

Quality and Service Charter 2024

 cotral



REGIONE
LAZIO

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INTRODUCTION

What is the Quality and Service Charter?

It's an official document that governs the relationship between public utility companies and those who use them. Published annually, it's a tool to inform and communicate with its citizen-users. It describes the services entrusted to Cotral S.p.a. by the Region of Lazio in the assigned territory, through the Service Contracts. It states the results achieved in the previous year (2023) and indicates those for the current year (2024), based on the indicators established by the Service Contracts. Moreover, this annual document is a tool that is helpful for learning about the ways to file a claim, the fare system, the findings of customer satisfaction surveys, the type of service(s) offered and the many activities of the company.

Distribution

Cotral raises awareness of its Service Quality Charter through its website.

Legal regulations that govern the Report

- Directive of the President of the Council of Ministers, 27 January 1994, 'Principles of the provision of public services';
- Law n. 273 of 11 July 1995, 'Urgent measures for the simplification of administrative procedures and to improve the efficiency of public administrations';
- Decree of the Italian Prime Minister, 30 December 1998, 'General reference framework for the Transport Industry Public Service Charter';
- Regulation (EU) n. 181/2022 of the European Parliament and Commission of 16 February 2011, on the rights of passengers who travel by bus and coach, which modifies Regulation (EC) n. 2006/2004;
- Regulation (EU) n.1371/2007 relative to rail passengers' rights, as modified with Regulation (EU) n. 782/2021;
- Italian Legislative Decree n. 169/2014, which determines the penalties for violations of the provisions of Regulation (EU) 181/2011;
- Italian Legislative Decree n. 201/2022, Reorganization of the regulation of local public services of economic importance;
- Resolution Art n. 154/2019;
- Resolution Art n. 106 of 2018;
- Resolution Art n. 28 of 2021;
- Resolution Art n. 120 of 2018;
- Resolution Art n. 16/2018 on the minimum service quality conditions for rail passengers.

GENERAL PRINCIPLES OF THE COMPANY

EQUALITY AND IMPARTIALITY.

CONTINUITY.

PARTICIPATION.

EFFICIENCY AND EFFICACY.

RESPECT FOR THE ENVIRONMENT.

Service Contracts

The Service Contract for local public transport by road

The Service Contract between Cotral S.p.a. and the Region of Lazio governs the management of local public transport in the region. The Contract has a term of 10 years, from 2023 to 2032. The quantity of the services in 2024 is equal to 75,500,000 vehicle-km. By virtue of the Service Contract, the Region of Lazio establishes precise quantitative and qualitative standards for Cotral's performance, which are measured by a set of indicators.

The Service Contract for public transport by rail

The Region of Lazio has entrusted Cotral S.p.a. with the concession agreement to provide public transport services by rail that are of regional and local economic interest, relative to the Roma-Viterbo and Metromare (Roma-Lido) railway lines for 10 years, from July 2022 to June 2032. In implementation of the Contract, Cotral has committed to producing 1,571,000 train-km per year on the Metromare (Roma - Lido) line and 1,308,000 train-km per year on the Roma - Civita Castellana - Viterbo line in 2024.

By virtue of the Service Contract, the Region of Lazio establishes precise quantitative and qualitative standards for Cotral's performance, which are measured by a set of indicators.



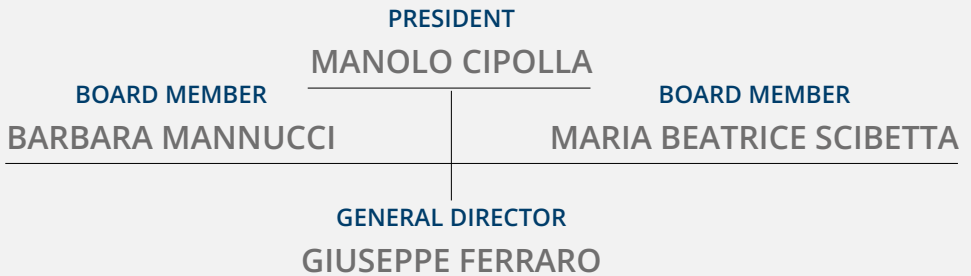
01

The Company

1.1 COMPANY PROFILE

Cotral S.p.a. is the number one national vector of motor lines for extra-urban public transport by road: with over 8,000 trips per day, these regional transport buses connect the 376 municipalities in the region of Lazio with each other and with Rome. The over 3,000 employees of Cotral work daily to guarantee the transportation of citizens who ride to reach places of work, education, healthcare and leisure, in a region with six million residents.

In July 2022, Cotral also began operating as a railway company, responsible for the management of the Metromare (Roma - Lido) and the Roma - Civita Castellana - Viterbo lines. With the acquisition of this branch, the company has extended its industrial perimeter and has accepted a new challenge with the goal of redeveloping the connections between Rome and Ostia and between the Capital city and the municipalities to the north.



EMPLOYEE TYPE	TOTAL	WOMEN	MEN
Administrative staff	398	157	241
Bus drivers	2225	200	2025
On-train staff (operators and conductors)	191	44	147
Operational staff	455	49	406
Total	3269	450	2819

HEADQUARTERS

Rome	105 Via Bernardino Alimena, 00173
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OPERATIONAL BRANCHES

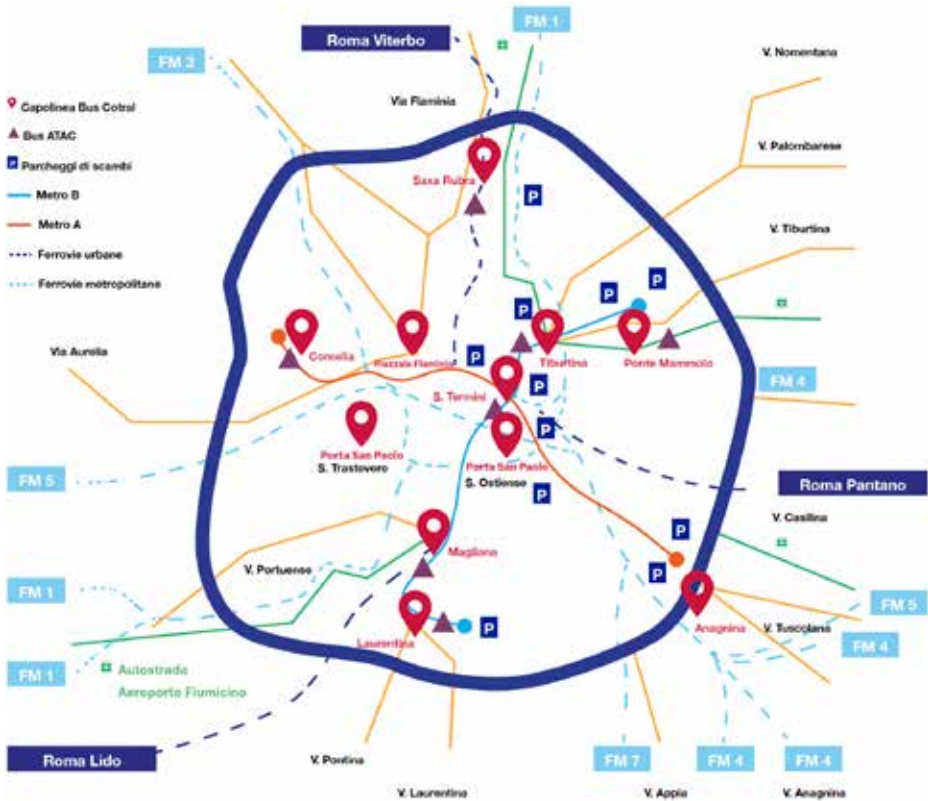
Frosinone	33 Via Casale
Latina	Via Ofanto s.n.c.
Rieti	Via J.F. Kennedy s.n.c.
Viterbo	Via Cassia nord km 88.400
Rome	Porta San Paolo – 8 Piazzale Ostiense
Rome	Acqua Acetosa - 32 Via dei Campi Sportivi
Civita Castellana	4 Via Falerina, Catalano (VT)

FACILITIES

Province of Rome	20
Province of Frosinone	7
Province of Latina	4
Province of Viterbo	10
Province of Rieti	6
TOTAL	47

TERMINUS STATIONS

Porta San Paolo	Metromare/Roma – Lido di Ostia Railway
Cristoforo Colombo	Metromare/Roma – Lido di Ostia Railway
Roma Flaminio	Roma – Civita Castellana - Viterbo Railway
Montebello	Roma – Civita Castellana - Viterbo Railway
Civita Castellana	Roma – Civita Castellana - Viterbo Railway
Viterbo	Roma – Civita Castellana - Viterbo Railway



TERMINUS STATION OF BUS ROUTE

Anagnina	Anagnina - Tuscolana; Appia - Casilina; A1 Motorway
Cornelia	Fiumicino - Aurelia
Laurentina	Laurentina - Pontina - Appia
Magliana	A12 Motorway
Ponte Mammolo	Tiburtina - Prenestina - A12 Motorway
Saxa Rubra	Tiberina - Flaminia - Cassia Veientana - Cassia - Braccianese
Termini (Via Giolitti)	Roma - Fuggi Bus Route via A24 Motorway - A1 (Transit stop for Fiumicino Airport)

1.2 QUALITY POLICY

Quality

1. Establishing continuous dialogue with our users through various direct communication channels, with the goal of intervening in a timely manner for every identified need;
2. modernizing our fleet through the purchase of buses and trains which are more comfortable, safe and efficient in order to improve the riding experience of our customers;
3. guaranteeing the availability of tickets throughout the geographical area served, through the installation of new ticket machines and by selling them online through the Cotral corporate website;
4. reducing fare evasion by reinforcing on board and visual inspections;
5. incentivizing the installation of canopies in the municipalities served, in order to improve the waiting experience at the stops;
6. installing new bus stop posts throughout the area, contributing to brand recognizability;
7. guaranteeing free and/or discounted transport for the elderly and the most underprivileged user categories;
8. guaranteeing a certain, timely response to every complaint or feedback filed, through the implementation of a customer relationship management (CRM) system;
9. improving the decorum of our headquarters and end-of-the-lines/transfer points through structural restyling.

The environment

1. The promotion of renewable energy sources by equipping our facilities with solar panels or photovoltaic systems; replacing high-environmental-impact energy sources with cleaner ones, e.g., by replacing diesel heating plants with methane-based ones;
2. promoting efficiency and reduced energy use, for example, by replacing halogen light bulbs with LEDs and using timers to regulate the turning on and off of lights;
3. using as little water as possible by equipping our washing systems and water purifiers with water reuse systems;
4. constant monitoring of the noise emitted through the external receptors of our production facilities and, as necessary, the adoption of mitigation efforts;

5. the introduction of 'green' requirements to our calls for tender so as to monitor and limit the indirect environmental impact of our suppliers, so that they are aligned with the company's environmental protection strategies;
6. reducing the emissions of our fleet by constantly acquiring new buses in low-emissions categories;
7. prioritizing recovery over disposal of special waste produced by our activities;
8. the constant management and monitoring of underground tanks;
9. the constant monitoring, in all facilities, certified or not, of the environmental standards reached through local monitoring;
10. promoting respect for the environment;
11. doing our part to reduce CO₂ globally, with the goal of offsetting the carbon footprint of the company's real properties by 2030 (Carbon Neutrality Project).

Workplace safety

1. Identification of the risks attributable to accidents, potential accidental events or emergencies and enacting the necessary prevention and protection measures;
2. reducing the risk factors for worker safety, ensuring they have buses, trains and gear that are aligned with European safety standards;
3. guaranteeing the prompt inspection of all injuries and enacting all potential solutions to prevent them;
4. promoting the culture of workplace safety among workers;
5. creating a safe work environment that's hygienic and ergonomic, in order to prevent occupational illnesses;
6. constantly monitoring the microclimate and all the environmental conditions that our employees work in;
7. the introduction of safety requirements in our calls for tenders so that our suppliers are aligned with our prevention strategies;
8. the constant monitoring, in all facilities (certified or not), of the safety standards reached through local monitoring.

1.3 THE CERTIFICATION SYSTEM

Cotral's policy to ensure high-quality services that are respectful of the environment and the workplace

Cotral's mission is to provide transportation to the residents of Lazio, while also guaranteeing the safety of its workers and minimizing the environmental impact created by public transport as much as possible.

