

Marcus Clements
ORR
One Kemble Street
London
WC2B 4AN
BY EMAIL

31 July 2019

Dear Marcus

Thank you for your letter of 17th July 2019, in response to our letter of 27 June 2019.

We welcome your involvement in discussions with the industry regarding the lack of available disruption data more than 12 weeks in advance. We have similarly continued discussions with RDG on this matter, who have communicated to us that they have established a project team to develop an advanced engineering works data feed that they would like Trainline to be involved in scoping and testing. As we stated in our previous letter, we strongly believe this industry led approach is the best way to resolve the issue for all retailers and we will focus on this as the optimal solution. We are very happy to work with the ORR and RDG in this regard to support RDG's timely implementation of this data feed.

We have responded to your specific follow-up questions below.

- 1. We note the helpful messaging highlighting the possibility of engineering works included in Appendix 2 (of Trainline's previous response). You may wish to include similar text in the blue messaging box in Appendix 1 (of Trainline previous response).***

The blue messaging box regarding unconfirmed timetables shown in our previous Appendix 2 (or similar variations of it) will always be displayed to customers where it's necessary to communicate unconfirmed timetable data and the possibility of engineering works.

For clarity, we have summarised below the disruption messaging that we have proposed will be displayed both within 12 weeks and outside 12 weeks and provided mock-ups for each scenario in the Appendix to this letter.

Within 12 weeks (confirmed timetable data) – Mock-up A:

- No blue messaging box is necessary as timetables are confirmed within this period.
- If there are planned engineering works, the triangle with exclamation mark will be displayed along with the NRE bulletin disruption alert messaging.

Outside 12 weeks (unconfirmed timetable data) – Mock-up B:

- A blue messaging box communicating the unconfirmed timetable and the possibility of engineering works will be displayed.
- If there are planned engineering works, we will follow the same approach as above and display a triangle with exclamation mark as well as disruption alert messaging, once this data becomes available from the industry (as part of the advanced engineering works data feed currently being developed by RDG).

- 2. We welcome your rollout of automated notifications for affected customers who have already purchased tickets to inform them of subsequent timetable changes. Please can you provide a timetable for completion of this.***

We expect this feature to be implemented in full (for all journey types) by the end of Q4 2019, with some simpler elements of the feature being rolled out earlier (by the end of Q3 2019).

We hope the information above answers your questions, but please let us know if there is anything more we can help with.

Yours sincerely

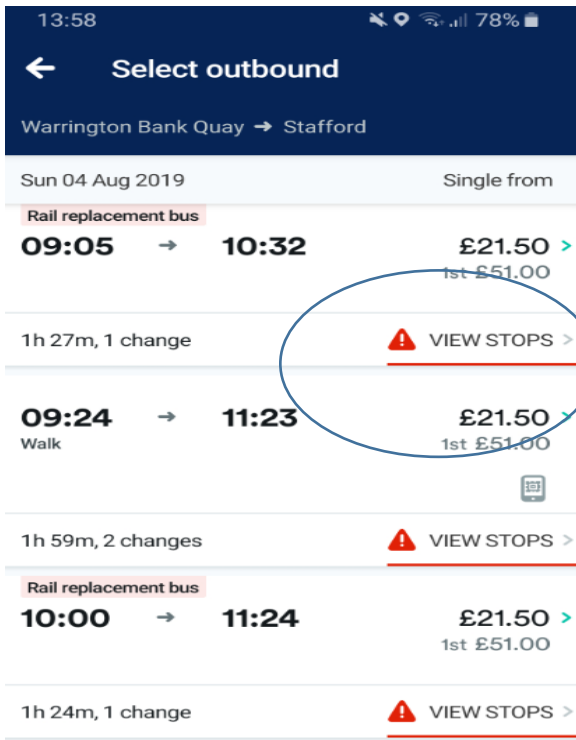
A handwritten signature in black ink, appearing to be 'NM', with a horizontal line extending to the right.

Neil Murrin
General Counsel and Director, Regulatory Affairs

Appendix 1

Mock-up A: Disruption messaging within the 12 week window:

Triangles with exclamation marks

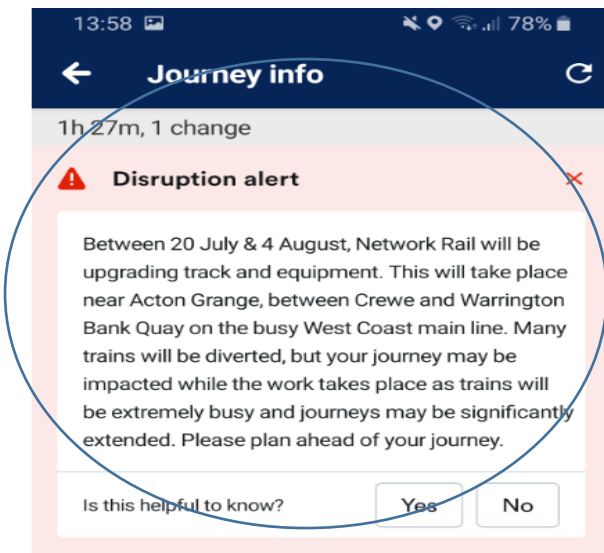


No blue messaging box is necessary as timetables are confirmed within the 12 week window.

