

## Provision of information to passengers via online sales channels when train timetables are not yet confirmed

Train company	Ticket Issuing System (TIS) supplier	Online ticket issuing systems alert passengers that the timetable is not confirmed and the train may not run		Further information  (More information from each of the companies listed is provided on our website at <a href="http://orr.gov.uk/rail/consumers/rail-timetable-issues">http://orr.gov.uk/rail/consumers/rail-timetable-issues</a> )
		May 18	Sept. 18	
Arriva Trains Wales	Trainline	x	✓ <sup>1</sup>	Keolis Amey will run the Wales and Border franchise from October and will use the Trainline TIS.
CrossCountry	Trainline	x	✓	
East Midlands Trains	Trainline	x	✓	
Grand Central	Trainline	x	TBC	Awaiting confirmation.
Greater Anglia	Trainline	x	✓	
Northern	Trainline	x	✓	
Scotrail	Trainline	x	✓	
West Midlands Trains / London Northwestern	Trainline	x	✓	
Virgin Trains	Trainline	x	✓	
C2C	Worldline	x	✓	Companies using the Worldline Ticket Issuing System (TIS) are currently working to introduce more complete information in online sales channels, including where train timetables are not yet confirmed.
Great Western Railway	Worldline	x	✓	
Hull Trains	Worldline	x	✓	
South Western Railway	Worldline	x	✓	A variety of other improvements are being developed in this area including real-time information on train services; removal of cancelled services from options shown to passengers and details of planned engineering work.
TransPennine Express	Worldline	x	✓	
Govia Thameslink Railway	On Track Retail	✓	✓	
Southeastern	On Track Retail	✓	✓	
London North Eastern Railway (LNER)	TBC	-	TBC	Awaiting confirmation. LNER took over the InterCity East Coast franchise in June 2018.
Chiltern	Silverrail	x	TBC	Awaiting confirmation.

<sup>1</sup> ✓ - indicates that development work is underway and / or changes are pending implementation.