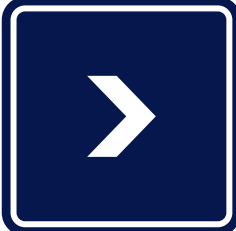
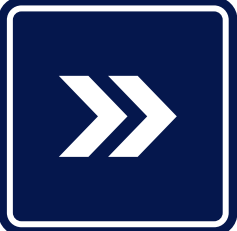



# Our three Speeds at a glance.

	 <b>td.Pro</b>	 <b>td.Flash</b>	 <b>td.Zoom</b>
<b>Product combination</b>	<ul style="list-style-type: none"> <li>• Applicable to many Products</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable to nearly all Products, a must for some</li> </ul>	<ul style="list-style-type: none"> <li>• Applicable to selected Products only</li> </ul>
<b>Capacity access</b>	<ul style="list-style-type: none"> <li>• Standard access</li> </ul>	<ul style="list-style-type: none"> <li>• Enhanced access</li> <li>• Capacity Guarantee based on certain conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Best access</li> <li>• Capacity Guarantee based on certain conditions</li> <li>• For Product Emergency: Uplift Guarantee</li> </ul>
<b>Service recovery</b>	<ul style="list-style-type: none"> <li>• Standard priority</li> </ul>	<ul style="list-style-type: none"> <li>• Higher priority</li> </ul>	<ul style="list-style-type: none"> <li>• Top priority</li> <li>• Proactive service</li> </ul>
<b>Customer service</b>	<ul style="list-style-type: none"> <li>• Standard Customer Service</li> </ul>	<ul style="list-style-type: none"> <li>• Standard Customer Service</li> <li>• 24/7 td.Flash Tracking Support Service</li> </ul>	<p>Premium td.Zoom Customer Service with</p> <ul style="list-style-type: none"> <li>• 24/7 monitoring and steering</li> <li>• Dedicated and proactive service</li> </ul>
<b>Handling</b>	<ul style="list-style-type: none"> <li>• Standard handling processes</li> </ul>	<ul style="list-style-type: none"> <li>• Standard handling processes</li> </ul>	<p>Dedicated handling processes at hubs FRA, MUC and VIE with</p> <ul style="list-style-type: none"> <li>• Tail-to-tail transfer</li> <li>• Dedicated ramp transfer</li> <li>• Ramp supervision</li> </ul>
<b>Speed</b>	<ul style="list-style-type: none"> <li>• Standard handling times</li> </ul>	<ul style="list-style-type: none"> <li>• Faster handling times</li> </ul>	<ul style="list-style-type: none"> <li>• Quickest handling times</li> <li>• Shortest transport plans</li> </ul>