



## Usage Charging Document

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## About This Document

National Rail Enquires publishes a range of feeds that are openly available for use in the public domain. In most cases the feeds are free to use whether you (the licensee “You”) are a commercial entity, a public sector organisation or a small independent developer.

In some cases our feeds are subject to charges if they are used heavily. This document is the guide to our charging model for high volume use of our chargeable Darwin feeds specifically.

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## Usage Charging Summary

	Darwin Webservices	Darwin Push Feeds
<b>Data Licence:</b>	OGL Version 2.0 (NRE Variation)	OGL Version 2.0 (NRE Variation)
<b>Free Usage:</b>	≤5 million enquiries	Unlimited
<b>Usage Period:</b>	Per 28 day railway period	n/a
<b>Chargeable Usage:</b>	>5 million enquiries	n/a
<b>Cost Per Enquiry:</b>	0.04p	n/a
<b>Usage Cap:</b>	Applied as default	n/a
<b>Usage Cap Rate:</b>	5000 enquiries / hr	n/a
<b>Cap Removable:</b>	Upon request (setup with ATOC finance dept required)	n/a
<b>Support Provided:</b>	None	None
<b>Service Availability:</b>	Not Guaranteed	Not Guaranteed

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## High Volume Usage

Some of our Darwin feeds are subject to charges based on usage volumes. If You generate a lot of traffic to the chargeable feeds, our high volume usage threshold will apply and You may need to pay for extra usage.

### What is the high volume usage threshold?

The high volume usage threshold is the number of free enquiries that any single user can make to Darwin feeds before incurring usage charges. The threshold is set at 5 million enquiries, per user, per 28 day railway period.

### How much do chargeable enquiries cost?

Enquires made over and above the high volume usage threshold are chargeable at a rate of 0.04 pence per enquiry.

**Which feeds does the high volume usage threshold apply to?**

The high volume usage threshold applies to Darwin Webservice feeds only, namely the Darwin Webservice (public version) and the Darwin Webservice (staff version). Push feeds, such as the Darwin Push Port, are not subject to high volume usage charges.

**Who is subject to the high volume usage threshold?**

It applies to all users of the Darwin Webservice feeds, with the exception of train operating companies and public sector organisations.

**Is my usage measured 'per feed' or 'per user'?**

We measure Your usage on a 'per user' basis. If You have been issued more than one token, Your combined usage is calculated against the high volume usage threshold. If Your combined usage is above the threshold, You will be charged.

**Can multiple users access Darwin feeds through one set of credentials?**

Each set of access credentials, whether token or username and password based, is registered to a specific user. If multiple clients use a single set of access credentials, all the usage will be allocated to the registered user of that token. The registered user will be charged for all enquiries made over and above the high volume usage threshold.

If in any doubt about whether the charges apply to You, contact [infoservices@nationalrail.co.uk](mailto:infoservices@nationalrail.co.uk)

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**Usage Caps****Will a usage cap applied to the feeds?**

All Darwin Webservice tokens are capped to a limited number of requests per hour by default. Push feeds are not subject to usage caps.

**What is the usage cap for the Darwin Webservice?**

Tokens are capped to a maximum of 5000 requests per hour (r/h). You will be unable to reach the chargeable threshold using a single capped token.

**What happens if I hit the usage cap?**

If You hit the usage cap Your access will be shut down for the rest of the day and will resume again at 2am the following morning.

**Can I remove the usage cap?**

You may request for the cap to be removed by contacting [infoservices@nationalrail.co.uk](mailto:infoservices@nationalrail.co.uk). In order to have the cap removed we require You to register with our finance team. This will take a minimum of two weeks to process. Registration will be treated as Your acceptance of liability to pay for any usage above the high volume threshold. We will only remove usages caps once You have registered Your payment details with us, not before.

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## **Maintenance & Support**

We will use reasonable endeavours to maintain the quality of our feeds and to support You. However, this is a free service with a very high chargeable threshold and as such, no commitment is made by NRE to provide maintenance or support services.

### **Are the feeds reliable?**

We will use our reasonable endeavours to ensure the reliability of the feeds however we do not make any guarantees relating to their continuous availability. We expect the feeds to have a high degree of reliability, however on the odd occasion there may be unavoidable system outages. In such instances we will always attempt to rectify the outage as soon as our available resources will allow. We cannot guarantee that system outages will be rectified outside normal working hours.

### **Is the information of good quality?**

The information in our feeds is the same as is used on NRE and TOC channels, thus it is in our interests to ensure its quality. We cannot, however, guarantee the completeness, quality and/or accuracy of the information beyond our reasonable endeavours to do so.

