LTG INFRA

RAILWAY SERVICE FACILITY DESCRIPTION
(2025–2026)

PASSENGER RAILWAY STATIONS, STOPS, THEIR BUILDINGS AND OTHER FACILITIES, LOCATIONS SUITABLE FOR PROVIDING TRAVEL INFORMATION AND TICKETING SERVICES

Document versions		
Version approval date, Decision No.	**Version No.**	**Descriptions of updates made to the version**
04/11/2025, No. SPR-L1(INFRA)-153/2025	1	Railway Service Facility Description (2025–2026) “Passenger Railway Stations, Stops, Their Buildings and Other Facilities, Locations Suitable for Providing Travel Information and Ticketing Services” approved.
11/12/2025, No. SPR-L1(INFRA)-176/2025	2	Points 2.1.2 and 2.1.3 of the RSF Description amended, Mockava railway station moved from the list of passenger railway stations of category III to the list of category II. Information for Mockava station Technical characteristics of railway stations revised (information on the passenger waiting area and the audible travel information announcement device).

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APPROVED BY
By Decision No. SPR-L1(INFRA)-153/2025 of 4 November 2025
of the Director General of AB “LTG Infra”

RAILWAY SERVICE FACILITY DESCRIPTION (2025–2026) “PASSENGER RAILWAY STATIONS, STOPS, THEIR BUILDINGS AND OTHER FACILITIES, LOCATIONS SUITABLE FOR PROVIDING TRAVEL INFORMATION AND TICKETING SERVICES”

1. General information		
1.1.	**Introduction**	1.1.1. The Description of the Railway Service Facility (2025–2026) “Passenger Railway Stations, Stops, Their Buildings and Other Facilities, Locations Suitable for Providing Travel Information and Ticketing Services” (hereinafter – **RSF Description**) defines access to passenger railway stations, stops, their buildings and other facilities operated by AB “LTG Infra” (hereinafter – **RSF Operator**), (except platforms at passenger railway stations and stops), the conditions and procedures for providing services of publishing travel information and locations suitable for the provision of ticketing services (hereinafter – **access**). 1.1.2. Passenger railway stations, stops, their buildings and other facilities, except platforms at passenger railway stations and stops, and locations suitable for providing of travel information and ticketing services are railway service facilities (hereinafter – **RSFs**). Access to RSFs is considered to be the core rail-related service. 1.1.3. Access is available to railway undertakings (carriers), other undertakings referred to in Article 28(3) of the Railway Transport Code of the Republic of Lithuania (hereinafter – **Code**), undertakings providing shunting services and applicants referred to in Article 3(34) of the Code (hereinafter – **Recipient**). The right of access does not confer an exclusive right of access on the Recipient, and the scope of access may be adjusted in accordance with the procedures set out in the Code and in the RSF Description, taking into account the expressed need for access by other Recipients. 1.1.4. The RSF Description has been drawn up in accordance with the provisions of Commission Implementing Regulation (EU) 2017/2177 of 22 November 2017 on access to service facilities and rail-related services and of the Code.
1.2.	**Service Facility operator**	1.2.1. **AB “LTG Infra”** Geležinkelio g. 2, 02100, Vilnius E-mail: info@ltginfra.lt For more information, please visit the website of the RSF Operator (address – https://ltginfra.lt/infrastruktura/gpi/).
1.3.	**Validity period and updating process**	1.3.1. The RSF Description shall be valid for the duration of the working timetable 2025–2026, from 13 December 2025, 24:00, to 12 December 2026, 24:00, and shall apply to the granting of access to the RSF for this period. 1.3.2. The RSF Description may be updated as necessary.
2. Services		
2.1.	**Name and brief description of the service**	The core services provided by the RSF Operator are as follows: 2.1.1. **“Access to category I passenger railway stations, their buildings and other facilities, locations suitable for providing travel information and ticketing services”** **Access service standard.** The access service includes:

