



# The DeutschlandTicket Sozial!

## What is the DeutschlandTicket Sozial and how can I use it?

Available at an introductory price of just €39 a month, the DeutschlandTicket Sozial is a monthly, easy-to-cancel subscription ticket for bus and rail. The ticket is valid from the 1st day of the month. You can use it to travel on local public transport throughout Germany – all month long, at any time of day or night.

## Who's eligible for the DeutschlandTicket Sozial?

You'll be able to get the DeutschlandTicket Sozial if you're a recipient of unemployment benefit II and social benefit (SGB II), social assistance (SGB XII), housing benefit or entitled to benefits under SGB VIII, entitled to benefits under the Asylum Seekers' Benefits Act or entitled to benefits under the Federal War Pensions Act. Not sure whether you're entitled to the DeutschlandTicket Sozial? Ask directly at the Social Welfare Office/Job Centre in Dortmund. They'll be happy to issue you with the necessary proof of entitlement (Trägerkarte) needed to purchase a DeutschlandTicket Sozial. With this proof of entitlement, you can go to DSW21 and obtain the DeutschlandTicket Sozial there.

## What means of transport can I use with the DeutschlandTicket Sozial?

The DeutschlandTicket Sozial is valid nationwide in all networks and with all local transport companies. The ticket allows you to use all local transport vehicles – all buses, trams, city trains and underground trains as well as suburban trains, regional trains and regional express trains – in 2nd class. The ticket is not valid on long-distance services (ICE, IC, EC and the like) or with private operators such as FlixTrain.

## What does the DeutschlandTicket Sozial cost and how long is it valid?

The ticket costs €39 per month. It's valid from the first day of the month in which you start your subscription. There's no need to worry about the term "subscription", because the ticket can be cancelled monthly. If you no longer need it, you can cancel the DeutschlandTicket Sozial free of charge by the end of the month. If you don't cancel, it will be renewed monthly and the money will be debited from your account.

## Can I lend out the DeutschlandTicket Sozial?

No, the DeutschlandTicket Sozial is a personal ticket and cannot be passed on. Only you are allowed to travel with it. A photo ID must be carried at all times.

## I'm a SozialTicket subscriber and would like to have the DeutschlandTicket Sozial. What do I have to do?

All customers who already have a SozialTicket subscription with us will be automatically converted by us and will receive a letter with the new chip card. If you wish to remain with the old VRR-SozialTicket, you need to return the chip card with the DeutschlandTicket Sozial.

### Online service for subscribers

#### Order a new subscription

Simply select the right ticket and order it online. You'll then receive it as a barcode on your smartphone or as a chip card by post to your home.

#### Register and manage an existing subscription

If you already have a subscription you can register with meinAbo (mySubscription) to flexibly change your data at any time.

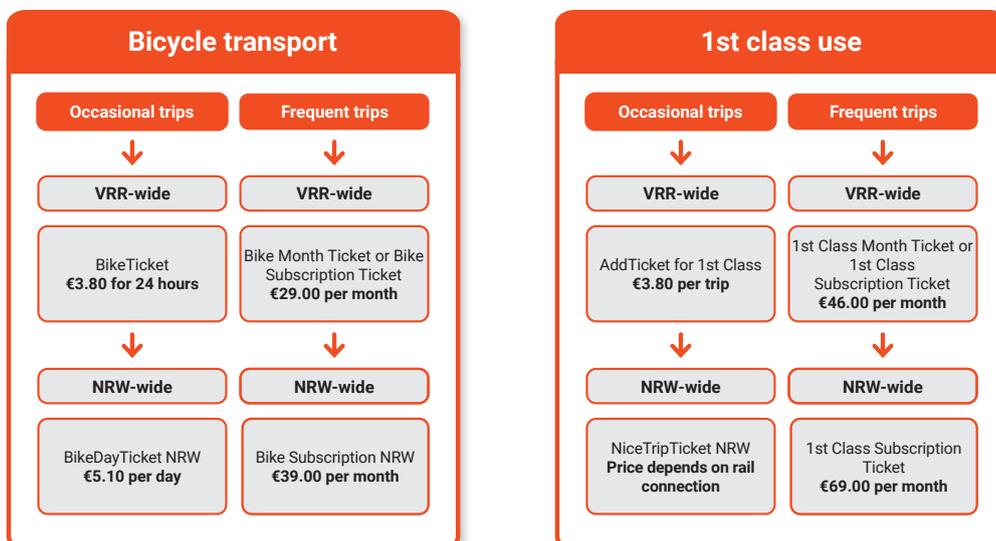
- Ticket type
- Price level
- Personal data
- Payment information

## Can another person travel free of charge on my DeutschlandTicket Sozial?

The DeutschlandTicket Sozial does not include another person. Children under the age of six can travel with you free of charge, as they don't need their own ticket until they're six years old.

## Can I take a dog with me free of charge with my DeutschlandTicket Sozial?

Dogs are not included in the DeutschlandTicket Sozial, but the regulations of the North Rhine-Westphalia Conditions of Carriage still apply. These allow dogs to be taken along free of charge in North Rhine-Westphalia. Outside North Rhine-Westphalia, you'll have to check with the transport associations.



## What happens when the ticket inspector comes?

Simply show your chip card, a photo ID and the entitlement card.

## What happens if I lose my chip card?

If you lose your chip card, you'll be charged a fee of €10. In case of a repeat loss within one year, €20 will be charged for the second loss. Please contact the DSW21 customer centre if you lose your chip card

You can find the latest information at [www.bus-und-bahn.de](http://www.bus-und-bahn.de)