We take the full satisfaction of our users to heart, and we are committed to guaranteeing them on-time, efficient services and responsiveness to all their requests.

We are also aware that the service provided has a notable impact on the environment, not just in terms of air pollution, but also in terms of global warming.

Moreover, producing so many km also requires that we guarantee safety standards for our workers and for the passengers who ride with us, in-line with applicable laws and with European standards.

This is why we are committed, with investments large and small, to monitoring everything and reducing our environmental impact, and to improving our internal workplace safety standards.

To achieve that mission, Cotral Spa has identified, in the UNI EN ISO 9001:2015, UNI EN ISO 14001:2015, and UNI ISO 4500:2018 standards, a reference to inspire and shape all the choices which regard quality, environmental protection and the safety of workers in compliance with relevant applicable regulatory requirements with a view to continuous improvement.

1.4 SUSTAINABILITY

Cotral's mission is to ensure local public transport throughout the Region of Lazio, providing efficient services that respect the region and the environment. Eco-friendly services are part of the goals of the strategic business plan adopted by the company. It has undertaken different initiatives to limit the environmental impact caused by maintenance and by the public transport services offered in Lazio.

Industrial wastewater

For a few years now, our new environmental sustainability policy has been aimed at guaranteeing the quality of the wastewater from the storm water and fleet-washing arch water purifiers while complying with applicable industry regulations.

In 2023, purification systems for wastewater (washing water, first flush rainwater, sewage) were installed in the new plant in Minturno.

In 2024, purification systems for wastewater (washing water and first flush rainwater) will be installed in the new plant in Monterotondo.

Identification and management of environmental noise at our facilities

The monitoring campaign of the noise emitted outward from our production units continues; these acoustic analyses are aimed at estimating the noise pollution of our plants and their impact on residential and/or sensitive residents facing the plants themselves, through daytime and nighttime phonometric surveys of the ambient and residual noise level. The analyses are carried out by following the instructions found in the national and local technical regulations for the industry.

Moreover, in 2024 infrastructure will be created for the Smart Building project, involving the company's top seven facilities (Nettuno, Rieti, Grottaferrata, Sora, Poggio Mirteto, Frosinone and Minturno). In addition to helping us monitor energy and water vector consumption and environmental quality with improvement as the goal, this will make it possible to determine and manage environmental noise which will help improve the working conditions in company facilities.

Waste management information

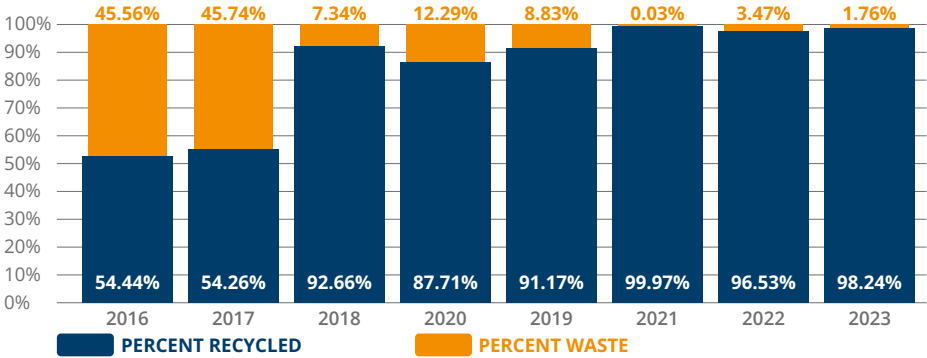
In 2023, in the branch in Via Alimena, we introduced not only an informational and awareness-raising campaign addressed at company staff, but also a new waste management model. It will make it possible to reduce the percentage of non-recycled rubbish with an eye to an integrated waste cycle.

Hazardous and non-hazardous special waste related to bus and rail maintenance activities are produced daily in each local unit; more rarely, special waste related to infrastructure maintenance is produced. Every local unit manages the storage

of waste produced on-site, through a temporary depot. All waste produced is disposed of in accordance with applicable regulations: in fact, special care and attention must be given to following and complying with all environmental requirements.

Bus facilities

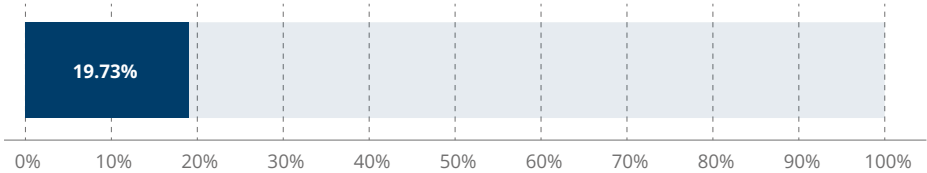
% of waste sent for recycling 2016 - 2023



Train facilities

% of waste sent for recycling in the train repair depots of Acqua Acetosa and Catalano

Second half of 2022



Asbestos monitoring

In-line with new environmental regulations, the verification of the presence of asbestos in company structures, especially the older ones, is constantly monitored. After initial recognition, and once the objects to be removed or preserved were identified, all planned asbestos abatement activities have been carried out and the Frosinone and Terracina sites. With the takeover of the former concessionary railways, a comparison was made in the field between the situations mapped and surveyed by ATAC/Astral in the Acqua Acetosa and Catalano facilities, so as to be able to add them to the on-site asbestos monitoring programme.

1.5 GOAL: CARBON NEUTRALITY

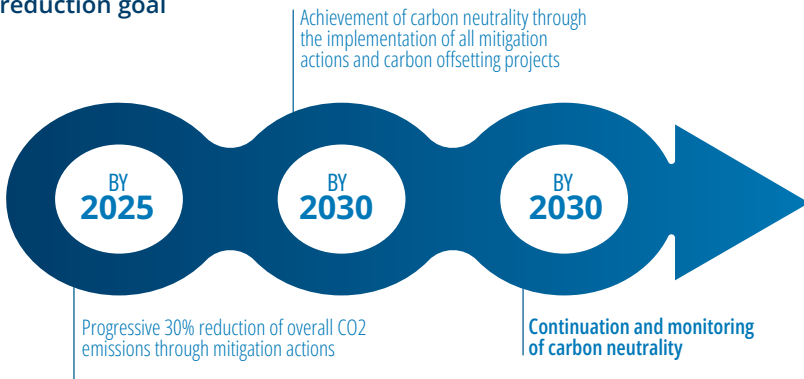
The plan

Cotral, involved daily in the reduction of the emissions of its bus fleet, has undertaken to pursue the goal of zeroing CO₂ globally, extending it to the entire real estate portfolio, with the ambitious goal of zeroing/offsetting the carbon footprint of the corporate real estate portfolio by 2030, with an intermediary target of a 30% reduction by 2025.

The actions included in the general Carbon Neutrality strategy mainly involve the energy used, but also water use and the production of waste.

The Plan defines a baseline to 2022 that represents Cotral's current level of emissions that derive from the energy consumption of its real estate assets, waste cycle (offices, depots and repair garages), water consumption, and the fuel consumption of the company fleet. After having defined the starting level, emissions mitigation actions were identified that will make it possible to significantly reduce CO₂ emissions in the short term (2025), as were actions (offsetting included) that will lead to the zeroing of CO₂ emissions in the medium term (by the end of 2030).

CO2 reduction goal



Reducing energy use

Our strategy involves the identification and implementation of a number of actions to reduce our environmental impact, including but not limited to:

- improving the energy efficiency of our facilities;
- producing our own electricity from renewable sources that we can then use;

- reducing the waste and use of water, and collecting rainwater for allowed uses;
- producing less rubbish and optimizing the waste recycling chain (including transport);
- using green providers and maintaining the supply contract for electric energy produced from renewable sources with CO2-neutral certification;
- monitoring and messaging (internal and external) about intermediary and final results;
- a full green transition for the company fleet.

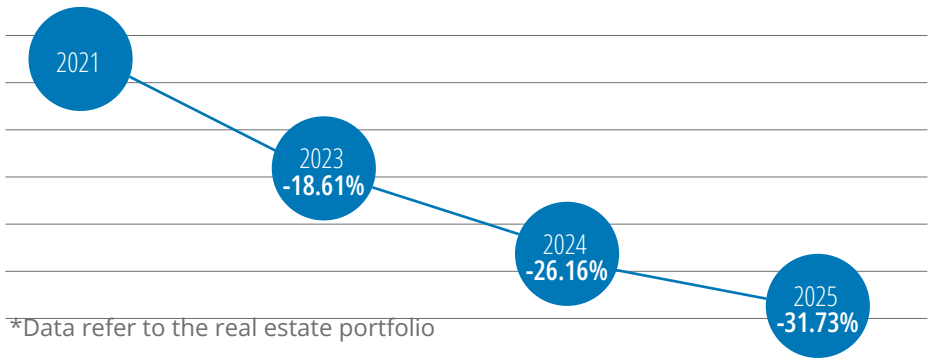
All actions to reduce emissions and improve our ESG parameters are designed to be in line with all other Cotral initiatives for environmental, ethical and social sustainability.

Thanks to the implementation of the actions included in the 2030 Carbon Neutrality Plan, including:

- the activation of solar panels in Blera, Civita Castellana, Frosinone, Latina, and Viterbo;
 - Temperature regulation and system timing, installation of detection and movement sensors and LED relamping at the central facilities in Rome;
- compared to the 2021 baseline, 19.38% more energy was saved, which gave rise to a 18.61% drop in the CO2 emissions of the real estate portfolio.

Outcomes of the 2030 Carbon Neutrality plan*

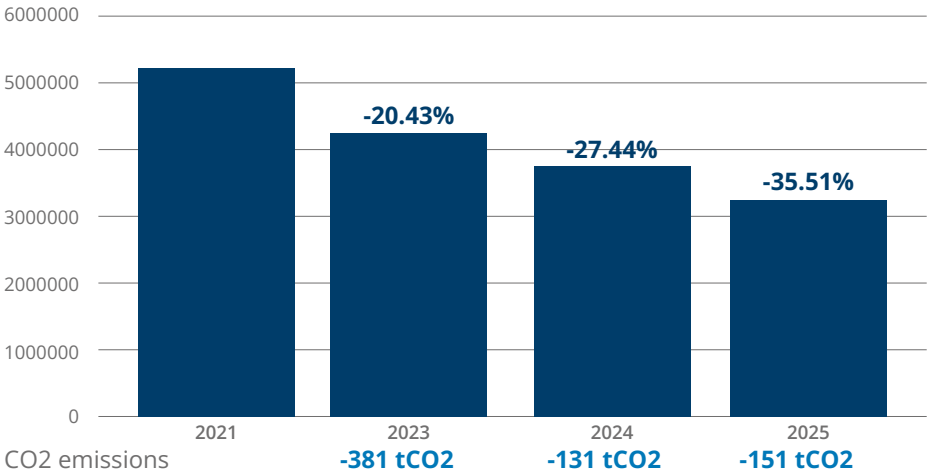
CO2 emissions:



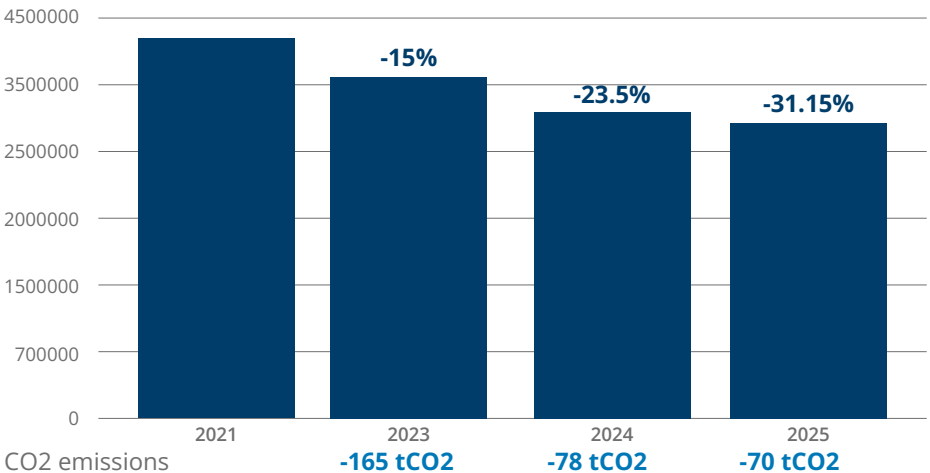
In order to achieve the short-term objective of the 30% CO2 emissions reduction goal for the real estate portfolio, in 2024 we have scheduled additional actions to

boost energy efficiency, including through the implementation of solar plants in Palombara Sabina, Collegiove, Minturno, Pontecorvo, Fiuggi, Sora and Genazzano. This is estimated to produce over 1 MWh of solar renewable energy. Looking closer at energy consumption, it's possible to see the reductions which took place from 2021 to 2023, followed by the projection of further reductions until 2025.

