

## The Deutschland-Ticket as concessions ticket

If you are entitled to a concessions ticket (Sozialticket), you can choose one of the following ticket options:

- **RegioKarte Basis** a non-transferrable monthly ticket covering the entire RVF network
- **2x4-Fahrtenkarte** 2x4 single journeys, price level 1, for occasional journeys around Freiburg
- **NEW: Deutschland-Ticket** a subscription for a non-transferrable monthly ticket for local public transport across Germany

### Important information about the Deutschland-Ticket

The Deutschland-Ticket is valid for all local public transport throughout Germany. The ticket is non-transferrable and is only valid for one person. The Deutschland-Ticket is only available as a subscription. You will sign a contract with Freiburger Verkehrs AG (VAG Freiburg). Each month, 28 euros will be taken off your account. To participate, you will need a German bank account. The Deutschland-Ticket will be sent to your address by post. You can terminate the subscription monthly.

### Where can I order a Deutschland-Ticket?

You can order a Deutschland-Ticket online at <https://abo.vag-freiburg.de/abo>

We will send you a form by e-mail. Please print the form out, sign it and send the form with your orange concessions voucher (Berechtigungsschein) and the coupons to VAG AboCenter. Alternatively, you can take it to the Pluspunkt Customer Centre in person.

**OR:** Go to the Pluspunkt Customer Centre and order the Deutschland-Ticket using a form, your orange concessions voucher (Berechtigungsschein) and the coupons directly from there. The Deutschland-Ticket will be sent to your address by post. Each month, 28 euros will be taken off your account.



### What will happen once all the coupons have been used up?

Once you have given all of the coupons to VAG Freiburg, your subscription will be automatically terminated. We will send you a new order form for coupons by post. With the new coupons, you can extend your subscription.

### What will happen when I terminate the subscription?

If you terminate your Deutschland-Ticket subscription, your remaining monthly tickets will be made invalid. VAG Freiburg will send you a letter of termination. You can take the letter of termination to the issuing office to apply for replacement coupons.

### Any more questions?

If you have any questions concerning entitlement and application for the concessions ticket (Sozialticket), please contact your local administrative office. This will be the administrative office you apply to for any other benefits, i.e. Social Welfare Office (Amt für Soziales), Jobcenter, Office for Migration and Integration (Amt für Migration und Integration) or Housing Office (Amt für Liegenschaften und Wohnungswesen).

The administrative office in question will check your application and send a Berechtigungsschein and coupons to your address. If you have any questions about the Deutschland-Ticket and how to subscribe, please contact VAG customer services:

E-mail: [kundenservice@vagfr.de](mailto:kundenservice@vagfr.de)

Telephone: 0761/4511500

or visit the Pluspunkt Customer Centre, Salzstraße 3.

