







# Our three Speeds at a glance

	 <b>td.Pro</b>	 <b>td.Flash</b>	 <b>td.Zoom</b>
Product Combination	<ul style="list-style-type: none"> <li>Applicable to the following Products:</li> </ul> 	<ul style="list-style-type: none"> <li>Applicable to the following Products:</li> </ul> 	<ul style="list-style-type: none"> <li>Applicable to the following Products:</li> </ul> 
Speed	<ul style="list-style-type: none"> <li>Short transport plans, e.g., HAM-LAX in 26hrs<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>Shorter transport plans, e.g., HAM-LAX in 19hrs<sup>1</sup></li> </ul>	<ul style="list-style-type: none"> <li>Shortest transport plans, e.g., HAM-LAX in 14hrs<sup>1</sup></li> </ul>
Capacity Access	<ul style="list-style-type: none"> <li>Bookable when capacity is available</li> </ul>	<ul style="list-style-type: none"> <li>Enhanced through the Capacity Guarantee<sup>2</sup>: bookable on short notice within set parameters</li> <li>Prioritized over td.Pro shipments</li> </ul>	<ul style="list-style-type: none"> <li>Capacity Guarantee<sup>2</sup></li> <li>Access to commercially-closed flights<sup>2</sup></li> <li>Prioritized over td. Pro and td.Flash shipments</li> </ul>
Handling	<ul style="list-style-type: none"> <li>Product and commodity-specific handling requirements apply</li> </ul>	<ul style="list-style-type: none"> <li>Product and commodity-specific handling requirements apply</li> </ul>	<ul style="list-style-type: none"> <li>Product and commodity-specific handling requirements apply</li> <li>Dedicated handling processes at our hubs FRA<sup>3</sup>, MUC and VIE, with:             <ul style="list-style-type: none"> <li>Tail-to-tail transport</li> <li>Dedicated ramp transfer to the aircraft</li> <li>Ramp supervision</li> </ul> </li> </ul>
Service Recovery	<ul style="list-style-type: none"> <li>Uplift onto the next flight with available capacity, latest within 5 days<sup>4</sup></li> </ul>	<ul style="list-style-type: none"> <li>Higher priority than td.Pro: uplift onto the next flight with available capacity, latest within 3 days<sup>4</sup></li> </ul>	<ul style="list-style-type: none"> <li>Highest priority: uplift onto the next flight out</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li><a href="#">Support and Contact</a></li> <li><a href="#">24/7 eTracking</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">Support and Contact</a></li> <li><a href="#">24/7 td.Flash Tracking Support Service</a></li> </ul>	<ul style="list-style-type: none"> <li><a href="#">td.Zoom Customer Service</a> with             <ul style="list-style-type: none"> <li>24/7 monitoring and steering</li> <li>Dedicated and proactive service</li> </ul> </li> <li><a href="#">24/7 eTracking</a></li> </ul>
Contact	Personal assistance for all Speeds via your local Sales contact and customer service teams		