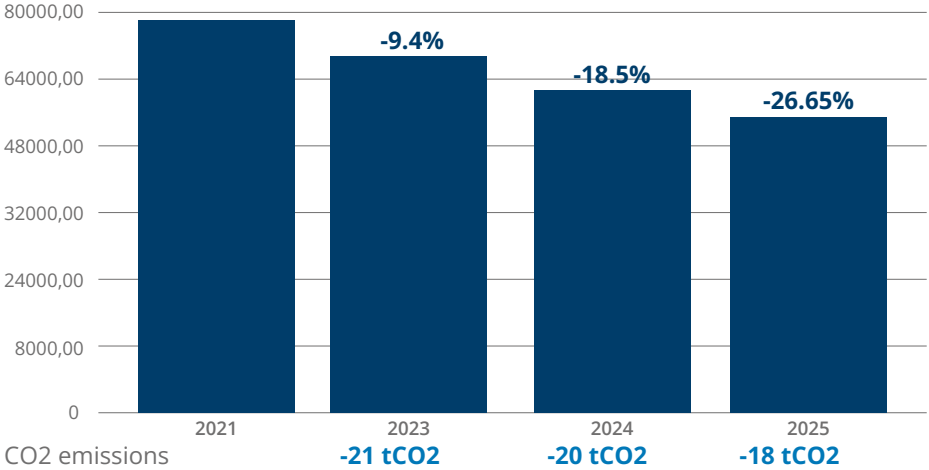
Electric Energy consumption (kWh)



Thermal energy use (kWh)



Water use






ESG Rating

This is the evaluation tool which Cotral uses to measure the environmental, social and corporate governance performance of its real property portfolio. The points obtained (the ESG score) can be compared annually to ascertain the company's evolution towards the highest score possible.

ENVIRONMENTAL SCORE **ENVIRONMENTAL AVG**
4.5/37 + 1.5/3

SOCIAL SCORE **SOCIAL AVERAGE**
2/23.5 + 1.5/6.5

GOVERNANCE SCORE
14.5/30

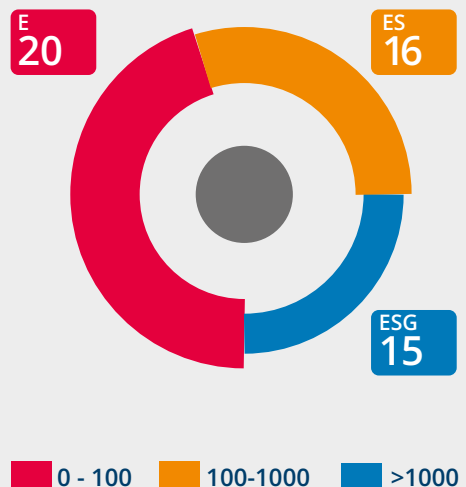
40% ENVIRONMENTAL 	37.5% CLIMATE CHANGE <ul style="list-style-type: none"> • THE ORGANIZATION'S CO2 EMISSIONS 47% • ENERGY USE 30% • EXPOSURE TO CLIMATE CHANGE 23%
	37.5% NATURAL RESOURCES <ul style="list-style-type: none"> • WATER USE 40% • SUPPLY OF MATERIALS 30% • BIODIVERSITY AND LAND USE 30%
	25% POLLUTION <ul style="list-style-type: none"> • WASTE PRODUCTION 50% • WATER DISPOSAL 20% • HAZARDOUS SUBSTANCES 30%
30% SOCIAL 	43% HUMAN CAPITAL <ul style="list-style-type: none"> • HUMAN RIGHTS 47% • HEALTH AND SAFETY 38% • DEVELOPMENT OF HUMAN CAPITAL 15%
	15% ACCESSIBILITY <ul style="list-style-type: none"> • RISK MANAGEMENT 44% • REAL PROPERTY CAPITAL 56%
	43% GLOBAL CITIZENRY <ul style="list-style-type: none"> • LISTENING TO STAKEHOLDERS 48% • SOCIAL RESPONSIBILITY OF SUPPLIERS 20% • ENGAGEMENT OF LOCAL COMMUNITIES 32%
30% GOVERNANCE 	66.5% QUALITY OF THE GOVERNING BODY <ul style="list-style-type: none"> • MANAGEMENT OF RISKS AND OPPORTUNITIES 12.5% • GENDER EQUALITY IN LEADERSHIP ROLES 30% • COMPENSATION OF ADMINISTRATORS 17.5% • SUSTAINABILITY REPORTING 40%
	33.5% ETHICAL CONDUCT <ul style="list-style-type: none"> • BUSINESS ETHICS 20% • FIGHT AGAINST CORRUPTION • FINANCIAL TRANSPARENCY

Cotral Assets by ESG

Small properties (e.g. 0-100 m²) with a reduced staff presence (e.g. night parking of the fleet + offices) are assessed exclusively according to the **Environment pillar**, because they are inconsequential or inapplicable to the Social and Governance pillars.

Medium sized assets (e.g. 100-1000 m²) and with the presence of significant staff are assessed according to **the Environment and Social pillars**.

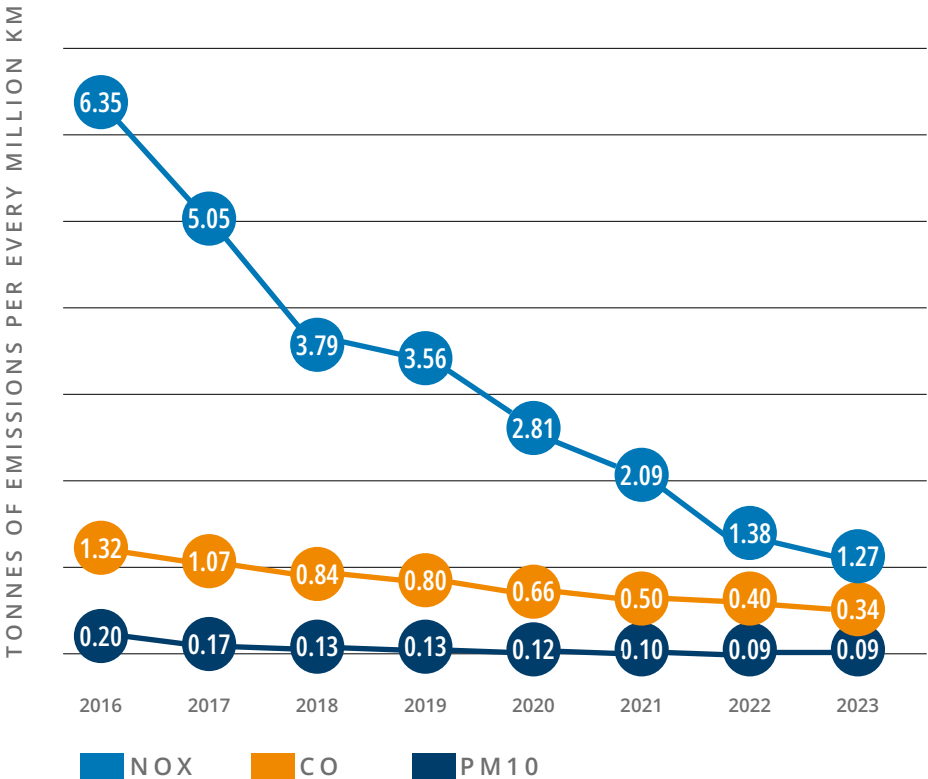
For large facilities (e.g. > 1,000 m²) which house managerial structures, the **Governance pillar** is also taken into consideration.



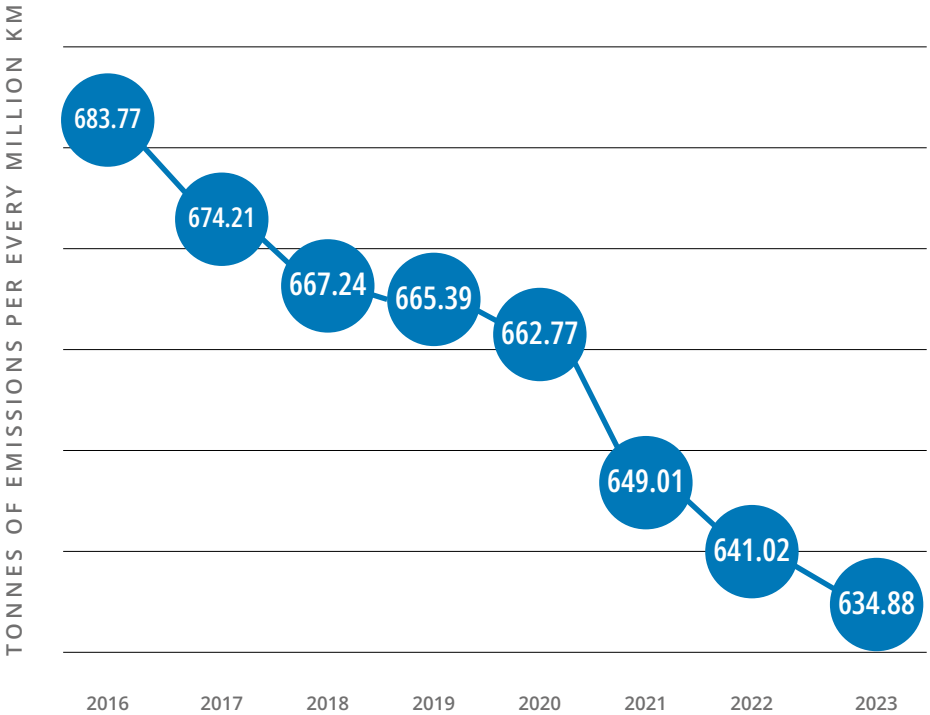
Bus fleet

The significant replacement of the buses (about two-thirds of the fleet), which started in 2017 and so far has involved the introduction of a total of 1122 Euro VI buses, has had relevant positive impact in terms of the environment and a substantial reduction of the average age of our bus fleet, which was 8.5 years as at 31.12.2023. In the first half of 2024, 56 Euro VI diesel buses measuring 12 meters long will be brought into service, as will another 70 methane (CNG) buses measuring 12 meters, completing the provision of 178 vehicles overall, purchased with the funds of the National Recovery and Resilience Plan (NRRP). By the end of the year, we expect to expand that service with the acquisition of another 42 CNG buses and 10 minibuses, to use for connections between the small municipalities in the Region.

Environmentally polluting emissions per every million km travelled 2016-2023



CO2 emissions per every million km travelled 2016-2023.



■ CO 2

Data on the fleet as of December 2022 Source of emissions data: database of average emissions factors for the fleet operating in Italy ISPRA 2021.

1.6 PERSONAL DATA

Cotral dedicates a lot of attention to the protection of personal data and to the security of that information. In carrying out its institutional work, it thus is committed to consistently implementing measures targeted at the protection of data that refers to the users of services, our employees and other collaborators, including any potential job candidates, and in general, all natural persons who interact with Cotral. Of course, the need for privacy is balanced by the need to protect the safety of public transport and property, and applicable laws regarding transparency and anti-bribery.

With the full application of the General Data Protection Regulation (REG EU 679/2016), Cotral has for some time now been working to raise awareness among and educate its staff about privacy matters so that protections for data subjects are built directly into the design of data processing.

The company's top management, but also its corporate employees, along with the Data Protection Officer, are dedicated to the creation of a culture of security and respect (which also includes privacy) that is suitable for the technological evolution which will accompany the provision of Cotral S.p.a.'s public transport services.

