













## SERVICE CLASSES

The Company made significant progress in standardising its service classes and segmentation of its carriage fleet to meet the key passenger needs such as air conditioning and toilets on board. When booking tickets passengers can easily see online infographics clearly featuring on-board services and the availability of air conditioning and/or on-board toilets. The same information is presented and printed out on paper tickets purchased offline. The passenger, therefore, has full and reliable information on services to be provided during travel.

### DOMESTIC PASSENGER SERVICES

	Air conditioning in the compartment		Shower room in the compartment		Press <sup>4</sup>
	Bio toilet in the compartment		Meals		Bed linen
	Washbasin		Travel kit <sup>3</sup>		Pets allowed
	Poputchik (Fellow Passenger) multimedia portal <sup>2</sup>		TV		Lap blanket



<sup>2</sup> On board, passengers can access a multimedia content and services portal as well as free Wi-Fi depending on bandwidth use and network coverage.

<sup>3</sup> Travel kits are not provided on trains No. 5/6 Moscow–Saint Petersburg and No. 23/24 Moscow–Kazan.

<sup>4</sup> No press is offered on trains No. 617/618 Saint Petersburg–Vologda, No. 5/6 and No. 25/26 Moscow–Saint Petersburg, No. 23/24 Moscow–Kazan.

SERVICES BY CARRIAGE TYPE

CARRIAGE TYPE	SERVICE CLASS	SERVICES
<b>Deluxe (VIP)</b>		
Deluxe Double berth compartments. The compartment can only be booked as a whole, accommodating 1 to 2 adult passengers with the option to include 1 child up to 5 years of age and 1 child up to 10 years of age, regardless of the number of adults travelling	1A (4 compartments and a bar) 1M (5 compartments) 1M (6 compartments)	
<b>First-class sleeping or RIC carriages (double berth compartments)</b>		
	1B (not more than 1 passenger) 13	
	1T	
	1Y	
	1Л	
First-class sleeping Double berth compartments	1Д (tourist)	
	Strizh train	
	13	
	1E (all berths must be booked by 1 or 2 passengers)	
	1T	

Company Profile

Development Strategy

Performance Overview

Corporate Governance

Sustainable Development

Appendices

CARRIAGE TYPE	SERVICE CLASS	SERVICES
<b>Second-class sleeping (K)</b>		
K (second-class sleeping) Four-berth compartments	2З	
	2Т	
	2Б	
	2К	
	2У	
	2Н	
	2Л	
	2Д (tourist)	
<b>Third-class open sleeping (П)</b>		
П (third-class open sleeping) Open sleeping carriage	3З	
	3Т	
	3Д	
	3У	
	3Л	
3П (for organised groups of children, based on second-class sleeping)		

CARRIAGE TYPE	SERVICE CLASS	SERVICES
<b>Carriages with seats (C)</b>		
Improved seat arrangement	1P	
	1P (Strizh train)	
	1P (double-decker trains)	
	1B (with single occupancy; all seats must be booked)	
Based on a sleeping carriage with four-berth compartments	3P	
	2P	
	2C	
	2Ж	
	2B	
	2E	
	3Ж	
	3C	

Company Profile























Development Strategy

Performance Overview

Corporate Governance

Sustainable Development

Appendices

CARRIAGE TYPE	SERVICE CLASS	SERVICES
<b>Motorised carriages</b>		
Improved seat arrangement	1C	 
	2C	 
	2Ж	  
	2B	  
Standard arrangement	2E	 
	2M	 
	3Ж	  
	3C	 
0 (fourth-class seating carriage) Open seating carriage	30	  
	3B (with no seat numbers)	