need to be replaced.

If you continue to use the **mobile ticket**, you will receive a new code from the naldo-Abocenter in Tübingen. You must use this code to update your mobile ticket. The code can be entered into the Wohin-Du-Willst app no earlier than five days before the start of your subscription. You will also receive this information in a separate email.

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### NEW CUSTOMERS

#### **ORDER, DURATION, TICKET TYPE**

- **Who is entitled to order the Deutschlandticket Tübingen with KreisBonusCard?**  
Only residents of the city of Tübingen (city centre or suburbs) aged 18 or over with a valid KreisBonusCard Tübingen or KreisBonusCard Extra Tübingen.
- **Where can I order the Deutschlandticket Tübingen with KreisBonusCard?**  
You can order the Deutschlandticket in the subscription customer portal at [abos.naldo.de](https://abos.naldo.de) > button "Deutschlandticket and **Deutschlandticket Tübingen** (Everyone, job ticket, **KreisBonusCard**)". Please register once and you will be sent a confirmation link which you must activate within three days before you can order

your ticket. (Please note: The login data for the mobile ticket shop in the naldo app and the online ticket shop for day tickets at [tagestickets.naldo.de](https://tagestickets.naldo.de) **cannot** be used for the naldo customer portal.)

You can choose whether you want to purchase the Deutschlandticket Tübingen with KreisBonusCard as a mobile ticket or as a chip card. From 1 January 2024, we are only allowed to offer the Deutschlandticket nationwide as a chip card or mobile ticket.

The order deadlines are as follows:

- Mobile ticket: up to and including the 27th of each month (both for the current month and up to three months in advance).
- Chip card: up to and including the 10th of the previous month.

- **What proof do I need to upload when I order?**

Please have the following proof ready: the front of a valid KreisBonusCard or KreisBonusCard Extra Tübingen.

- **At what age can I register in the subscription customer portal?**

You must be at least 18 years old to register in the subscription customer portal. In addition, you can also order the Deutschlandticket Tübingen with KreisbonusCard for third parties.

- **How does the mobile ticket work?**

If you choose the mobile ticket, you will receive a retrieval code for the Wohin-Du-Willst app by email no earlier than **five days before the start of validity**. With this code you can activate your Deutschlandticket Tübingen with KreisBonusCard in the "My tickets" section under "Add an already purchased subscription". If you order during the current month, the activation code will be sent to you by email no later than 48 hours after verification by the Abocenter Tübingen. As a general rule, the mobile ticket can be used regardless of age.

Further details: The code must be entered once, and the new ticket must be activated on the first day of the next month by swiping to the left. The code can also be reused if you change devices. You only need to use your mobile data once a month to update your mobile ticket. After that you can travel offline. Please make sure that your smartphone allows updates to the Wohin-Du-Willst app. The mobile ticket can be used on any smartphone that can download the Wohin-Du-Willst app from the Google Play Store (Android) or iTunes (iOS).

In addition, a Print@Home ticket (from 01/2024: naldo personalised annual subscription, naldo network) is available in the subscription customer portal.

- **How does the chip card work?**

If you order a chip card, it will be sent to you by post, which can take up to four weeks. Alternatively, you can also order a Print@Home ticket (from 01/2024: naldo personalised annual subscription, naldo network).

The following information is printed on the chip card: first name, last name, subscription number and the responsible Abocenter. The chip card does not contain any textual reference to the travel authorisation(s); this is only available digitally and can only be read with special control apps. The travel authorisation(s) for the D-Ticket are standardised throughout Germany and can be checked by control devices within the area of validity of the D-Ticket, including outside the naldo area.

The chip card is valid for a maximum of five years. Please keep your chip card even if you cancel your Deutschlandticket for one or more months. We can reactivate it as soon as you renew your subscription.

If you move, you do **not** need a new chip card – please update your address details in the subscription customer portal.

If you lose your chip card, the Abocenter Tübingen will issue you with a new chip card for a processing fee of 15 euros. Please also contact the Abocenter Tübingen if your chip card is defective.

- **How does the Print@Home ticket work?**

The Print@Home-Ticket (from 01/2024: naldo personalised annual subscription, naldo network) is available in the "Manage existing subscription" section and can be printed out monthly. From 1 January 2024, only digital tickets, i.e. mobile tickets or chip cards, may be used for journeys throughout Germany.

- **The Deutschlandticket Tübingen with KreisBonusCard can be cancelled monthly – how does this work?**

The Deutschlandticket Tübingen with KreisBonusCard can be cancelled in writing (by email, letter or fax) to the Abocenter Tübingen on the first of each month for one or more months. Cancellation must be made by the 10th of the previous month at the latest. There will be no charge for the cancelled period. **The Deutschlandticket Tübingen with KreisBonusCard is valid for exactly twelve months and expires automatically. It can then be renewed.**

- **What payment methods are available and when is the payment debited?**

Payment is only possible by SEPA direct debit, which requires a bank account with a European bank. The amount will be debited from the 15th of the previous month.

- **How do I deactivate my account in the subscription customer portal?**

Please note that if you deactivate your account in the subscription customer portal, you will no longer be able to place orders. If you would like to deactivate your account or have any further questions, please contact the Abocenter Tübingen.