As per the policy to combat corruption and to improve transparency, in line with the regulations and laws on the matter, the company has appointed a Corruption Prevention and Transparency Manager (CPTM) and has added a 'Transparency' section to the company website, where all information as established by transparency regulations and laws are published in a form that can easily be consulted by all users/citizens.



02

Public transport
by road

2.1 EXTRA-URBAN PUBLIC TRANSPORT BY ROAD

Service provided

In fulfilment of the Service Contract with the Region of Lazio, Cotral has been tasked with producing over 75.5 million km/vehicles per year. Every day, the company ensures that there are 8,196 routes travelled, covering 20 out of 24 hours. Cotral guarantees the connection between all Municipalities of Lazio with an extended transport network that covers a surface area of 17,000 km². Moreover, the buses provide connections with 17 municipalities in neighbouring regions.

1655*

Bus fleet

492*

Buses with a platform for disabled customers

376*

Municipalities served in Lazio

4.489*

Lines

97.446.550*

passengers transported every year

CONNECTIONS WITH THE MUNICIPALITIES OF NEIGHBOURING REGIONS

Abruzzo	Campania	Umbria	Tuscany
Avezzano	Rocca d'Evandro	Calvi dell'Umbria	Abbadia S.Salvatore
Carsoli	S. Pietro Infine	Cascia	Manciano
L'Aquila		Castel Giorgio	Piancastagnaio
Oricola		Castel Viscardo	
Rocca di Botte		Orvieto	
		Porano	
		Terni	

* Data as at December 2023



2.2 OUR BUS SERVICE QUALITY OBJECTIVES

Cotral is committed to a policy of transparency and information. This chapter contains last year's objectives and actual services provided, as well as the targets set to be reached in 2024.

74.101.638

Vehicles - Km
TOTAL 2023

75.500.000

Vehicles - Km
GOAL 2024

Minimum service quality conditions 2024

The chart below indicates the goals of the Minimum Quality Conditions (MQC) as defined in the Service Contract 2023 - 2032 for extra-urban Local Public Transport (LPT) by road, drawn up pursuant to the regulation of the Transportation Regulatory Authority.

MINIMUM QUALITY CONDITIONS: BUSES

Indicator	Description	MQC 2023	Total 2023	Goal 2024
Availability of seats offered	Use of vehicles with transport capacities equal or higher than programmed	100%	97.70%	100%
Regularity	% of fully completed bus departure-arrivals out of those scheduled each month	95%	99.20%	96.00%
Punctuality	% of buses which reach their destination on time, as scheduled, each month ^{1 2}	95%	95.60%	95.50%

Indicator	Description	MQC 2023	Total 2023	Goal 2024
User information pre-travel	Publication in at least 3 of the modes of: a. conditions of transport b. fares c. buying tickets d. validating tickets and fines e. arrival/departure times and f. capacity and PLMs ³	Compliant with the Service Contract	Partially compliant	Compliant
User information during travel	Publication, notification and distribution of: a. identifying data of the line b. capacity and PLMs c. passenger safety information and what to do in case of danger d. general transport T&C and MQC and e. information about complaints	Compliant with the Service Contract	Partially compliant	Compliant
Commercial accessibility of sales channels	% bus departure-arrivals compared to those programmed, for which it is possible to buy a ticket through a digital and/or physical sales channel ⁴	95%	100%	95.5%
Commercial access to digital services	Availability and functioning of digital sales systems ⁵	=<3%	0%	=<2.6%
Commercial access to ticket validators	% of functional ticket validation machines (or similar systems) on the buses	90%	82.30%	90.5%
Cleaning operations	% cleaning cycles carried out compared to those scheduled	96%	100%	96.50%
Cleanliness conformity	Conformity of cleaning operations Anomalies found compared to all inspections of the Assigning Entity	10%	4.50%	9.5%
Comfort	% operational AC/heating systems	92%	100%	93%

1 - Late buses: delay greater than 5 minutes (for routes up to 20 minutes); 10 minutes (for routes from 20 to 60 minutes) and 15 minutes (for routes of 60+ minutes).

2- Stops surveyed in the first regulatory period: Transfer points in Rome (Saxa Rubra, Anagnina, Ponte Mammolo, Laurentina, Tiburtina, Cornelia, and Magliana), Frosinone, Latina, Rieti, and Viterbo.

3 - a) static modes at the terminus b) on-board monitors or posted on-board c) on the website in a special section d) the app e) toll-free contact centre number f) social media (Instagram and Twitter).

4 - physical sales channels: Ticket Machines (TMs), or ticket sales within 1 km from a terminus, or 200 m from a relevant stop, or on-board, or on land.

5 - unavailability: failure of the system to operate for more than 8 consecutive hours.

Indicator	Description	MQC 2023	Total 2023	Goal 2024
Accessibility - PLMs	% departures that are accessible to PLMs compared to those scheduled as accessible	95%	98.70%	95.50%
Accessibility - USB	% of buses with outlets/USB ports	35%	37.90%	36%
Transparency	Required publications under the Service Contract	Published on the website in the Corporate Transparency section	Published on the website in the Corporate Transparency section	Published on the website in the Corporate Transparency section
Safety	Implementation of the Safety and Inspection Operational Plan	Published on the website in the Corporate Transparency section	Published on the website in the Corporate Transparency section	Published on the website in the Corporate Transparency section

2.3 QUALITY MONITORING

Overall user satisfaction

- With an average score of 7.3 for this survey, the high degree of user satisfaction for Cotral bus passengers has been shown once again. Although the scores are slightly lower on average than in 2022, 94% of users are either very satisfied (on a scale from 8 to 10) or somewhat satisfied (6 and 7) with the service, with the 'very satisfied' exceeding the 'somewhat satisfied' by 12 percentage points.
 - In terms of the distribution by user area, the lines of the Rome-Frosinone (average score 7.6) and Rome-Latina (7.6) areas have the highest rankings. Users in the Rome-Rieti area proved to be less satisfied, though well above the 'sufficient' level (6.9);
 - The users who are on average most satisfied with the bus service are those in the over-55 age brackets (average score of 7.4);
 - In terms of the origin/destination points, users in Latina are the most satisfied, with an average final score of 8 points. The users interviewed at the Anagnina origin/departure point were also more satisfied than the average, coming in at 7.6.
 - Users in the Rome-Rieti area are the least satisfied (5.6 on average). In particular, the lowest scores collected came from users interviewed at the Rieti origin/destination station.
- The analysis and coding of user suggestions revealed several reports on the malfunctioning of the timetable board in the station, a circumstance which may have influenced user satisfaction;
- One particularly positively ranked aspect is that of the informational channels, both online and telephone, a data point which confirms a positive trend even compared to past surveys.

6 - In 2024, Cotral will collaborate with consumer groups and commuter committees in order to prepare the Customer Satisfaction survey, as established by law 244/2007.

CUSTOMER SATISFACTION SURVEY

Indicators redistributed on a scale of 1 to 9

Question Code	Customer Satisfaction Indicators redistributed on a scale from 1 to 9 as established by Regional Transportation Authority decision n. 16/2018, measure 5, section 4/C.	% satisfied (7-9)	Average (scale of 1-9)
BUS.D11	How would you rank the transport services offered by Cotral overall?	45.1	6.6
BUS.D_12_1_1	Regularity of the service compared to the schedule	39.8	6.4
BUS.D_12_1_2	Frequency/Availability of departures	34.4	6.3
BUS.D_12_1_3	Modal integration with other transport options, e.g., connections with trains, metro and other means of transport, etc.	41.4	6.4
BUS.D_12_1_4	On-time departures	42.1	6.4
BUS.D_12_1_5	On-time arrivals	37.9	6.5
BUS.D_12_1_6	Geographical coverage	35.4	6.4
BUS.D_12_1_7	Price/quality ratio	45.6	6.6
BUS.D_12_1_8	Functioning of the validation machines/turnstiles	35.1	6.2
BUS.D_12_1	How would you rank the service provided to you, overall, in terms of the organization of the service provided?	39.2	6.5
BUS.D_12_2_1	Crowdedness/Likelihood of finding a seat at peak hours	33.9	6.2
BUS.D_12_2_2	Fleet cleanliness	39.8	6.4
BUS.D_12_2_3	Integrity/Condition of the fleet	43.5	6.6
BUS.D_12_2_4	Safety and reliability of the fleet	47.8	6.7
BUS.D_12_2_5	Comfortable temperature inside/air conditioning	41.2	6.5
BUS.D_12_2_6	Safety in relation to theft, pickpockets and/or harassment	39.1	6.4
BUS.D_12_2_7	Driving style of the drivers (physical safety)	47.7	7.7

Question Code	Customer Satisfaction Indicators redistributed on a scale from 1 to 9 as established by Regional Transportation Authority decision n. 16/2018, measure 5, section 4/C.	% satisfied (7-9)	Average (scale of 1-9)
BUS.D_12_2	How would you rank the service provided to you, overall, in terms of the comfort of your trip?	42.6	6.6
BUS.D_12_3_1	Availability and clarity of information/timetable	33.3	6.6
BUS.D_12_3_2	Availability and clarity of information about the service in general	32.3	6.2
BUS.D_12_3_3	Service accessibility, ease of getting on/off	45.1	6.6
BUS.D_12_3_4	Availability of places to sit when boarding the bus at the terminus	45.7	6.6
BUS.D_12_3_5	Availability of places to sit when boarding at a stop	36.3	3.3
BUS.D_12_3_6	Accessibility of the service for people with mobility issues	34.3	6.2
BUS.D_12_1	How would you rank the service provided to you, overall, in terms of customer care?	38.5	6.4
BUS.D_12_4_1	Courtesy/Friendliness of the drivers	44.7	6.6
BUS.D_12_4_2	Grooming and look of the staff	51.9	6.8
BUS.D_12_4_3	Efficiency of the claims and info service	33.3	6.2
BUS.D_12_4_4	Relational aspects of company staff	39.0	6.5
BUS.D_12_4_5	Sustainability attention to the environment	44.9	6.7
BUS.D13	Given the aspects considered in the previous questions, how would you rank this rail service overall?	45.3	6.6
BUS.D16	Completeness of sales network	52.5	6.9

Survey conducted by IPSOS research institute, June 2024

2.4 PASSENGER RIGHTS AND PROTECTIONS

Right to a refund or compensation for a single delay

No compensation is offered pursuant to the provisions of Article 2 of European Regulation No. 181 of 2011 for rides shorter than 250 km.

Right to a refund or compensation for pass holders

No compensation is offered pursuant to the provisions of Article 2 of European Regulation No. 181 of 2011 for rides shorter than 250 km.

Right to compensation for people with limited mobility

Cotral guarantees passengers with disabilities or limited/reduced mobility a compensation of 20 euros, in addition to a refund for their ticket, in the event that a scheduled journey indicated as accessible was actually inaccessible or unsuitable.

The payment of that refund or compensation takes place via bank transfer.

People with limited mobility are defined as 'any person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to their particular needs of the services made available to all passengers' (Regulation EU 181/2011).

How to request refunds and compensation

Cotral guarantees its users the ability to request refunds and compensation in Italian and English and to receive information about refund and compensation processes and their time limits, also in both languages.

The request for a refund or compensation can be submitted up to 90 days from the date on which the disservice occurred, via the following channels:

- a special web form on the company website: cotralspa.it/trrefunds-and-compensations (link). The form is sent automatically. The system then generates a confirmation message that attests to the proper registration of the request, containing the ID number of the claim;
- in person at the Cotral office at Via Bernardino Alimena 105, Rome.
- Via return-receipt registered post, to be sent to Cotral Spa – Customer Service, Via Bernardino Alimena, 105 - 00173 – Rome. In this case, it is possible to print

out and use the paper form available in Italian and English on cotralspa.it/trre-funds-and-compensations (link) or retrieved from the terminus stations in Rome (Anagnina, Ponte Mammolo, Laurentina, and Cornelia), Latina, Frosinone, Rieti and Viterbo. The form can be printed and sent via registered post.

The request for a refund or compensation must necessarily include the following information, essential to its processing:

- the passenger's identifying information (name, surname, address) or that of their representative, if any, attaching, in the latter case, the delegation and a copy of the customer's ID card;
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the relevant ticket or pass. The number of the bus, if known;
- a copy of the validated ticket;
- a description of the disservice experienced.