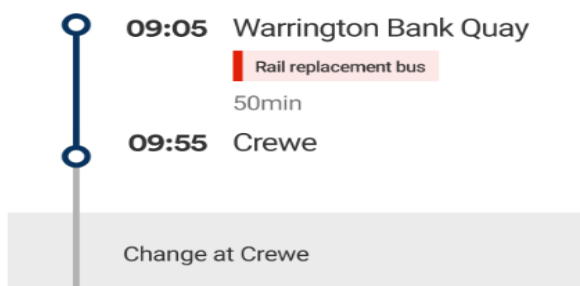
If there are planned engineering works, we will display the triangle with exclamation mark.

When this is clicked on, the NRE bulletin disruption alert messaging will be displayed (shown below).

Disruption Alert Messaging

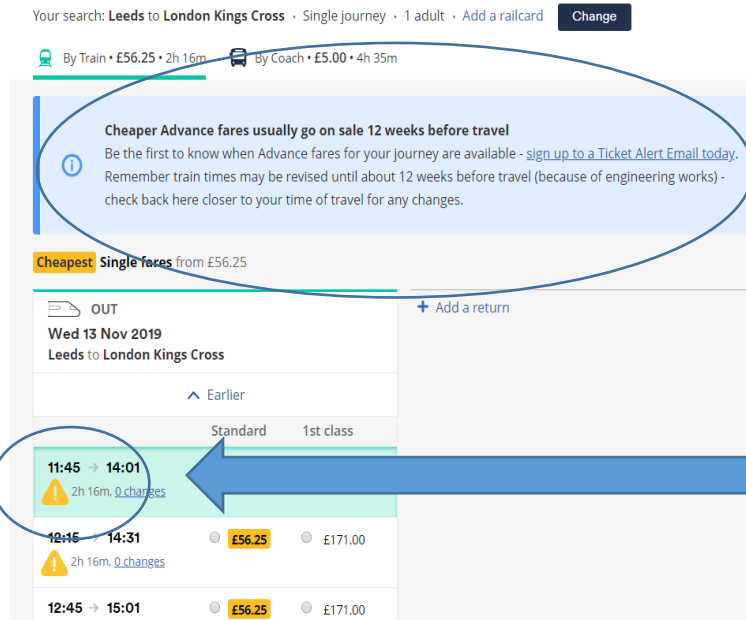


NRE Disruption alert messaging.



Mock-up B: Disruption messaging outside of the 12 week window:

Blue messaging box and triangles with exclamation marks

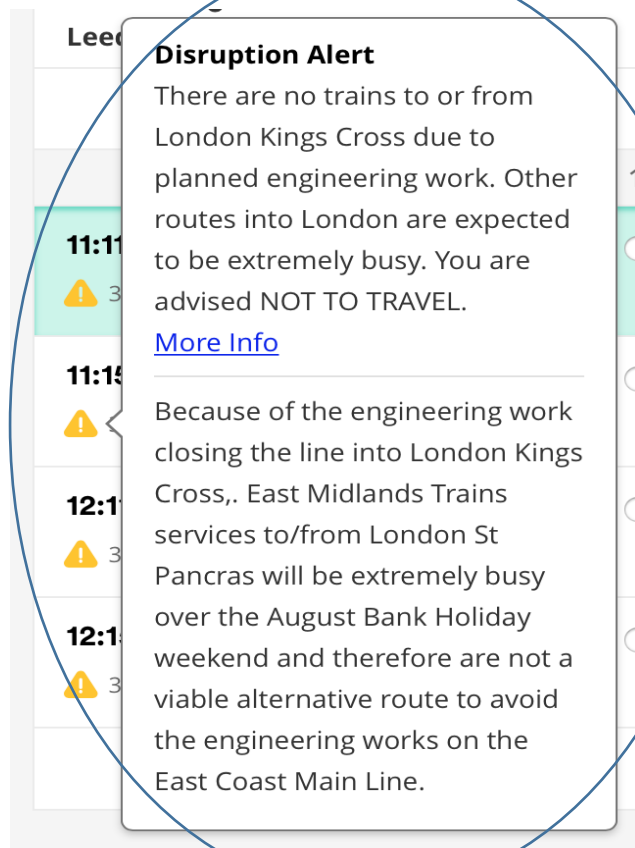


Blue messaging box communicating unconfirmed timetable and possibility of engineering works.

If there are planned engineering works, we will display the triangle with exclamation mark.

When this is clicked on, the NRE bulletin disruption alert messaging will be displayed (shown below).

Disruption alert messaging



NRE Disruption alert messaging.