

|                                                                                                              |                              |                             |                                            |
|--------------------------------------------------------------------------------------------------------------|------------------------------|-----------------------------|--------------------------------------------|
| <b>1.1. Contact details (who made the observation?)</b>                                                      |                              |                             |                                            |
| Company*:                                                                                                    |                              |                             |                                            |
| Contact person / Department*:                                                                                |                              |                             |                                            |
| Street, No. *:                                                                                               |                              |                             |                                            |
| Country* / Postcode* / City*:                                                                                |                              |                             |                                            |
| Phone* / Mobile* / Fax:                                                                                      |                              |                             |                                            |
| E-Mail*:                                                                                                     |                              |                             |                                            |
| <b>1.2. Created (Creation of the support request)</b>                                                        |                              |                             |                                            |
| Place*:                                                                                                      |                              | Date*:                      | Name*:                                     |
|                                                                                                              |                              |                             |                                            |
| <b>2. Attachment (additional documents, files, traces, screenshots, photos, test protocols, videos etc.)</b> |                              |                             |                                            |
| Please send the configuration file in the attachment (see pt.3.2).                                           |                              |                             |                                            |
| Number of documents:                                                                                         |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
| <b>3.1. Details of the vehicle and the installed system / train radio system</b>                             |                              |                             |                                            |
| Vehicle series*:                                                                                             |                              |                             |                                            |
| Vehicle number*:                                                                                             |                              |                             |                                            |
| Device type*:                                                                                                | MESA 23                      | MESA 24                     | MESA 25 MESA 26 other:                     |
| <b>3.2. Features of the system</b>                                                                           |                              |                             |                                            |
| Device                                                                                                       | Article number               | Serial number               | Software (package / container and version) |
| Train radio / central unit*:                                                                                 |                              |                             |                                            |
| Operating device1:                                                                                           |                              |                             |                                            |
| Operating device 2:                                                                                          |                              |                             |                                            |
| Analogue radio:                                                                                              |                              |                             |                                            |
| 4G radio (LTE):                                                                                              |                              |                             |                                            |
| SWI26 (only with MESA 26):                                                                                   |                              |                             |                                            |
| Other:                                                                                                       |                              |                             |                                            |
| Configuration file*:<br>(Please attach, see pt.2)                                                            |                              |                             |                                            |
| <b>3.3. Interfaces used</b>                                                                                  |                              |                             |                                            |
| UIC train transit line:                                                                                      | yes                          | no                          |                                            |
| <b>3.4. Data interfaces (serial / Ethernet / other)</b>                                                      |                              |                             |                                            |
| Connected device                                                                                             | Connected to which interface | Used protocol / application |                                            |
|                                                                                                              |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |
| <b>3.5. Other / additional information (Information that had no place above)</b>                             |                              |                             |                                            |
|                                                                                                              |                              |                             |                                            |

|                                                                                                                                                                                                    |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|-----------------------------------------------------------------------------------------|
| <b>4.1. Short description (prominent keyword or catchphrase) *</b>                                                                                                                                 |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Diagnostic code(s):                                                                                                                                                                                |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| <b>4.2. Detailed description / scenario of the event (scope; impact; static or temporary; how was it noticed)</b>                                                                                  |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| <b>Performed operating action*</b>                                                                                                                                                                 | <b>Expected behaviour*</b>                                                                                               | <b>Detected behaviour / event / diagnostic code*</b>                                                                                   | <b>Timing*</b><br>(date, time)          | <b>Location*</b> (e.g. border crossing, network change, trail with low signal strength) |
|                                                                                                                                                                                                    |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Other:                                                                                                                                                                                             |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| <b>4.3. Radio mode / Operating mode</b>                                                                                                                                                            |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Radio mode                                                                                                                                                                                         |                                                                                                                          | Operating mode                                                                                                                         |                                         |                                                                                         |
| <input type="checkbox"/> GSM-R                                                                                                                                                                     |                                                                                                                          | <input type="checkbox"/> train radio                                                                                                   | <input type="checkbox"/> shunting radio |                                                                                         |
| <input type="checkbox"/> LTE (4G)                                                                                                                                                                  |                                                                                                                          | <input type="checkbox"/> train radio                                                                                                   | <input type="checkbox"/> shunting radio |                                                                                         |
| <input type="checkbox"/> ATR (Analogue)                                                                                                                                                            |                                                                                                                          | <input type="checkbox"/> A <input type="checkbox"/> E <input type="checkbox"/> C <input type="checkbox"/> O <input type="checkbox"/> B |                                         |                                                                                         |
| <b>4.4. Radio network / SIM cards used (e.g. manufacturer, version; OTA update)</b>                                                                                                                |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Radio network:                                                                                                                                                                                     |                                                                                                                          | SIM card(s):                                                                                                                           |                                         |                                                                                         |
| <b>4.5. Frequency of events / duration / failure / restrictions / reproducibility</b>                                                                                                              |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Occurrence / frequency*:                                                                                                                                                                           | several times a day<br>permanently                                                                                       | several times a week<br>other:                                                                                                         | several times a month                   |                                                                                         |
| System operating time*:                                                                                                                                                                            | hour(s) per day                                                                                                          | day(s) per week                                                                                                                        | other:                                  |                                                                                         |
| Event duration*:                                                                                                                                                                                   | second(s)                                                                                                                | minute(s)                                                                                                                              | hour(s)                                 | until restart of the system                                                             |
| System failure*:                                                                                                                                                                                   | no<br>no, but the following restrictions apply:<br>yes, failure duration of the system corresponds to the event duration |                                                                                                                                        |                                         |                                                                                         |
| Reproducibility*:                                                                                                                                                                                  | no                      yes, by                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| <b>5. What has been done so far? (service actions, repairs, replacement of components, software update etc. / with what results?)</b>                                                              |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
|                                                                                                                                                                                                    |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Remedy time:                      second(s)                      minute(s)                      hour(s)                                                                                            |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| <b>6. Disruption of safety / operational management? (Type and scope / restrictions / operational malfunctions / rail operational impact?)</b>                                                     |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
|                                                                                                                                                                                                    |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| <b>7. Severity of the event:</b>                                                                                                                                                                   |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| 1 - significant / total failure of the system<br>2 - major / critical failure of a function<br>3 - minor / non-critical failure of a function<br>4 - negligible / negligible failure of a function |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |
| Notes:                                                                                                                                                                                             |                                                                                                                          |                                                                                                                                        |                                         |                                                                                         |

I have read the privacy policy (<https://funkwerk.com/en/privacy-policy/>) and agree that the personal data I have provided in this form will be collected and processed for the purpose of responding to my request.

The fields marked with \* are mandatory fields. Without this information, a sending is not possible.