The request can be submitted in Italian and English.

Cotral will reply to the customer within 30 days from submittal, both in case of granting of the refund/compensation or in case of its denial. Cotral will provide the customer with a motivation for denial of their request and will also inform them of the ways to contest that denial.

If the customer is not satisfied with the response received, they may challenge the rejection of their claim for compensation or a refund through the procedure of the Regional Settlement Chamber or by filing a follow-up complaint with the Transportation Regulatory Authority.

The payment of that refund or compensation takes place via bank transfer.

Time limits

The request for a refund or compensation is received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system;
- the day on which the form is physically delivered to Cotral, if sent via return-receipt registered mail or hand-delivered.

Claims

For Cotral, complaints and claims are a chance to communicate with its users and to come up with solutions to improve its services. They can be submitted in Italian or in English.

For this reason, the company is committed to responding to users requests and offering:

- communication tools (website, contact centre);
- complete, comprehensible responses within 30 days;
- responses in Italian and/or in English;
- instructions on the ways to contest or object to unsatisfactory responses and the related timelines;
- quick actions which resolve the indicated problems.

To help ensure that we meet these standards, Cotral has an advanced Customer Relationship Management system.

How to file a complaint or claim

Cotral provides a response within 30 days, indicating if the claim has been approved or rejected (and the motivations why). To submit a claim, users can use:

- the online form found on <https://www.cotralspa.it/complaints> (link). The form is forwarded automatically. The form is sent automatically. The system then generates a confirmation message that attests to the proper registration of the request, containing the ID number of the claim:
- the toll-free number **800 174 471**, active from Monday to Saturday, 7 am to 8 pm. The customer will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
- in person at the Cotral office at Via Bernardino Alimena 105, Rome.
- via certified post to: Cotral Spa | Customer Service, Via Bernardino Alimena 105 - 00173 Rome. In this case, it's possible to use the form found on [cotralspa.it/complaints](https://www.cotralspa.it/complaints) (link) or the printed form available at the terminus stations in Rome (Anagnina, Ponte Mammolo, Laurentina and Saxa Rubra), Frosinone, Rieti, Viterbo and Latina.

Claims must include:

- the identifying data of the customer (first name, surname, address);
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the relevant ticket or pass.
- a description of the disservice experienced and/or detected in relation to European or national legislation, the General Terms and Conditions of Transport or the Service Charter.

It's possible to submit claims within 90 days from that of the event which is being contested occurred.

Time limits

The claim is defined as received:

- on the day of sending, if sent via web form as attested to by the confirmation

message sent by the system;

- the day on which the form is physically delivered to Cotral, if sent via return-receipt registered mail or hand-delivered.

If the claim received is not under Cotral's jurisdiction, the company will inform the customer, indicating the proper entity to send the claim to.

Late responses (automatic compensation)

- For every response which is delayed by 91 to 120 days, the customer will receive compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim. If the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips;
- for every response which is delayed by over 120 days, the customer will receive compensation equal to 20% of the cost of the ticket required to cover the journey referred to in the claim.

If the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips. The payment of that refund or compensation takes place via bank transfer.

Compensation for late responses will not be awarded if:

- the amount of the compensation is less than 4 euros;
- the claim isn't sent via the methods described above, or if it is missing the required information;
- the passenger has already received automatic compensation due to a late response or no response at all in relation to that same journey.

What to do if no response is received or if the response is unsatisfactory

If no response is received within 30 days of submitting a claim or request for a refund or compensation, or if the response is unsatisfactory, the customer can:

- use the procedure offered by the Settlement Chamber;
- submit a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on www.autorita-trasporti.it/en/conciliaweb/ (link);
- submit a claim with the Transportation Regulatory Authority (TRA), using the SiTe system found on www.autorita-trasporti.it/en/site/ (link).

Regional Settlement Chamber

Regional Settlement Chamber Regional Law n. 1 of 7 March 2016 'Provisions to facilitate the settlement of health care and public service disputes'. Art. 2, section 1

- Settlement clause: 'Service users have the right to turn to the Regional Settlement Chamber for the out-of-court settlement of disputes arising as a result of disservice or irregularities encountered in the fulfilment of the service or in the provision of services and in any case of violation of the quality standards set forth in this Charter. Users are also entitled to turn to the Regional Settlement Chamber through the consumer associations with which they are registered and by which they wish to be represented.

The initiation of the proceedings with the Regional Settlement Chamber is voluntary and is defined, in case of agreement between the parties, by a private-law contractual act pursuant to Article 1965 of the Italian Civil Code. Failure to accept the settlement proposal drawn up by the Regional Settlement Chamber or failure to formulate a settlement proposal shall be without prejudice to the right to appeal or initiate the judicial safeguards recognized by law. The initiation of proceedings before the Regional Settlement Chamber results in the obligation for local health authorities and public service providers to appoint a contact person and to submit a documented report on the matter to the Regional Settlement Chamber within ten days from the date of notification of the initiation of proceedings. In the event of an agreement, the parties shall fulfil their commitments within thirty days from the signing date of the settlement report'. The procedures and criteria for submitting applications are set out in Regional Regulation n. 21 of 4 November 2016: 'Provisions relating to proceedings before the Regional Settlement Chamber.' For more information, please consult jemolo.it (link).

Complaints filed with the Transportation Regulatory Authority

The Transportation Regulatory Authority (TRA) was founded pursuant to art. 37 of Law Decree n. 201 of 6 December 2011 (converted into law, with modifications, by Law n. 214 of 22 December 2011). The TRA is also responsible for the verification of violations of Regulation (EC) n. 1371/2007 on the rights and obligations of passengers in rail transport and the application of the prescribed penalties, pursuant to Legislative Decree n. 70 of 17 April 2014. The TRA may therefore investigate possible non-compliance by railway companies automatically, or following a complaint submitted by passengers, including through associations representing their interests (where warranted).

Only after having submitted a claim to Cotral can passengers forward their complaints to the TRA through SiTe (the Online Claim Submission System), which is found on autorita-trasporti.it, more specifically www.autorita-trasporti.it/en/site/ (link) or by sending the appropriate 'Claim Form' (also available on the TRA website) to Via Nizza 230, 10126 Turin, or by e-mail to pec@pec.autorita-trasporti.it:

- when the answer received is unsatisfactory;
 - if no response was received within 30 days from the date the claim was submitted.
- Moreover, clients can use the **ConciliaWeb** platform to present, directly or through

a delegate (any natural person they trust, a consumer association, a public rights entity, a lawyer, etc.), requests for settlement to resolve certain controversies relative to travel by train, ship, bus or aeroplane. For more information, users can consult the TRA settlement service section. The procedure is entirely completed online.

Claims and interactions with users

USER RELATIONSHIPS - BUS SERVICE	2023 (TOT)	2023 (%)
Claims	6.642	3.6
Information	172.183	94.1
Suggestions	854	0.5
Lost items	3.245	1.8

REASON FOR CLAIMS	2023 (TOT)	2023 (%)
Service regularity	2.560	38.5
Staff behaviour	678	10.2
Quality and comfort	196	3.0
Various types of disservice	1.990	30.0
Website/app	701	10.6
Tickets/passes	479	7.2
Other	38	0.6
Environmental problems	0	0.0
Total claims	6.642	100.00

Transport of people with disabilities and reduced mobility

On Cotral buses, the service is available for everyone who requests it at least three days in advance in order to organize the proper service for that user's specific needs. Requests are made online by filling in a form that is accessed from the special 'Transport of people with reduced mobility' banner found on the homepage of cotralspa.it. Users must insert their personal data and contact information, and the date, departure time and destination of the journey they would like to take.

2.5 GENERAL BUS TRANSPORT TERMS AND CONDITIONS

Article 1 - Use of tickets/passes and rules for boarding buses

Passengers must:

- obtain a suitable ticket or pass before boarding the bus, making sure that the price paid corresponds to the applicable fare on the route they intend to take;
- board the bus through the front door;
- validate the ticket as soon as they are on board the vehicle and show it to the driver;
- if using a paper ticket, check that the date and time printed by the validation machine are correct;
- if using a paper pass, check that the date and time printed on the first day of use are correct;
- validate paper season tickets and electronic cards on each journey;
- where required (e.g., paper passes), fill in their information, in pen, as necessary and carry a valid identity document.

Upon boarding, customers without a ticket may purchase a single-price ticket of €7.00 from the driver, to be paid in cash (exact fare only, no change given).

Drivers must deny access to the vehicle to users who do not have a ticket and who refuse to purchase one on board.

Passengers without a ticket or pass may only board the vehicle after having accepted an administrative penalty; if they refuse, the driver is obliged to request the intervention of the ticket inspectors or the police.

Under no circumstances may the driver depart with people on board who do not have ticket.

Users belonging to the categories benefiting from reduced-cost or free tickets are required to show the Cotral-issued card with their name on it, together with a valid ID:

- to resellers, when purchasing reduced-fare tickets;
- to the driver upon boarding;
- to the ticket inspectors, if they ask for it.

The failure or irregular functioning of a ticket validation machine must be reported immediately to the driver or company personnel, and the client is required to write the vehicle number, and the date and time of boarding on the ticket and have the driver approve it.

Tickets are personal, non-transferable and cannot be combined with other travel passes. They must be kept intact and recognizable for the entire duration of the journey up to disembarkation and, upon request, must be shown to the ticket inspectors and staff, along with a valid identity document if the ticket/pass is issued to one specific person only (i.e. it has their name on it).

- Cotral distance-based tickets entitle the holder to a single trip without getting off the bus;
- distance-based passes and Metrebus passes entitle the holder to an unlimited number of journeys during the month or year of validity;
- in the event of a delay or interruption of the journey due to force majeure, the ticket is non-refundable.

Article 2 - Fines and prohibitions

Anyone found by the ticket checking staff to be without a ticket shall have to pay the full fare, from the terminus of departure to the terminus of arrival, and the administrative fine of €100.00 to €500.00 provided for by Regional Law no. 16 of 16.6.2003 art. 42 paragraph 2. The following customers shall be considered for all intents and purposes to be without a ticket:

- those who refuse to show their ticket or pass when boarding the vehicle to the driver or to purchase a single-ride ticket on board;
- those who, despite being in possession of a ticket or pass, did not validate it as required;
- those who are using an expired ticket or pass;
- those who use an ordinary ticket or pass on connections requiring a different, specific ticket;
- those who are using a ticket or pass for a lower fare or route;
- those who show a discounted pass or ticket that is not accompanied by the required documentation;
- those who have improperly filled in the required data on a pass that is meant to be in their name only;
- those who present a ticket or pass no longer in use;
- those who are riding with a Cotral or Metrebus electronic card without a purchase receipt or with an illegible receipt.

Anyone presenting a ticket or pass that has been validated more than once or that shows visible signs of counterfeiting or alteration pursuant to Articles 465 and 466 of the Italian Criminal Code shall be subject to an administrative penalty of between €103.00 and €309.00, as well as the confiscation of the ticket (articles decriminalized by Legislative Decree no. 507/99). The transfer of personal and non-personal passes or other transport documents after the start of the journey is prohibited pursuant to Article 24 of Italian Presidential Decree 753/80.

Anyone who transfers a personal ticket, whether transferee or transferor, is subject to the administrative penalty described above pursuant to Article 5 of Italian law 689/81.

Anyone who violates the provisions concerning the conduct of users of public transport companies as stated in Italian Presidential Decree 753/80 shall be subject to an administrative fine ranging from €30.00 to €250.00 in addition to any amounts deemed necessary to compensate for damages caused to company assets. Cotral shall not be held liable for damage caused by property, persons or animals in violation of the following regulations:

- it is forbidden to set off alarms and emergency devices except in cases of necessity and danger;
- it is forbidden to board and alight from vehicles when they are not completely stopped and from doors other than those indicated on the vehicle;
- it is forbidden to throw objects out of windows;
- smoking is prohibited;
- it is forbidden to damage or dirty company vehicles and structures;
- it is forbidden to engage in street vending, fundraising in any capacity, singing, playing music and the like;
- it is forbidden to enter the vehicle while drunk or in a condition that is contrary to decorum and may disturb other passengers;
- it is forbidden to carry weapons, with the exception of law enforcement officers;
- it is forbidden to transport dangerous or harmful goods.

