

## Supplement to Joint National Travel Regulations per 11 December 2022

From 11 December 2022, Skånetrafiken will take over operations on the Østerport - Malmö route from DSB.

Journeys made with Skånetrafiken in Denmark will be covered by the Joint National Travel Regulations, corresponding to the rules that apply to DSB.

Few deviations in relation to the Joint National Travel Regulations:

- Section 2.7.2 – Skånetrafiken collects inspection fees according to DSB's inspection level, but it is Skånetrafiken that handles and collects its own inspection fees
- Section 14.1 – For rules regarding compensation/travel time guarantee for journeys with the Skåne traffic see <https://www.skanetrafiken.dk/danska-sidor/ersattningvidforseningdansk/#/>
- Section 16 – Complaints must be emailed to Skånetrafiken; [supportsynpunkter@skanetrafiken.se](mailto:supportsynpunkter@skanetrafiken.se)
- Section 17 – Skånetrafiken's Customer Service; +46 771 77 77 77  
Customer service is open:  
Weekdays and weekends at 08.00 – 20.00