



18 September 1996

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RAIL REGULATOR

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Dear Philip

ROUTEING GUIDE

1. Your letter of 15 August sought approval to the introduction of Version 8 of the Routeing Guide from 29 September 1996 as required by paragraph 10.1(a) of Schedule 6 of the Agreement Containing Transitional Arrangements dated 23 July 1995.

2. I am authorised to issue an interim approval to the Routeing Guide, subject to the following conditions:

- (a) agreement to be reached between ORR, OPRAF and ATOC by 26 September on the arrangements under which staff will apply "permitted route" principles during the introductory period, including policy on refunds;
- (b) agreement to be reached between ORR, OPRAF and ATOC by 26 September on the monitoring and change arrangements, including a quick procedure for correcting errors and anomalies, which will operate during the introductory period;
- (c) confirmation having been received by me from each train operator by 26 September that adequate help line arrangements are in place;
- (d) notification having been received by me from each train operator by 26 September as to the number and percentage of station retail staff, call centre staff and on board staff who have been trained in the correct use of the routeing guide as at that date;
- (e) satisfactory arrangements being put into place by each train operator to

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provide appropriate information to passengers about the introduction of the routing guide and how they can access a copy if they wish; and

- (f) the establishment of a joint working party to consider routeing guide stability in the context of fares changes, to report back by the end of January 1997.

3. This approval relates only to the introductory period 29 September 1996 - 31 May 1997. The Regulator will require a full report from train operators - or ATOC on their behalf - on the initial operation of the Guide to be submitted to him by 1 May 1997 so that he can then consider whether to give final approval.

4. I am copying this letter to Michael Lee (OPRAF) and to all signatories to the TSA. Train operators should note, in particular, the conditions at paragraph 2(c) and (d). In cases where a significant number of staff have not been trained by 26 September, and, as a result, passengers are likely either to receive incorrect information or to be wrongly charged excess fares, the Regulator will take the appropriate enforcement action.

5. A copy of this interim approval, together with Version 8 of the Routeing Guide to which it relates will be placed on the Regulator's public register.

Yours faithfully,

IRYNA TERLECKY
DIRECTOR
LICENSING AND CONSUMER PROTECTION