Users who damage or inconvenience other passengers and the driving staff may be removed from the vehicle at the discretion of the staff and without compensation of any kind. Offenders who provide false personal information, who refuse to provide said information, or who commit offences against public officials according to the Italian Criminal Code will be reported to the competent authorities.

When their proof of payment is requested by ticket inspectors, users who state that they hold a monthly pass, an annual pass, or a discounted or free pass or ticket must submit the following documentation within 5 days of the date of the fine, as a copy of both sides of the pass/ticket if sent by email to ufficio.ricorsi@cotralspa.it:

- their monthly pass, validated prior to the fine, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 or IBAN IT24A0760103200001001517604, with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- their annual pass with the relative purchase contract if on paper, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 or IBAN IT24A0760103200001001517604, with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- their discounted pass or free pass, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 with Cotral Spa as the recipient, specifying 'processing fee' and the number of the fine in the reason for payment field;
- filming, photographing or recording Cotral staff as they carry out their duties is strictly prohibited.

Article 3 - Payment of fines

In compliance with Regional Law no. 7 art. 139 of 14.7.2014, the penalty may be paid in a reduced amount within 5 days from the date of the fine (this payment method is also allowed for violations concerning the provisions of Italian Presidential Decree 753/80 without the addition of the ticket/pass and without prejudice to Cotral's right to claim compensation for damages). The offender is required to pay the fine via transfer to postal current account 1001517604 or IBAN IT24A0760103200001001517604 with Cotral Spa as the recipient, specifying the number of the fine in the reason for payment field.

Article 4 - Appealing a fine

Users who have received an administrative fine from the Cotral staff have 30 days from the date of the official fine, ('notifica del verbale' in Italian) to submit a written defence directly to the Company, by filling in the contact us page on cotralspa.it. Notices of intent to issue a fine ('preavviso di accertamento') cannot be contested. If the appeal is rejected, the offender will be charged, in addition to the fine and the cost of the ticket, the costs of the administrative procedure.

Article 5 - Fare discounts

Citizens over 70 years of age and those who have been injured or disabled during military service who are residents of the Lazio Region can travel free of charge, provided they have a personal lifetime benefits card issued by Cotral or Trenitalia, accompanied by a valid ID certifying their residency.

Citizens residing in the Lazio Region belonging to the categories established by Lazio Regional Law no. 30 of 16.7.1998 (as modified by R.L. no. 16 of 16.6.2003) are entitled to discount cards which give them a 50% or 70% reduction on the purchase of tickets and passes.

For discounts on the Metrebus fare system, please visit: www.cotralspa.it (link) and www.regione.lazio.it. (link)

Article 6 - Children

On the regional network, children under one metre tall travel free of charge, provided they do not occupy a seat, with a limit of one child per adult with a suitable ticket. Any additional children beyond the first child must have their own ticket/pass. Within the Municipality of Rome only, free ridership is extended to children up to 10 years of age (no more than one per adult). For safety reasons, it is not possible to board the bus with children in prams and pushchairs. Such equipment must be folded up, must be within the prescribed size limits, and must be placed under the seat.

Article 7 - Animals

Guide dogs for the blind are admitted free of charge, provided they are on a leash and wearing a basket muzzle. The following animals can ride at normal rates:

- small and medium-sized dogs on a leash and wearing a basket muzzle. No more than two dogs per transport vehicle are permitted, and they may only travel at the rear of the buses;
- cats and birds provided they are in a cage or carrier no larger than 40x30x30 cm.

Large dogs (or other large animals) are not allowed.

During transport, animals, cages and carriers must be positioned in such a way that they do not bother or damage people or property. Passengers accompanying animals are responsible for them and will be required to compensate for any damages caused to vehicles, property or other passengers.

Article 8 - Luggage

Bags or luggage may not occupy a seat. The following types of luggage can be brought on board free of charge:

- hand luggage that measures approximately 50x30x25 cm and can be positioned under the seats;
- small luggage that can be stowed on the overhead shelf;
- hand luggage that is larger than 50x30x25 cm and cannot be stowed under the seats must be stowed in the luggage racks of the bus.

This option is only valid for terminus-to-terminus journeys and is only free of charge for one piece of luggage per person. Each additional piece of luggage beyond the first is subject to payment of the standard fare.

Packages with sharp edges or corners and packages of flammable or fragile materials are not permitted. For other specifications, the provisions of Regional Law no. 52 of 3.12.1982 apply.

For security reasons, passengers must report any unattended objects they find on vehicles and at departure and arrival stations to Cotral staff.

Cotral staff may prohibit objects and packages that do not comply with the above rules from entering the bus. Any breach of the aforementioned provisions shall be sanctioned pursuant to Article 42 of Lazio Regional Law 16/2003 and these Terms and Conditions of Transport. Infringements of the terms and conditions of transport are ascertained and contested by Cotral staff in their capacity as Administrative Police pursuant to Lazio Regional Law 16/2003.

Article 9 - Lost items

Requests for lost items can be made by filling in the web form found on cotralspa.it. ([link](#))

Article 10 – Claims and complaints

It is possible to lodge a complaint or file a claim in several ways:

- the quickest and easiest way is by filling in the web form on cotralspa.it/complaints ([link](#)). The form will be automatically forwarded and the user will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
 - users can also call the toll-free number **800 174 471**, active from Monday to Saturday, 7 am to 8 pm. The customer will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
 - in person at the Cotral office at Via Bernardino Alimena 105, Rome;
 - by certified post addressed to Cotral Spa | Customer Service, Via Bernardino Alimena, 105, Rome 00173. In this case, it is possible to use the paper form (available at cotralspa.it/complaints and at the terminus stations of Roma Anagnina, Roma Ponte Mammolo, Roma Laurentina, Roma Cornelia, Latina, Frosinone, Rieti and Viterbo), which can be printed out and sent via certified post. It is also possible to send the claim/complaint without using the paper form, as long as it contains the minimum data necessary for its processing:
 1. the passenger's identifying information (name, surname, address) or that of their representative, if any, attaching, in the latter case the delegation and a copy of the customer's ID card;
 2. the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the relevant ticket or pass. The number of the train or bus, if known;
 3. a description of the disservice experienced.
- It's possible to lodge a complaint or file a claim in English or Italian;
 - It's possible to submit claims within 90 days from that of the event which is being contested occurred.

A response to the complaint will be provided within 30 days.

If there is no reply, the client is entitled to an automatic compensation calculated as follows:

- for every response which is delayed by 91 to 120 days, compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim;
- if the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips;

- for each delay of over 120 days, the customer will receive compensation equal to 20% of the cost of the ticket required to cover the journey referred to in the claim;
- if the claim regards a pass, the cost of the ticket will be obtained by dividing the price of the monthly pass by 52 trips, and that of the annual pass by 624 trips;
- no compensation shall be paid if the refundable amount is less than 4 euros, if the claim was transmitted without the minimum necessary information, or if compensation has already been paid for a claim concerning the same journey.
- compensation will be paid by bank transfer;

If there is no response within 30 days, or if the response is unsatisfactory, the client may:

- submit a request to the Settlement Chamber of Regione Lazio, established by Regional Law n. 1 of 7 March 2016, as amended;
- submit a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/> (link);
- submit a follow-up claim with the Transportation Regulatory Authority (TRA) through SiTe (the Telematic Claim Submission System), found on <https://www.autorita-trasporti.it/en/> (link), or by sending the special 'Claim form' found on the same website, to Via Nizza 230, 10126 Turin, or by sending a certified email (PEC) to pec@pec.autorita-trasporti.it.

Article 11 - Public health and hygiene

In case of flu or other symptoms of a respiratory infection, the use of a protective face mask is recommended.

Article 12 - Personal data processing

Personal data is processed in accordance with Regulation (EU) 679/2016 and Italian Legislative Decree 196/2003. The purposes and methods of processing are stated in the policy on [cotralspa.it](#).

Article 13 - Transport of people with limited mobility

On Cotral buses, the service is available for everyone who requests it at least three days in advance in order to organize the proper service for that user's specific needs. Requests can be made online via cotralspa.it or by calling the toll-free number 800 174 471. If a journey indicated as accessible to disabled people is made with a non-accessible bus, in addition to the refund of the ticket, the client will be compensated €20.



03

Public transport
by rail

METROMARE (ROMA - LIDO)

Line length	Km	28.356
Trains scheduled per day ²	Monday-Saturday	112
Trains scheduled per day ²	Sundays and public holidays	102
Trains scheduled per day ³	Summer schedule - Monday-Friday	96
Trains scheduled per day	Summer schedule - Saturday	112
Trains scheduled per day	Summer schedule - Sundays and public holidays	102
Spots available per day Monday-Saturday	Number	135.296
Spots available per day Sundays and public holidays	Number	123.216
Stops/Stations	Number	13
Trains	Number	12
Passengers Train-Km	Number	292 million

ROMA - VITERBO LINE

Line length	Km	101.885
Trains	Number	21
Passengers Train-Km	Number	207 million

SERVICE: ROMA - VITERBO (URBAN)

Line length	Km	12.496
Trains scheduled per day	Monday-Saturday	172
Trains scheduled per day	Sundays and public holidays	96

2-Trains running: seven Metromare and sixteen Roma - Viterbo. The number of trains running varies according to the schedule for the return of trainsets from revamping.

3-the number of trains scheduled is based on the nocturnal closure of the line for infrastructure upgrades. Monday to Friday, the last train departures are scheduled for 9 p.m. from both Porta San Paolo and Cristoforo Colombo.

SERVICE: ROMA - VITERBO (URBAN)

Trains scheduled per day	Summer schedule - Monday-Sat.	130
Trains scheduled per day	Summer schedule - Sundays and public holidays	96
Spots available per day Monday-Saturday	Number	108,016
Spots available per day Sundays and public holidays	Number	60,288
Places reached/Stops	Number	15

SERVICE: ROMA - VITERBO (EXTRA-URBAN)

Line length	Km	89.38
Trains scheduled per day	Monday-Saturday	42
Trains scheduled per day	Sundays and public holidays	16
Trains scheduled per day	Summer schedule - Monday-Saturday	38
Trains scheduled per day	Summer schedule - Sundays and public holidays	16
Spots available per day Monday-Saturday	Number	22.260
Spots available per day Sundays and public holidays	Number	8.480
Places reached/Stops	Number	26

Replacement bus service

When there are complete or partial disruptions to rail traffic, we activate a replacement service to ensure that passengers can reach the final destination station. The replacement service for cancelled trains provides for the use of buses, taxis and town cars depending

on the number and characteristics of the passengers. It is regulated by the Plan of Action published in the Transparency section of the company website: <https://trasparenza.strategicpa.it/cotral/archivio/42985-piani-operativi-%28delibera-art-numero-16-del-2018%29/doc/2342> (link).

The 'Operations Schedule' identifies the trains that can be substituted with the next train in the event of cancellation, according to the amount of time between their scheduled departures.

The 'Operations Schedule' has been drafted considering the train which is scheduled immediately after the cancelled one as the option which offers the best replacement service if:

1. it is scheduled within 30 minutes of the cancelled journey, as the maximum arrival time at the first subsequent station affected by the cancellation, and if it makes the same stops, assigned in operations as required;
2. the subsequent departure is scheduled more than 30 minutes after the cancelled journey - normally within 60 minutes and in any case no more than 85 minutes - as the maximum arrival time at the first subsequent station impacted by the cancellation, and if it makes the same stops, possibly assigned in operational management, when this solution ensures the earliest arrival at the destination compared to road options (considering the sum of the time it takes to send the vehicles to the required location and the longer travel times by road than by rail).

The 'Operations Schedule' also factors in partial substitutions, if any.

Should it be impossible to replace the cancelled train with the following train according to the terms above, the company's Operations Room will schedule and manage the road transport made available, considering all aspects possible in order to keep disservice to a minimum.

In particular:

- the number of vehicles proportionate to the number of passengers on the cancelled train;
- accessibility and comfort that are as similar as possible to the cancelled trip in order to guarantee the arrival of people with limited mobility (PLMs) at the destination, as well as guarantee equivalent assistance to them;
- coverage of all the stops that the cancelled train was to stop at;
- organization of the differentiated replacement service, depending on the length of the cancelled train route, when justified, with direct replacement trips for the longer connections so as to keep the travel time to a minimum (compared to the cancelled train).