### **Do I qualify for support if I pay for high volume usage?**

We provide no guarantee of maintenance or support beyond our reasonable endeavours to do so, whether You are paying for high volume usage or otherwise.

### **Can I pay for support services and the assurance of availability?**

We do not offer a support package as we are not resourced to do so. However, we are happy to consider proposals on a case by case basis. Any agreement for the provision of support and/or levels of availability will require a separate commercial arrangement with NRE. Please contact [infoservices@nationalrail.co.uk](mailto:infoservices@nationalrail.co.uk) for further information.

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## **Calculating Usage**

### **How will I be billed for excess usage?**

If You exceed the High Volume Usage Threshold an invoice will be raised for Your additional usage. Invoices will be sent by post to the address at which You registered when setting up the access to the feeds. You will be required to pay within 30 days of the invoice being generated. NRE reserve the right to terminate Your use of the feeds if You fail to pay on time.

### **How is usage calculated?**

Usage is calculated as the total number of enquiries made, per railway period, to the Darwin Webservice. If You registered access to multiple tokens, Your usage will be calculated as the total combined usage of all tokens that are registered to You.

### **What is an 'enquiry'?**

The Darwin Webservice is a 'request and respond' feed that is measurable based on hits to our servers. Each hit (or request) to our server is counted as a single enquiry. Each enquiry is a request that has been submitted through the webservice for information from Darwin. The webservice pulls information from Darwin and serves it to the initiator of the request. Specific examples of a single Darwin Webservice 'enquiry' include:

- An arrivals or departures request is made through Your web page, product or application;
- An arrivals or departures request is refreshed for more up-to-date information;
- A request for specific train details is made through a web page, product or application; or
- Any other request is made for information to be pulled through the webservice

### How is Darwin Webservice usage calculated?

NRE generate usage reports for each Darwin Webservice token at the end of each railway period. These reports are used for calculating Your usage of the Darwin Webservice. Any invoices raised for excess usage will be based on the NRE usage reports.

### Do I have to pay VAT?

All invoices are subject to VAT in addition to the 0.04 pence per enquiry usage charge.

### What is a railway period?

A railway period is 4 weeks and refers to the start / end date used for financial reconciliation within the railway industry. Measurement of usage will be applied between these dates. The forthcoming railway periods are show in the table below:

Year	2014/15	2015/16	2016/17	2017/18	2018/19	2019/20	2020/21	
<b>Start Day</b>	<b>Period 1</b>	01-Apr-14	01-Apr-15	01-Apr-16	01-Apr-17	01-Apr-18	01-Apr-19	01-Apr-20
<b>End Day</b>	<b>Period 1</b>	27-Apr-14	03-May-15	01-May-16	30-Apr-17	29-Apr-18	28-Apr-19	03-May-20
	<b>2</b>	25-May-14	31-May-15	29-May-16	28-May-17	27-May-18	26-May-19	31-May-20
	<b>3</b>	22-Jun-14	28-Jun-15	26-Jun-16	25-Jun-17	24-Jun-18	23-Jun-19	28-Jun-20
	<b>4</b>	20-Jul-14	26-Jul-15	24-Jul-16	23-Jul-17	22-Jul-18	21-Jul-19	26-Jul-20
	<b>5</b>	17-Aug-14	23-Aug-15	21-Aug-16	20-Aug-17	19-Aug-18	18-Aug-19	23-Aug-20
	<b>6</b>	14-Sep-14	20-Sep-15	18-Sep-16	17-Sep-17	16-Sep-18	15-Sep-19	20-Sep-20
	<b>7</b>	12-Oct-14	18-Oct-15	16-Oct-16	15-Oct-17	14-Oct-18	13-Oct-19	18-Oct-20
	<b>8</b>	09-Nov-14	15-Nov-15	13-Nov-16	12-Nov-17	11-Nov-18	10-Nov-19	15-Nov-20
	<b>9</b>	07-Dec-14	13-Dec-15	11-Dec-16	10-Dec-17	09-Dec-18	08-Dec-19	13-Dec-20
	<b>10</b>	04-Jan-15	10-Jan-16	08-Jan-17	07-Jan-18	06-Jan-19	05-Jan-20	10-Jan-21
	<b>11</b>	01-Feb-15	07-Feb-16	05-Feb-17	04-Feb-18	03-Feb-19	02-Feb-20	07-Feb-21
	<b>12</b>	01-Mar-15	06-Mar-16	05-Mar-17	04-Mar-18	03-Mar-19	01-Mar-20	07-Mar-21
	<b>13</b>	31-Mar-15	31-Mar-16	31-Mar-17	31-Mar-18	31-Mar-19	31-Mar-20	31-Mar-21