		▪ granting access to passenger station buildings*(at all category I passenger railway stations*); ▪ granting access to passenger waiting areas in service in station buildings *(at all category I passenger stations*); ▪ granting access to spaces within the territory and/or buildings of passenger railway stations that are suitable for providing the ticketing service: • spaces for ticket sales points *(at all category I passenger railway stations*); • spaces for automatic ticketing facilities: the railway undertaking/carrier shall be given the option to install automatic ticketing facilities or to use automatic ticketing facilities operated by the RSF Operator at the railway station *(at all category I passenger railway stations*); ▪ granting access to travel information publishing facilities: • information displays at passenger railway stations to display information on the long-term timetables for train arrivals and departures *(at all category I passenger railway stations*); • visual and audio facilities for providing travel information and short-term train arrival and departure timetables at the station *(all category I passenger railway stations*). ▪ maintaining public order in the station building and on the platforms *(at all category I passenger railway stations*); ▪ granting access to other infrastructure at railway stations (see point 3.2 of the RSF Description). The access service is provided at the following passenger railway stations operated by the RSF Operator: Kaunas, Klaipėda, Šiauliai, Vilnius. 2.1.2. **"Access to category II passenger railway stations, their buildings, railway stops and other facilities, locations suitable for providing travel information and ticketing services"** **Access service standard.** The access service includes: ▪ granting access to passenger railway stations, railway stops and their buildings *(at all category II passenger railway stations*); ▪ granting access to passenger waiting areas in operation in station buildings *(in part of category II passenger railway stations*); ▪ granting access to spaces within the territory and/or buildings of passenger railway stations that are suitable for providing the ticketing service: • spaces for automatic ticketing facilities: the railway undertaking/carrier shall be given the possibility to install automatic ticketing facilities or to use automatic ticketing facilities operated by the RSF Operator at the railway station *(in part of category II passenger railway stations*); ▪ granting access to information boards: a railway undertaking/carrier shall be given access to No. more than one information board in a railway station *(in part of category II passenger railway stations*); ▪ granting access to facilities for visual and audio travel information and the posting of short-term train arrival and departure timetables at the station *(in part of category II passenger railway stations*); ▪ maintaining public order in the station building and on the platforms *(in part of category II passenger railway stations*);