Scheduled replacement services

In the event of planned disruptions to the train service on the Metromare (Roma - Lido) and Roma-Viterbo lines, Cotral provides a replacement service by bus, depending on the route and time slot involved.

Said service may take place through the use of company vehicles, or by using the services of private companies which have a contract with the company.

The number of vehicles to be provided takes into account the time slot of the disruption and the average number of passengers riding the route concerned. Currently, two replacement services are being provided on the two lines:

Metromare: In 2024, to allow for infrastructure upgrades to be carried out, the line will close early (at 9 pm). Cotral has already established a replacement service programme carried out with 8 vehicles equipped for public transport, which guarantee the connection between the terminuses of Porta San Paolo and Cristoforo Colombo and stop at all districts on the line.

Roma-Viterbo – urban section, Monday to Friday: substitution service buses are provided during the early closure of the line (from 10 p.m. to 11:30 p.m.) carried out with 4 vehicles that go back and forth between Montebello and Piazzale Flaminio.

Roma-Viterbo – Extraurban section, Monday to Saturday: in order to respect the programmed service, 12 vehicles have been made available as part of the substitution service. Scheduling of the Substitute Service The 'Operations Schedule' identifies the trains that can be substituted with the next train in the event of cancellation, according to the amount of time between their scheduled departures. In these calculations, we have considered the departure immediately following the cancelled one as a way to offer an adequate replacement if: it is scheduled within 30 minutes of the cancelled journey, as the maximum arrival time at the first subsequent station affected by the cancellation, and if it makes the same stops, assigned in operations as required; the subsequent departure is scheduled more than 30 minutes after the cancelled journey - normally within 60 minutes and in any case no more than 85 minutes - as the maximum arrival time at the first subsequent station affected by the cancellation, and if it makes the same stops, possibly assigned in operational management, when this solution ensures the earliest arrival at the destination compared to road options (considering the sum of the time it takes to send the vehicles to the required location and the longer travel times by road than by rail).

3.2 OUR RAIL SERVICE QUALITY OBJECTIVES

Minimum service quality conditions 2023

The chart below indicates the goals of the Minimum Quality Conditions (MQC) as defined in the new Service Contract (see <https://trasparenza.strategicpa.it/cotral/archivio/43002-contratto-ferroviario/doc/2337>, 2022 – 2032, pages 15-17) for railway public transport on the Metromare (Roma-Lido) and Roma-Viterbo lines, drawn up pursuant to the regulation of the Transportation Regulatory Authority.

2,629,421.16

Train-km
2023 total

2,715,000

Train-km
2024 goal

PUNCTUALITY AND REGULARITY

	Goal 2023	Metromare Total 2023	Roma - Viterbo Total 2023	Goal 2024
Punctuality monthly % of trains on time at intermediate and destination stations compared to scheduled trains (Delay > 5 min; Relevant stops in the first and second year METROMARE - Porta San Paolo and Cristoforo Colombo; ROMA - CIVITA CASTELLANA - VITERBO - Piazzale Flaminio, Civita Castellana and Viterbo)	85%	91%	92%	86%
Regularity % of fully completed bus departure-arrivals out of those scheduled each month	90%	95%	91%	91%

COMMERCIAL ACCESSIBILITY

	Goal 2023	Metromare Total 2023	Roma – Viterbo Total 2023	Goal 2024
Adequate sales channels⁴ % of stations with sales channels	90%	100%	83%	91%
Operation of online sales channels⁵ % of days with adequate operations (no interruptions greater than 12 hours)	90%	100%	100%	90%
Ticket machine operation⁶ % of functional TMs compared to the overall number of relevant railway undertaking's automated ticket points (excluding acts of vandalism if fixed within 72 of being reported)	90%	97.7%	98.7%	90.4%
Operation of validation machines/ turnstiles⁷ % of functioning validation machines/turnstiles managed by the railway undertaking out of the total number of validation machines/ turnstiles	90%	99.3%	99.15%	90.4%

4 - Online channels considered: the ATAC website; digital ATAC tickets and passes; the Cotral website; Tap&Go on ATAC. For the extra-urban section of the Roma-Viterbo line, online sales channels only include combined Metrebus passes. Physical channels considered: ATAC TMs within 500 m for stations within Rome, or within the municipal borders for the other Municipalities. For the Roma-Viterbo line, the stations of Morolo and Faleri are excluded from the calculation, as they are considered low flow.

5 - Data referring to online channels managed directly by Cotral SpA.

6 - Automatic ticket machines are integrated into the Metrebus electronic ticketing system, which is operated, maintained and repaired by ATAC SpA.

7 - The validation machines installed at the platform access points in railway stations are integrated into the Metrebus electronic ticketing system whose agent is ATAC SpA, which provides maintenance and repairs.

8 - Indicator relative to rolling stock.

CLEANLINESS AND COMFORT

	Goal 2023	Metromare Total 2023	Roma – Viterbo Total 2023	Goal 2024
Execution of programmed cleaning cycles on rolling stock	90%	98.81%	99.92%	91%
Non-compliance detected by the assigning body on cleaning cycles carried out on rolling stock	9.5%	3.75%	3.75%	9%
Functioning of train air conditioning systems <small>% operational AC/heating systems</small>	80%	100%	100%	82%
Accessibility and functioning of train toilets <small>% functioning toilets</small>	85%	NOT expected	85%	86%
Availability and usability of PLM services⁸ <small>% trains available to PRM compared to total trains scheduled and noted as accessible to PLM</small>	90%	100%	100%	92%
Accessibility and functionality of fleet doors <small>% working doors</small>	90%	100%	100%	91%
Availability of bicycle services <small>% journeys equipped for bicycle services compared to those programmed</small>	90%	100%	100%	91%

4 - Online channels considered: the ATAC website; digital ATAC tickets and passes; the Cotral website; Tap&Go on ATAC. For the extra-urban section of the Roma-Viterbo line, online sales channels only include combined Metrebus passes. Physical channels considered: ATAC TMs within 500 m for stations within Rome, or within the municipal borders for the other Municipalities. For the Roma-Viterbo line, the stations of Morolo and Faleri are excluded from the calculation, as they are considered low flow.

5 - Data referring to online channels managed directly by Cotral SpA.

6 - Automatic ticket machines are integrated into the Metrebus electronic ticketing system, which is operated, maintained and repaired by ATAC SpA.

7 - The validation machines installed at the platform access points in railway stations are integrated into the Metrebus electronic ticketing system whose agent is ATAC SpA, which provides maintenance and repairs.

8 - Indicator relative to rolling stock.

OTHER INDICATORS

	Goal 2023	Metromare Total 2023	Roma – Viterbo Total 2023	Goal 2024
Seats available	100%	100%	100%	100%
User information pre-travel Publication/distribution to train passengers of: the General Terms and Conditions of Transport; how to purchase tickets and the types of tickets available; how to file a complaint or claim; procedure for the submission of complains to the Transportation Regulatory Authority; indication of contact channels with the railway undertaking for information; tariff system and validation methods; Service Charter; operating hours; on-board services; minimum services in the event of a strike; how substitute services are implemented; real time changes and delays, and cancellations being updated.	Compliance	Compliant	Compliant	Compliance
User information during travel Publication/distribution to train passengers of: real-time information; company contacts for complaints and claims; services on board; seat availability and passengers with limited mobility; website and/or app; on-board services; information about complaints and claims; next stop announcements; delay updates; route changes.	Compliance	Partially compliant	Partially compliant	Compliance
Transparency^a Required publications under the Service Contract	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42733-servizi-erogati	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42733-servizi-erogati	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42733-servizi-erogati	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42733-servizi-erogati
Safety^b Implementation of the Safety and Inspection Operational Plan	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42985-piani-operativi	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42985-piani-operativi	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42985-piani-operativi	Published on the website (link): https://trasparenza.strategicpa.it/cotral/archivio/42985-piani-operativi

a) Link: <https://trasparenza.strategicpa.it/cotral/archivio/42981-servizio-ferroviario-%28metromare-e-roma-viterbo%29>

b) Link: <https://trasparenza.strategicpa.it/cotral/archivio/42985-piani-operativi-%28delibera-art-numero-16-del-2018%29/doc/2341>

3.3 QUALITY MONITORING

Highly loyal customers. Commuting for work and study are the main reasons for using Cotral trains

- In line with the previous survey, women made up a larger portion of survey takers than men (53% of Metromare passengers and 57% Roma-Viterbo passengers). The majority of those surveyed on both lines were employed. Blue collar and white collar workers are the predominant occupations. Among the unemployed survey takers, students made up the largest percentage on both lines;
- Cotral users are 'loyal' ones: more than 1 out of 2 have ridden Cotral lines for three or more years, 8 out of 10 are consistent or regular users for both the lines;
- More than 6 out of 10 of those surveyed use Cotral services for motives arising from the means of transport itself, such as getting to their destination quicker, greater safety and lower costs compared to private vehicles. Going to work or school are the main reasons people use the Metromare and Roma-Viterbo lines;
- More than 7 out of 10 users (on both lines) are satisfied with the coverage of the sales network. Tickets are used more often than passes.

Customer satisfaction

- The most satisfied users for Cotral rail services are the youngest (under 34) and the oldest (over 65) age brackets. The most critical in terms of service quality overall are those between 35 and 44 years old;
- That is true of both the rail lines;
- In terms of the service information aspect, the most common method to consult times and routes is the information found in the station;
- User assessments are very positive on average for all the means and aspects concerning the company's information channels, especially those on social media, both for the kind of information found there, the ease of locating it, and how useful and updated it is.

8 - In 2024, Cotral will collaborate with consumer groups and commuter committees in order to prepare the Customer Satisfaction survey, as established by law 244/2007.

CUSTOMER SATISFACTION SURVEY

Indicators redistributed on a scale of 1 to 9

Question Code	Customer Satisfaction Indicators redistributed on a scale from 1 to 9 as established by Regional Transportation Authority decision n. 16/2018, measure 5, section 4/C.
TRENO.D11	Overall initial opinion
TRENO.D_12_1_1	Regularity of the service compared to the schedule
TRENO.D_12_1_2	Frequency/Availability of departures
TRENO.D_12_1_3	Modal integration with other types of transport
TRENO.D_12_1_4	On-time departures
TRENO.D_12_1_5	On-time arrivals
TRENO.D_12_1_6	Price/quality ratio
TRENO.D_12_1_7	Functioning of the validation machines/turnstiles
TRENO.D_12_1	Organization of the service provided
TRENO.D_12_2_1	Crowdedness/Likelihood of finding a seat at peak hours
TRENO.D_12_2_2	Fleet cleanliness
TRENO.D_12_2_3	Integrity/Condition of the fleet
TRENO.D_12_2_4	Comfortable temperature inside/air conditioning
TRENO.D_12_2_5	Safety in relation to theft, pickpockets and/or harassment
TRENO.D_12_2	On-board comfort
TRENO.D_12_3_1	Availability and clarity of information/timetable
TRENO.D_12_3_2	Availability and clarity of information about the service in general
TRENO.D_12_3_3	Service accessibility, ease of getting on/off
TRENO.D_12_3_4	Availability of places to sit when boarding the train at the terminus
TRENO.D_12_3_5	Availability of places to sit when boarding the train at intermediary stops
TRENO.D_12_3_6	Accessibility of the service for people with mobility issues