## CONTACT US

**Information about online ordering and advice on current subscriptions (e.g. loss of chip card, fare regulations, technical problems):**

**naldo-Abocenter Tübingen**

c/o Stadtwerke Tübingen GmbH  
Eisenhutstraße 6, 72072 Tübingen  
Phone: 07071/157-457, Fax: 07071/157-311  
Email: abo-tue@naldo.de  
Monday - Thursday from 8.00 am to 5.00 pm  
Friday from 8.00 am to 1.00 pm

**Online ordering support:****Tübingen Meeting Place for the Unemployed (Tübinger Arbeitslosentreff)**

Appointments can be arranged by phone: 07071/400648  
Email: mail@arbeitslosentreff.de  
Office hours:  
Mo-Wed 9.00 am-12.30 pm and 1.00 pm-3.00 pm  
Thu 9.00 am-12.30 pm and 1.00 pm-4.00 pm  
Fri 9.00 am-1.00 pm  
Neckarhalde 40, 72070 Tübingen

**Form Coaching at Cafe Sozial**

Every Tuesday from 4.30 pm to 6.30 pm  
Derendinger Straße 50, 72072 Tübingen

**Waldhäuser Ost Neighbourhood Office (Stadtteilbüro Waldhäuser Ost)**

Phone: 07071/6878015  
Email: stadtteilbuero-who@tuebingen.de  
Office hours: Mo 9.00 am to 2.00 pm  
Berliner Ring 20, 72076 Tübingen

**Weststadt Neighbourhood Office (Stadtteilbüro Weststadt)**

Phone: 07071/204-1722  
Email: stadtteilbuero-weststadt@tuebingen.de  
Office hours: Tue 3.00 pm to 5.00 pm or by arrangement  
Sindelfinger Straße 1/4, Kinderhaus Aischbach, 72070 Tübingen

**Brückenhaus Neighbourhood Meeting Place (Stadtteiltreff Brückenhaus)**

Phone 07071/968807  
Email: brueckenhaus@kit-jugendhilfe.de  
Office hours: Thu 2.00 pm to 4.00 pm  
Werkstraße 8, 72074 Tübingen

**NaSe Self-Help Neighbourhood Meeting Place (Stadtteiltreff NaSe)**

Appointments by prior arrangement over the phone: 07071/360554  
Email: nase@kit-jugendhilfe.de  
Office hours: 2.00 pm to 3.30 pm  
Janusz-Korczak-Weg 1, 72072 Tübingen

**Hirsch Meeting Place for Senior Citizens (Hirsch Begegnungsstätte für Ältere)**

Appointments by prior arrangement

Phone: 07071/22688, Mo-Thu and Fri 11.00 am to 12 noon

Email: hirsch-begegnung@t-online.de

Hirschgasse 9, 72072 Tübingen

**ILLNESS/HOLIDAY AND LOSS**

- **What happens if I lose my chip card?**  
If you lose your chip card, the Abocenter Tübingen will issue you with a new chip card for a processing fee of 15 euros. You can temporarily use the Print@Home ticket to travel within the naldo network.
- **What happens if I am ill or on holiday for several weeks?**  
Since you can cancel the Deutschlandticket Tübingen with KreisBonusCard on a monthly basis, you are very flexible. If you do not want to use it for one or more months, please inform the Abocenter Tübingen in writing (by email, letter or fax) by the 10th of the previous month at the latest. You will not be charged for this period.

**FARE**

- **Where exactly is the Deutschlandticket valid?**  
The Deutschlandticket is valid around the clock, seven days a week on local public transport (2nd class) throughout Germany (not on long-distance trains: ICE, IC, EC, long-distance buses). Exceptions are the Intercity trains on the Gäu Railway (Gäubahn) route (KBS 740 - Stuttgart-Singen), which can also be used with the Deutschlandticket. An official photo ID must be carried.
- **Additional passenger options and transferability**  
The Deutschlandticket is a personalised ticket that is not transferable. Children under the age of six travel free of charge; the ticket does not include any additional passenger options.
- **Inspection**  
The passenger in whose name the Deutschlandticket was purchased must be able to identify himself/herself at a ticket inspection with an official photo ID (issued by a public authority) and the KreisBonusCard. To ensure that the Deutschlandticket can only be used by the authorised person, the user's first name and last name are printed on the ticket, as well as the contact details of the responsible Abocenter and the subscription number.
- **What happens if I cannot present a valid mobile ticket (e.g. battery empty, display defective, etc.) or have forgotten my chip card?**  
In this case, it is not possible for our ticket inspectors to check whether you have a valid ticket. You will therefore initially be charged an increased fare. However, if

you provide proof of the correct ticket purchase within one week, the increased fare will be reduced to seven euros.

- **What happens if the fares are increased?**

The monthly amounts are automatically adjusted - but you have a special right to cancel in this case.

- **Can I take my bike with me on buses and trains and how much does it cost?**

Bicycles can be carried free of charge on all naldo trains from Monday to Friday before 6 am and after 9 am and all day on Saturdays, Sundays and public holidays. It is not allowed to take bicycles on the Ammer Valley Railway (Ammertalbahn) in the direction of Tübingen during the period from 6 am to 9 am on Mondays to Fridays.

Bicycles can only be taken on buses if this is indicated in the timetable by the bicycle symbol or if the transport company has announced this locally in the usual way. Bicycles can then be carried free of charge from 8 pm until 5 am the following day. Bicycles can be transported on RegioBuses X2, X3, X7 and 500 free of charge from Monday to Friday before 6 a.m. and after 9 a.m. and all day on Saturdays, Sundays and public holidays. It is not possible to take bicycles on the RegioBuses X340, 600 and 800. Bicycles can also be carried free of charge on the special leisure buses that include bicycle transport within the naldo area during the summer season.

- **How much is the fare for my dog?**

We transport your dog free of charge within the entire naldo network.