		▪ granting access to other infrastructure at railway stations (see point 3.2 of the RSF Description). The access service is provided at the following passenger railway stations and passenger railway stops operated by the RSF Operator: Akmenė, Alytus, Bagotoji, Baisogala, Bezdonys, Dūkštas, Durpynas, Elektrinių traukinių depas-1, Elektrinių traukinių depas-2, Gaižiūnai, Gustonys, Ignalina, Jašiūnai, Jonava, Joniškis, Jūrė, Kaišiadorys, Kalvarija, Karčiupis, Kariotiškės, Kazlų Rūda, Kėdainiai, Kena, Kybartai, Kyviškės, Klepočiai, Kretinga, Kukorai, Kuršėnai, Kutiškiai, Kužiai, Lazdėnai, Lentvaris, Marcinkonys, Marijampolė, Matuizos, Mauručiai, Mažeikiai, Mickūnai, Mockava, Naujoji Vilnia, Oro uostas, Pabradė, Pagėgiai, Pakenė, Palemonas, Pamerkiai, Paneriai, Panevėžys, Pavilnys, Pilviškiai, Plungė, Pravieniškės, Priekulė, Radviliškis, Raudėnai, Rykantai, Rimkai, Rokiškis, Rūdiškės, Santaka, Senieji Trakai, Skersabaliai, Sodai, Stasylos, Šeštokai, Šilainiai, Šilėnai, Šilutė, Škleriai, Švenčionėliai, Tauragė, Telšiai, Terešiškės, Trakai, Turmantas, Utena, Vaidotai, Valčiūnai, Valkininkai, Varėna, Viduklė, Vievis, Vilkaviškis, Vilkyčiai, Vinčai, Visaginas, Vokė, Zervynos, Žasliai. 2.1.3. **“Access to category III passenger railway stations, their buildings, railway stops and other facilities, locations suitable for providing travel information and ticketing services”** **Access service standard.** The access service includes: ▪ granting access to railway stations, railway stops and their buildings *(at all category III passenger railway stations and passenger railway stops*); ▪ granting access to passenger waiting areas in railway station buildings *(in part of category III passenger railway stations*); ▪ granting access to spaces within the territory and/or buildings of passenger railway stations that are suitable for providing the ticketing service: • spaces for automatic ticketing facilities: allowing the railway undertaking/carrier to install its own automatic ticketing facility or to use the automatic ticketing facilities operated by the RSF Operator at the railway station *(in part of category III passenger railway stations*). ▪ granting access to information boards and passenger information centres *(in part of category III passenger railway stations and passenger railway stops*); ▪ granting access to visual and audio facilities for the display of travel information at the railway station *(in part of category III passenger railway stations*); ▪ granting access to other infrastructure at railway stations (see point 3.2 of the RSF Description). The access service is provided at the following passenger railway stations and passenger railway stops operated by the RSF Operator: Alksnėnai, Alvitas, Bajorai, Baltamiškis, Bebruliškė, Bygailiai, Būdviečiai, Dituva, Dotnuva, Dūseikiai, Elektrodepas, Garliava, Gerkonys, Gimbogala, Giruliai, Gružeikiai, Gudžiūnai, Jiesia, Juodšiliai, Kalnėnai, Kalotė, Kalviai, Karsakiškis, Kaugonys, Kidarai, Kirtimai, Kretingalė, Kūlupėnai, Kupiškis, Laba, Labučiai, Lieplaukė, Lobiniai, Lukšiai, Mankiškiai, Meškučiai, Meškuičiai, Miliai, Miškiniai, Pabališkiai, Pagiriai, Pailgis, Pakretuonė, Pamieris, Panemunėlis, Papilė, Parudaminys, Pavenčiai, Pažeimenė, Radžiūnai, Sausiai, Skapiškis, Stoniškiai, Subačius, Suvalkėliai, Šateikiai, Šeduva, Tarvainiai, Tindžiuliai, Tytuvėnai, Tryškiai, Turgalaukis, Venta, Viekšniai, Voveriškiai, Žeimena, Žeimiai. 2.1.4. The needs of the Recipients to change the scope of the access services referred to in this point during the duration of the working timetable shall be considered in the context of the assessment of the ability to cover the investment and additional operational costs incurred by the RSF Operator.

3. Description of railway service facilities			
3.1.	**List of objects**	3.1.1. Passenger railway stations: 3.1.1.1. Akmenė; 3.1.1.2. Alytus; 3.1.1.3. Baisogala; 3.1.1.4. Bezdonys; 3.1.1.5. Dotnuva; 3.1.1.6. Dūkštas; 3.1.1.7. Dūseikiai; 3.1.1.8. Gaižiūnai; 3.1.1.9. Gimbogala; 3.1.1.10. Giruliai; 3.1.1.11. Gudžiūnai; 3.1.1.12. Gustonys; 3.1.1.13. Ignalina; 3.1.1.14. Jašiūnai; 3.1.1.15. Jonava; 3.1.1.16. Joniškis; 3.1.1.17. Jūrė; 3.1.1.18. Kaišiadorys; 3.1.1.19. Kalnėnai; 3.1.1.20. Kalvarija; 3.1.1.21. Kariotiškės; 3.1.1.22. Kaunas; 3.1.1.23. Kazlų Rūda; 3.1.1.24. Kėdainiai; 3.1.1.25. Kena; 3.1.1.26. Kybartai; 3.1.1.27. Kirtimai; 3.1.1.28. Kyviškės; 3.1.1.29. Klaipėda; 3.1.1.30. Kretinga; 3.1.1.31. Kretingalė; 3.1.1.32. Kukorai; 3.1.1.33. Kūlupėnai; 3.1.1.34. Kupiškis; 3.1.1.35. Kuršėnai; 3.1.1.36. Kužiai; 3.1.1.37. Lentvaris; 3.1.1.38. Lieplaukė; 3.1.1.39. Marcinkonys;	3.1.2. Passenger rail stops: 3.1.2.1. Alksnėnai; 3.1.2.2. Alvitas; 3.1.2.3. Bagotoji; 3.1.2.4. Bajorai; 3.1.2.5. Baltamiškis; 3.1.2.6. Bebruliškė; 3.1.2.7. Bygailiai; 3.1.2.8. Būdviečiai; 3.1.2.9. Dituva; 3.1.2.10. Durpynas; 3.1.2.11. Elektrinių traukinių depas-1; 3.1.2.12. Elektrinių traukinių depas-2; 3.1.2.13. Elektrodepas; 3.1.2.14. Garliava; 3.1.2.15. Gerkonys; 3.1.2.16. Gružeikiai; 3.1.2.17. Jiesia; 3.1.2.18. Juodšiliai; 3.1.2.19. Kalotė; 3.1.2.20. Kalviai; 3.1.2.21. Karčiupis; 3.1.2.22. Karsakiškis; 3.1.2.23. Kaugonys; 3.1.2.24. Kidarai; 3.1.2.25. Klepočiai; 3.1.2.26. Kutiškiai; 3.1.2.27. Laba; 3.1.2.28. Labučiai; 3.1.2.29. Lazdėnai; 3.1.2.30. Lobiniai; 3.1.2.31. Lukšiai; 3.1.2.32. Mankiškiai; 3.1.2.33. Meškučiai; 3.1.2.34. Mickūnai; 3.1.2.35. Miliai; 3.1.2.36. Miškiniai; 3.1.2.37. Airport; 3.1.2.38. Pabališkiai; 3.1.2.39. Pagiriai;

