



Trenitalia Service Charter, 2002

Quality, mission possible

To ensure comfortable, safe travel, guaranteeing punctuality and regularity wherever possible, to inform passengers promptly of any changes in the services offered, to receive and look into all complaints and requests and to offer passengers a truly advanced level of service: these are the commitments taken by Trenitalia, an organisation firmly rooted in Italian life and growing steadily through its daily contact with the travelling public. The Service Charter has been drawn up with the aim of improving customer relations, in the form of a contract with the customers themselves based on dialogue and openness.

No discrimination

Trenitalia offers a service based on equality, impartiality and freedom of choice.

Continuity

The rail services are available every day of the year on a continuous basis. The Trenitalia official timetable and the www.trenitalia.com site list all services, including guaranteed skeleton services in the event of industrial disputes.

Participation

The relationship with the public/customers is an irrevocable point in Trenitalia's market orientation.

Efficiency and effectiveness

Trenitalia is committed to taking all the measures necessary to plan and produce transport services on the basis of a continuous improvement in economic and quality results.

PRINCIPLES

Continuous improvement

The Charter states all the pledged service levels, with yearly improvement targets, in order to create a range of services ever more in line with customer expectations.

Quality monitoring

Trenitalia uses a rigorous quality monitoring system to verify goal achievement in the services it provides and assess the degree of customer satisfaction.

Travelling in safety

The Railway Police have the official task of preventing and combating crime on the railways. Trenitalia works with the police by identifying the trains and stations at greater risk and agreeing on the necessary increases in police escorts.

Caring for the disabled

Trenitalia guarantees assistance to disabled passengers based on information provided by the passengers themselves, either by telephone or directly at the Customer Assistance Centre counters, at least 24 hours prior to departure. This service is provided, for departures and arrivals, at

the stations listed in table G of the Official Timetable. Some categories of disabled persons (visually impaired, seriously disabled, those with escort allowances) are entitled to special fare discounts.

Service quality standards Medium and long distance travel

QUALITY FACTORS (*)	GOALS 2002
Indicators	
Punctuality of trains	
Eurostar trains less than 15' late	91%
Eurostar trains less than 30' late	96%
Eurostar trains less than 60' late	99%
Medium/long-distance trains less than 15' late	87%
Medium/long-distance trains less than 30' late	93%
Medium/long-distance trains less than 60' late	98%
Train cleaning	
N° of daily train cleanings effected during train journey	150

LOOKING AFTER YOU

QUALITY

Travel comfort	
Trains running with less than 10 years' service	37%
Extra services on train	
Trains with catering service	79%
Disabled passenger service	
Trains usable by disabled passengers	43%
Passenger information	
Trains with public address system	71.5%
Telephone calls with less than 20" wait	85%
Passenger contact personnel	
Front-line personnel with knowledge of foreign languages	47%
Ticket/travel office service level	
N° automatic ticket machines per station	2,35
Total n° authorised travel agencies	2,270

(*) The complete list of indicators is given in the full version of Service Charter 2002, which is also on the Web at www.trenitalia.com

Service quality standards Local and regional travel

QUALITY FACTORS	GOALS 2002
Indicators (overall national level)	
Train cleaning	
Reliability of cleaning contractors – certified companies	100%
Carriages in use without graffiti	99%
Travel comfort	
COMPARTMENT COMFORT	
Air-conditioned carriages	34% (2,400)
Carriages with re-upholstered seats	67% (4,700)
TRAIN ACCESSIBILITY	
easy-access carriages	21% (1,400)
Extra services	
TICKETING SERVICES	
Ticket offices selling various products	98%
ON-BOARD SERVICES	
Trains with bicycle transport service	95%
Customer information	
INFORMATION ON THE TRAIN	
Carriages with public address/display	26% (1,800)
INFORMATION AT STATION	
Stations with list of external sales outlets	99%
Stations with monitors	70%
CUSTOMER INFORMATION	
'Carta Amicotreno' toll-free number call rate	90%

QUALITY

Service level

SALES NETWORK SERVICES LEVEL	
Stations where you can buy a ticket*	1,050
Automatic ticket machines	650
External sales outlets	3,600
COMMERCIAL SPEED LEVELS	
Regional trains commercial speed (km/h)	54
Through trains commercial speed (km/h)	67
Inter-regional trains commercial speed (km/h)	73.6
Punctuality**	
Regional transport division trains less than 5 minutes late	86%
Regional transport division trains less than 15 minutes late	96%
Inter-regional trains less than 15 minutes late	91%

Disabled passenger services

Daily number of trains with facilities for disabled passengers (average weekday)

13.7% (930)

Stations with Trenitalia services for disabled persons

36%

Contact personnel

Presentability and behaviour of personnel declaration recognizability of personnel declaration

* includes stations with trenitalia ticket offices, stations with rfi (italian rail network) ticket sales and stations with automatic ticket machines

** the following causes of lateness are excluded: unforeseen circumstances; causes not attributable to service operator or infrastructure operator; causes related to network maintenance and/or development.