		3.1.1.40. Marijampolė; 3.1.1.41. Matuizos; 3.1.1.42. Mauručiai; 3.1.1.43. Mažeikiai; 3.1.1.44. Meškuičiai; 3.1.1.45. Mockava; 3.1.1.46. Naujoji Vilnia; 3.1.1.47. Pabradė; 3.1.1.48. Pagėgiai; 3.1.1.49. Palemonas; 3.1.1.50. Pamieris; 3.1.1.51. Paneriai; 3.1.1.52. Panevėžys; 3.1.1.53. Pavenčiai; 3.1.1.54. Pilviškiai; 3.1.1.55. Plungė; 3.1.1.56. Pravieniškės; 3.1.1.57. Radviliškis; 3.1.1.58. Raudėnai; 3.1.1.59. Rimkai; 3.1.1.60. Rokiškis; 3.1.1.61. Rūdiškės; 3.1.1.62. Senieji Trakai; 3.1.1.63. Skapiškis; 3.1.1.64. Stasylos; 3.1.1.65. Stoniškiai; 3.1.1.66. Subačius; 3.1.1.67. Šateikiai; 3.1.1.68. Šeduva; 3.1.1.69. Šeštokai; 3.1.1.70. Šiauliai; 3.1.1.71. Šilainiai; 3.1.1.72. Šilėnai; 3.1.1.73. Šilutė; 3.1.1.74. Švenčionėliai; 3.1.1.75. Tarvainiai; 3.1.1.76. Tauragė; 3.1.1.77. Telšiai; 3.1.1.78. Tytuvėnai; 3.1.1.79. Trakai; 3.1.1.80. Turmantas; 3.1.1.81. Utena; 3.1.1.82. Vaidotai;	3.1.2.40. Pailgis; 3.1.2.41. Pakenė; 3.1.2.42. Pakretuonė; 3.1.2.43. Pamerkiai; 3.1.2.44. Panemunėlis; 3.1.2.45. Papilė; 3.1.2.46. Parudaminys; 3.1.2.47. Pavilnys; 3.1.2.48. Pažeimenė; 3.1.2.49. Priekulė; 3.1.2.50. Radžiūnai; 3.1.2.51. Rykantai; 3.1.2.52. Santaka; 3.1.2.53. Sausiai; 3.1.2.54. Skersabaliai; 3.1.2.55. Sodai; 3.1.2.56. Suvalkėliai; 3.1.2.57. Škleriai; 3.1.2.58. Terešiškės; 3.1.2.59. Tindžiuliai; 3.1.2.60. Tryškiai; 3.1.2.61. Turgalaukis; 3.1.2.62. Vinčai; 3.1.2.63. Vokė; 3.1.2.64. Voveriškiai; 3.1.2.65. Zervynos; 3.1.2.66. Žeimena.

		3.1.1.83. Valčiūnai; 3.1.1.84. Valkininkai; 3.1.1.85. Varėna; 3.1.1.86. Venta; 3.1.1.87. Viduklė; 3.1.1.88. Viekšniai; 3.1.1.89. Vievis; 3.1.1.90. Vilkaviškis; 3.1.1.91. Vilkyčiai; 3.1.1.92. Vilnius; 3.1.1.93. Visaginas; 3.1.1.94. Žasliai; 3.1.1.95. Žeimiai.
3.2.	**Technical characteristics**	3.2.1. The technical characteristics of railway stations and railway stops and information on the provision of access services are published on the website of the RSF Operator (link: Technical characteristics of railway stations). 3.2.2. Recipients' needs for changes/improvements to the technical characteristics of railway stations and stops during the period of validity of the working timetable shall be considered in the context of the assessment of the Operator's ability to cover the Operator's investment and additional operating costs.
4. Charges		
4.1.	**Information on the charges**	4.1.1. Information on the charge rates for RSF services is available on the RSF Operator's website (link – RSF service charge rates). 4.1.2. The access charge is calculated by taking into account each stop of a passenger train at departure, intermediate and arrival railway stations and at railway stops. 4.1.3. The charge for access is based on the following formula: $K = A \cdot k$, where: K – the charge for the use of the RSF service "Access to category I passenger railway stations, their buildings and other facilities, locations suitable for providing travel information and ticketing services" or "Access to category II passenger railway stations and their buildings, railway stops and other facilities, locations suitable for providing travel information or ticketing service" or "Access to category III passenger railway stations, their buildings, railway stops and other facilities, locations suitable for providing travel information and ticketing service" (EUR); A – the actual number of passenger train stops at railway stations (stops) (pcs.); k – the cost of a single passenger train stop at a railway station (stop) (EUR/pc.); 4.1.4. The access charge is paid for each calendar month in accordance under the procedure set out in the contract for the use of RSFs (hereinafter – **Contract**).
4.2.	**Information on discounts**	4.2.1. Discounts for access are not available.