Listening to the customer

In order to establish a continuous dialogue with its customers, Trenitalia looks carefully into all the complaints, comments and suggestions it receives with the aim of gaining useful information on how to improve the service it provides. Passengers wishing to report inefficiencies and problems or make useful suggestions can proceed as follows:

Long and medium distance transport services	Local and regional travel services
Fill in the forms available on request on trains and at stations	Fill in the forms available on request at stations
Fill in the form on the www.trenitalia.com site ("E-mail" menu)	Send an e-mail to the addresses on the www.regionale.trenitalia.it site ("Contact us" menu)
Write directly to the district customer assistance offices, whose addresses are available on request at stations or travel agencies	Write directly to the Customer Relations Offices in one of the 21 Regional/Provincial Headquarters, whose addresses are given in the Regional Timetables or in the full or reduced versions of the Service Charter
Write to: TRENITALIA S.p.A. Passenger Division External Relations Piazza della Croce Rossa, 1 00161 ROME Fax 0644102879-2373 for complaints, comments and suggestions regarding problems related to national network	Write to: TRENITALIA S.p.A. Regional Transport Division External Relations Piazza S. Freud, 1 - 20154 MILAN Fax 02/65717987 for complaints, comments and suggestions regarding problems related to national network

Trenitalia's pledge for 2002 is to guarantee response times within 30 days.

Tickets

Buying a ticket is simple: you can do it at station ticket offices, at authorised travel agencies, from self-service ticket machines, from authorised sales outlets (for regional transport), online (www.trenitalia.com) and by phone (199.166.177). Also, for users of Regional Transport Division trains (i.e. regional and inter-regional trains), there is the possibility of buying monthly first class and second class season tickets (or changing the class of a season ticket) for distances up to 250 kilometres online at www.abbonamenti.fs-on-line.it.

Open tickets

Open (i.e. open-date) tickets can be used within two months of purchase and must be validated (stamped) before getting on the train; the stamped tickets are valid for 6 hours for distances up to 200 km and 24 hours for longer distances. You can book seats (at a cost of 3,00 Euros) from 2 months in advance, up to 3 hours before the train's departure time.

Tickets with inclusive seat booking

Tickets with inclusive seat bookings (such as Eurostar train tickets or supplementary Couchette or Wagon Lits tickets) are valid only for the booked train and date and do not need to be stamped.

Cancellations

It may occur that a train journey has to be cancelled, either wholly or partially. If any of the expressly stated causes of the cancellation is attributable to the Ferrovie dello Stato Group, you will be entitled to a full refund. If not, the refund will be subject to a fixed charge.

A customer wishing to cancel the journey for which the ticket has been purchased can also ask either to change the date or to exchange it for a voucher of the same value, valid for the purchase of another Trenitalia ticket within six months.

Vouchers

Vouchers, valid for up to 6 months for the purchase of Trenitalia tickets, will be given in the following circumstances:

Lateness voucher

Eurostar Italia trains: if a train arrives more than 25 minutes late a voucher to the value of 50% of the ticket price will be given.

Intercity and Eurocity trains (for the part of the journey in Italy): if a train arrives more than 30 minutes late a voucher to the value of 30% of the ticket and booking price will be given.

Intercity Night and Express trains: if a train arrives more than 60 minutes late a voucher to the value of 30% of the ticket and booking price will be given (excluding the price of Couchettes, Wagon Lits and other extra services).

Voucher for air conditioning failure

If, on Eurostar Italia and Intercity/Eurocity trains (for the part of the journey in Italy), the air conditioning doesn't work at your seat, and no alternative seat can be found in another carriage of the same or higher class, a voucher to the value of 50% of the price of Eurostar train tickets and 30% of the price of Intercity and Eurocity train tickets will be given.

How to claim the voucher

Eurostar Italia trains: to claim the voucher, the passenger must put the ticket in one of the envelopes available on the train or at the station (or in any kind of ordinary envelope), enclosing his/her personal details (first name, surname and address) and hand it in at the destination station, or else send it by post to the destination station, within 30 days of the date of travel. The voucher will be issued within 15 days of the claim.

For claims regarding air conditioning failures, the ticket must bear a note by the on-board train personnel confirming the failure. Vouchers cannot be accumulated.

Intercity/Eurocity, Intercity Night and Express trains: to claim the voucher, the passenger must put the validated ticket plus the seat booking

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For claims regarding air conditioning failures (Intercity/Eurocity only), the ticket must bear a note by the on-board train personnel confirming the failure. Vouchers cannot be accumulated.

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Vouchers will not be granted to passengers with free/reduced travel entitlement, Intercity season ticket holders, passengers with free/reduced travel passes on IC trains and Eurostar trains; special tickets with non-divisible overall prices (Interrail Cards, mileage tickets, etc.) in the event of delays to Express trains.

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