5. Access conditions		
5.1.	**Legal requirements**	5.1.1. Access shall be granted to the Recipient: 5.1.1.1. upon conclusion of the Contract with the RSF Operator; 5.1.1.2. For the period of validity of the RSF Description, after the conclusion of the contract for the use of public railway infrastructure with the public railway infrastructure manager, AB "LTG Infra", and the allocation of public railway infrastructure capacity to the Recipient in accordance with the application for the allocation of public railway infrastructure capacity, the late application or ad-hoc path request for allocation of public railway infrastructure capacity (hereinafter – **Application**). **Procedures for concluding the RSF Contract** 5.1.2. In order to enter into a Contract, the Recipient shall, No. later than 2 (two) months before the entry into force of the TTT 2025–2026 or before the date of entry into force of the desired Contract, send a written or electronic request by e-mail (to pardavimai@ltginfra.lt), for the conclusion of the contract (hereinafter – request form can be found on the website of the RSF Operator; link – Rules and contracts) and a completed Client Survey (available on the website of the RSF Operator; link – Rules and contracts). The Client Survey shall not be submitted if the Recipient intends to conclude (or has concluded) a contract for the use of the public railway infrastructure for the TTT period 2025–2026 and has already submitted a completed standard Declaration Form, as defined in the Public Railway Infrastructure Network Statement for Annual Working Timetable of the Year 2025–2026, unless there has been a change in the Recipient's manager(s), agent(s) and/or beneficiaries and/or address or other details specified in the Declaration Form since the Recipient submitted the completed Declaration Form. 5.1.3. A model Contract form is available on the website of the RSF Operator (link – Rules and Contracts). 5.1.4. Upon receipt of the documents referred to in point 5.1.2 of the Description, the RSF Operator shall acknowledge receipt of the documents and assess whether the documents have been completed correctly. 5.1.5. If the RSF Operator finds that the Recipient has provided not all the required information or has provided incorrect information/data after submitting the documents referred to in point 5.1.2 of the RSF Description, the RSF Operator shall inform the Recipient of the deficiencies in writing or by e-mail and shall set a deadline of at least 2 working days for the Recipient to rectify the deficiencies. 5.1.6. If the Recipient fails to respond to the RSF Operator within the time limit set out in paragraph 5.1.5 of the RSF Description or fails to remedy the deficiencies, the RSF Operator must inform the Recipient in writing or by email that the Contract cannot be concluded No. later than 5 (five) working days after the expiry of the time limit for remedying the deficiencies has expired. 5.1.7. Upon receipt of the Client Survey and in order to verify the information provided in the Client Survey, the RSF Operator shall carry out a verification procedure of the Recipient, during which it shall have the right to request the Recipient to provide, within a reasonable period of time specified by the RSF Operator prior to the conclusion of the Contract, any additional data and/or documents to substantiate the circumstances to be verified. 5.1.7.1 The RSF Operator must assess whether the Contract can be concluded with the Recipient after the verification procedure of the Recipient in accordance with the internal legal provisions, which cannot last longer than 10 (ten) working days. If it is decided that a Contract may be concluded, the RSF Operator may impose additional conditions applicable to the management of the identified risks during the performance of the Contract.

		5.1.7.2 If the RSF Operator decides not to enter into a Contract with the Recipient after the expiry of the deadline referred to in paragraph 5.1.7.1 of the RSF Description, the RSF Operator must inform the Recipient in writing within 5 (five) working days. 5.1.8. Upon submission by the Recipient of all the information requested by the RSF Operator and after the RSF Operator has carried out the Recipient's screening procedure as specified in paragraph 5.1.7.1 of the RSF Description, the RSF Operator, having assessed the results of the screening and having decided to conclude the Contract with the Recipient, submits a draft Contract to the Recipient No. later than within five (5) working days from the expiry of the deadline referred to in paragraph 5.1.7.1 of the RSF Description. 5.1.9. The Contract with the Recipient is concluded for the duration of one Service Train Timetable. 5.1.10. The information provided by the Recipient to the RSF Operator is protected *mutatis mutandis* in accordance with the requirements for the protection of commercial and professional secrets set out in Article 29[1](10) of the RTC. Complaints against decisions taken by the RSF Operator regarding the provision or refusal to provide the Service to the Recipients, as well as regarding the restriction of the right to use the Service by the Recipients, shall be examined by the regulator of the railway transport market (hereinafter – Communications Regulatory Authority of the Republic of Lithuania) in a mandatory preliminary non-judicial procedure. 5.1.11. A Recipient may submit a single request for a contract on access to the RSFs and/or the rail-related services provided in these RSFs outlined in different railway service facility descriptions of the RSF Operator, specifying all the accesses to the RSFs and/or the rail-related services provided in these RSFs that it wishes to receive. In this case, the RSF Operator and the Service recipient shall enter into a single contract specifying all accesses provided by the RSF Operator to the Service recipient to both the RSFs and/or the Services provided in those RSFs.
5.2.	**Technical conditions**	5.2.1. Technical conditions for access to the RSFs are not applicable.
5.3.	**Self-supply of rail-related services**	5.3.1. The Recipient shall independently provide ticketing services to passengers and travel information services at all passenger railway stations and passenger railway stops.
5.4.	**IT systems**	5.4.1. InfraGo, the electronic services portal of the RSF Operator (address – https://infrago.ltginfra.lt/lt-LT/).
6. Capacity allocation		
6.1.	**Requests for access or services**	6.1.1. Access (including the stops of the requested passenger trains and their duration) shall be granted to the Recipient after the allocation of public railway infrastructure capacity in accordance with the procedures set out in the Code and the Network Statement. Access booking forms are not provided separately for train journeys. 6.1.2. The provision of the access service in accordance with the standards set out in points 2.1.1 to 2.1.3 of the RSF Description and the technical characteristics set out in point 3.2.1 of the RSF Description shall be provided to the Recipient at the passenger railway stations and stops specified in the Contract during the period of validity of the RSF Description, in accordance with the Recipient's booking submitted together with the request for the Contract. During the term of the Contract, the need for the provision of the access service shall be subject to change by agreement between the RSF Operator and the Recipient.

6.2.	**Response to requests**	6.2.1. If the Recipient is allocated the capacity requested in the application for the allocation of public railway infrastructure capacity, it is assumed that the Recipient will be provided with the RSF service in accordance with the need specified in the application. No. separate responses to the Recipient regarding the provision of the service shall be provided. 6.2.2. The need for the provision of travel information and ticketing services in suitable locations shall be assessed following the Applicant's request for a Contract.
6.3.	**Coordination procedures**	6.3.1. The RSF Operator shall initiate a coordination procedure upon receipt of the Applicant's request for locations suitable for providing travel information and ticketing service that is incompatible with another Applicant's request or relates to suitable locations already provided for travel information and ticketing service ("incompatible request"): 6.3.1.1. The RSF Operator shall, upon receipt of an incompatible request, contact the Applicant making the incompatible request and, if available, propose a different scope of service from that specified in the incompatible request: 6.3.1.1.1 If the Applicant agrees to the proposals of the RSF Operator to modify the scope of the service specified in the incompatible request, it shall inform the RSF Operator of its decision. In this case, the Applicant's need is deemed to be agreed and the service is provided according to the revised scope. 6.3.1.1.2. If the Applicant does not agree with the proposals of the RSF Operator to modify the scope of the service, the RSF Operator, in order to reconcile any incompatible requests and in coordination with the Applicants concerned, may also contact other Applicants who have submitted their needs which are incompatible with the incompatible request or whose need for the provision of travel information and the availability of suitable locations for the ticketing service have been met, proposing to modifying the scope of the service they have requested. 6.3.1.3. If any of the Applicants contacted in accordance with the procedure set out in point 6.3.1.1.2 of the RSF Description agree to change the requested scope of service, the Applicants' needs shall be deemed to be reconciled and the RSF Operator shall inform the relevant Applicant who submitted an incompatible request accordingly. 6.3.1.5 If, following the steps set out in point 6.3.1 of the RSF Description, the needs of the Applicants cannot be reconciled (hereinafter – Applicant does not agree to change the scope of the service), the RSF Operator shall meet the needs of the Applicant who submitted the earliest request to enter into a Contract. 6.3.1.6. If, following the steps set out in point 6.3.1 of the RSF Description, the RSF Operator is unable to meet the Applicant's needs, the RSF Operator may provide alternatives, if any. If No. alternatives can be provided, the RSF Operator shall refuse to grant the incompatible request. 6.3.1.7. The RSF Operator shall inform the Applicant of its decision not to grant the Applicant's incompatible request, stating the reasons for the refusal and the reasons why the incompatible request cannot be granted.
6.4.	**Priority criteria**	6.4.1. Where incompatible requests cannot be met through the coordination procedure, the RSF Operator shall provide the service on the basis of the timing of the request for the Contract, i.e. the RSF Operator shall meet the needs of the applicant who submitted the request for the Contract earliest.
6.5.	**Information on available capacity and**	6.5.1. Information on changes to the technical characteristics of the RSFs used for the provision of the service shall be published on the website of the RSF Operator (link: Regulatory technical documentation), and information on restrictions on the provision of the service that may have a significant impact on the operation of the RSFs, including planned works, shall be published on the

	temporary capacity restrictions	website of the RSF Operator (link: Infrastructure capacity).
7. Other information		
7.1.	**Annexes**	7.1.1. Annexes are not applicable.