TOTAL PASSENGERS

METROMARE LINE

ROMA - VITERBO LINE

	% satisfied (7-9)	Average (scale of 1-9)	% satisfied (7-9)	Average (scale of 1-9)	% satisfied (7-9)	Average (scale of 1-9)
	10.0	5.2	9.1	5.3	11.7	5.1
	9.8	5.0	9.2	5.1	11	4.8
	7.8	4.6	5.8	4.7	11.7	4.8
	13.3	5.2	17.5	5.5	5.3	4.6
	9.0	5.0	9.1	5.0	8.9	5.0
	8.0	5.1	7.7	5.1	8.6	5.1
	10.3	5.3	10.9	5.3	9	5.2
	14.7	5.3	16.6	5.6	10.7	4.9
	9.0	5.1	9.9	5.2	7.1	5.0
	6.5	4.3	6.3	4.0	6.8	4.8
	7.5	4.5	8.9	4.5	4.6	4.5
	7.9	4.6	9.1	4.7	5.5	4.6
	8.5	4.8	9.8	4.8	6.1	4.8
	7.5	4.7	9.1	4.8	4.2	4.5
	8.2	4.9	9.3	4.8	6.1	5.0
	8.2	4.8	9.2	5.1	6.1	4.3
	8.9	4.8	10.3	5.0	6.1	4.4
	12.8	5.4	16.4	5.6	5.5	5.2
	11.8	5.3	12.6	5.4	10.4	5.3
	7.0	4.6	7.1	4.4	6.8	5.1
	6.0	4.5	7.4	4.7	3.3	4.2

Question Code	Customer Satisfaction Indicators redistributed on a scale from 1 to 9 as established by Regional Transportation Authority decision n. 16/2018, measure 5, section 4/C.
TRENO.D_12_3	Customer care
TRENO.D_12_4_1	Staff politeness/willingness to help
TRENO.D_12_4_2	Grooming and look of the staff
TRENO.D_12_4	Efficiency of the claims and info service
TRENO.D_12_4	Relational aspects of company staff?
TRENO.D13	On-board comfort
TRENO.D16	Coverage of sales network

Survey conducted by IPSOS research institute, June 2024

TOTAL PASSENGERS

METROMARE LINE

ROMA - VITERBO LINE

	% satisfied (7-9)	Average (scale of 1-9)	% satisfied (7-9)	Average (scale of 1-9)	% satisfied (7-9)	Average (scale of 1-9)
	6.3	5.0	7	5.0	4.9	5.0
	13.7	5.5	13.4	5.5	14.4	5.6
	16.9	5.7	17.1	5.8	16.4	5.7
	11.6	5.0	11.7	4.9	11.3	5.1
	11.7	5.3	13.2	5.4	8.7	5.2
	10.3	5.2	10.3	5.2	10.5	5.2
	20.5	5.7	20.5	5.8	20.4	5.6

3.4 PASSENGER RIGHTS AND PROTECTIONS

Right to a refund or compensation for a single delay

For delays of over 60 minutes, in absence of replacement services, passengers can request:

- a full refund for the validated ticket [both for the part(s) of the trip not taken and for the part(s) which were taken], if the trip is no longer useful to the original programme. Moreover, users have the option to return to their departure point as soon as possible;
- to continue the journey to the final destination as soon as possible, including with replacement transport services.

Tickets are not refundable if the passenger is informed of the delay before having validated the ticket.

Passengers who decide to continue their journey to the final destination as soon as possible, including with replacement transport services, still have the right to compensation in the measure of:

- 25% of the price of the ticket for delays between 60 and 119 minutes;
- 50% of the price of the ticket for delays equal to or greater than 120 minutes;

The partial refund for the cost of the ticket shall be paid within 30 days from claim submission.

The payment of that refund or compensation takes place via bank transfer. Compensation of less than 4 euros will not be provided.

Reimbursements will not be paid for passes. However, compensation for each month in which more than 10% of the scheduled trains are late by more than 15 minutes or cancelled will be recognized. In this case, the compensation offered is 10% of the monthly pass or 1/12th of 10% of the annual pass. Compensation of less than 4 euros will not be provided. The partial refund shall be paid within 60 days from claim submission.

Right to compensation for people with limited mobility

Cotral guarantees passengers with disabilities or reduced mobility a compensation of 20 euros, in addition to a refund for their ticket, in the event that a scheduled journey indicated as accessible was actually inaccessible or unsuitable. The payment of that refund or compensation takes place via bank transfer. The claim can be filed by submitting the form found on the website, Link : <https://www.cotralspa.it/scrivici>. (link)

The partial refund shall be paid within 30 days from claim submission.

The claim can be filed by submitting the form found on the website, Link : <https://www.cotralspa.it/scrivici>. (link)

The partial refund shall be paid within 30 days from claim submission.

People with limited mobility are defined as 'any person whose mobility when using transport is reduced as a result of any physical disability (sensory or locomotory, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or as a result of age, and whose situation needs appropriate attention and adaptation to their particular needs of the services made available to all passengers' (Regulation EU 2021/782).

How to request refunds and compensation

Cotral guarantees its users the ability to request refunds and compensation in Italian and English and to receive information about refund and compensation processes and their time limits, also in both languages.

Requests for refunds and compensation can be sent, attaching a copy of the validated ticket, within 90 days from the date on which the disservice occurred, via the following channels:

- a special web form on the company website: cotralspa.it/trrefunds-and-compensations (link) (<https://cotral.typeform.com/to/vkpXeBfn#channel=web&env=prod&userid=>). The form is sent automatically. The system then generates a confirmation message that attests to the proper registration of the request, containing the ID number of the claim and the full text of the client's request/claim;
- via return-receipt registered post, to be sent to Cotral S.p.a.;
- Customer Service, Via Bernardino Alimena, 105 - 00173 – Rome, using the printable form available on cotralspa.it/trrefunds-and-compensations (link)
- In person at the Cotral offices in Via Bernardino Alimena 105 in Rome
- In person at the stations of Porta San Paolo for the Metromare (Roma - Lido line) and Piazzale Flaminio for the Roma – Viterbo line.

The paper forms in Italian and in English with which to request refunds and compensation are available in the stations of Porta San Paolo, Acilia, and Ostia Lido Centro for the Metromare (Roma - Lido) line, and in the stations of Piazzale Flaminio, Montebello, Saxa Rubra, Civita Castellana, and Viterbo as of 15 July 2023.

The request for a refund or compensation must necessarily include the following information, essential to its processing:

- the passenger's identifying information (name, surname, address) or that of their representative, if any, attaching, in the latter case, the delegation and a copy of the customer's ID card;
- the identifying data of the taken or scheduled journey (date, departure time, origin and destination);
- a copy of the user's validated ticket or pass;
- if known, the train number should also be included;
- a description of the disservice experienced.

Cotral will reply to the customer within 30 days from submittal, both in case of granting of the refund/compensation or in case of its denial. Cotral will provide the client with a motivation for denial of their request and will also inform them of the ways to contest that denial. If the client is not satisfied by the response received, they may challenge the rejection of their claim for compensation or a refund through the procedure of the Regional Settlement Chamber or by filing a follow-up complaint with the Transportation Regulatory Authority. The payment of that refund or compensation takes place via bank transfer.

Time limits

The request for a refund or compensation is received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system;
- on the day of delivery to Cotral, if sent by return-receipt certified post or submitted in person at the offices in Via Bernardino Alimena, the stations of Porta San Paolo for the Metromare (Roma – Lido) line and Piazzale Flaminio for the Roma – Viterbo line.

Complaints and claims

For Cotral, complaints and claims are a chance to communicate with its users and to come up with solutions to improve its services. They can be submitted in Italian or in English. For this reason, the company is committed to responding to users requests and offering:

- communication tools (website, contact centre);
- complete, comprehensible responses within 30 days;
- responses in Italian and/or in English;
- instructions on the ways to contest or object to unsatisfactory responses and the related timelines;
- quick actions which resolve the indicated problems.

To help ensure that we meet these standards, Cotral has an advanced Customer Relationship Management system.

How to file a complaint or claim

Cotral provides a response within 30 days, indicating if the claim has been approved or rejected (and the motivations why). To submit a claim, users can use:

- the online form found on (link) cotralspa.it/complaints. The form will be automatically submitted and the user will be sent a confirmation email with their case number and states that their request has been properly registered in our systems;
- the toll-free number 800 174 471, active from Monday to Saturday, 7 am to 8 pm. The customer will be sent a confirmation email which contains their case number and which states that their request has been properly registered in our systems;

- via return-receipt registered post, to be sent to Cotral Spa – Servizio clienti, Via Bernardino Alimena, 105 - 00173 – Rome. In this case, it is possible to use the paper form available on cotralspa.it/complaints (link);
 - in person at the Cotral offices in Via Bernardino Alimena 105 in Rome and at the Porta San Paolo station for the Metromare (Roma – Lido) line and at Piazzale Flaminio for the Roma – Viterbo line (Monday to Friday, 9 am to 2 pm);
- The paper forms in Italian and in English with which to submit claims are available in the stations of Porta San Paolo, Acilia, and Ostia Lido Centro for the Metromare (Roma – Lido) line, and in the stations of Piazzale Flaminio, Montebello, Saxa Rubra, Civita Castellana, and Viterbo.

Claims must include:

- the customer's identifying information (name, surname, address) or that of their representative, if any, attaching in the latter case the delegation and a copy of the passenger's ID card;
- the identifying data of the journey taken or scheduled (date, departure time, origin and destination), and a copy of the relevant ticket or pass.
- a description of the disservice experienced and/or detected in relation to European or national legislation, the General Terms and Conditions of Transport or the Service Charter.

Users have 90 days from the date of the presumed disservice to submit a claim.

Time limits

The claim is defined as received:

- on the day of sending, if sent via web form as attested to by the confirmation message sent by the system or call centre;
- on the day of delivery to Cotral, if sent by return-receipt certified post or submitted in person at the offices in Via Bernardino Alimena, the stations of Porta San Paolo for the Metromare (Roma – Lido) line and Piazzale Flaminio for the Roma – Viterbo line. Should the claim received be out of Cotral's jurisdiction, the company will send it to the infrastructure management company Astral S.p.a. within 30 days, while also informing the client.

ZONES METREBUS	COST OF THE MONTHLY PASS	COMPEN-SATION FOR REPLIES > 90 DAYS	COMPEN-SATION FOR REPLIES > 120 DAYS	COST OF THE ANNUAL PASS	COMPEN-SATION FOR REPLIES > 90 DAYS	COMPEN-SATION FOR REPLIES > 120 DAYS
1	€24.50	€4.00	€8.00	€172.00	€10.00	€20.00
2	€35.00	€4.00	€8.00	€245.30	€10.00	€20.00
3	€59.50	€4.00	€8.00	€404.00	€10.00	€20.00
4	€73.50	€4.00	€8.00	€488.10	€10.00	€20.00
5	€91.00	€4.00	€8.00	€590.80	€10.00	€20.00
6 - 7	€108.50	€4.00	€8.00	€688.40	€10.00	€20.00

Late responses (automatic compensation)

If there is no reply, the client is entitled to an automatic compensation calculated as follows:

- for every response which is delayed by 91 to 120 days, compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim;
- Monthly and annual pass compensation will be calculated as follows:

Monthly pass holders can only receive compensation once in the validity time frame of the pass. Annual pass holders can receive compensation for a maximum of 6 times in the validity time frame of the pass.

- No compensation shall be paid if the refundable amount is less than 4 euros, if the claim was transmitted without the minimum necessary information, or if compensation has already been paid for a claim concerning the same journey;
- Compensation will be paid by bank transfer.

What to do if no response to a claim or refund/compensation request is received or if the response is unsatisfactory

If no response is received within 30 days of claim submission, or if the response is unsatisfactory, the client can:

- use the Joint Settlement procedure;
- submit a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/conciliaweb/>;
- submit a claim with the Transportation Regulatory Authority (TRA), using the SiTe system found on www.autorita-trasporti.it/en/site/.

Regional Settlement Chamber

Regional Settlement Chamber Regional Law n. 1 of 7 March 2016 'Provisions to facilitate the settlement of health care and public service disputes'. Art. 2, section 1 - Settlement clause: 'Service users have the right to turn to the Regional Settlement Chamber for the out-of-court settlement of disputes arising as a result of disservice or irregularities encountered in the fulfilment of the service or in the provision of services and in any case of violation of the quality standards set forth in this Charter. Users are also entitled to turn to the Regional Settlement Chamber through the consumer associations with which they are registered and by which they wish to be represented. The initiation of the proceedings with the Regional Settlement Chamber is voluntary and is defined, in case of agreement between the parties, by a private-law contractual act pursuant to Article 1965 of the Italian Civil Code. Failure to accept the settlement proposal drawn up by the Regional Settlement Chamber or failure to formulate a settlement proposal shall be without prejudice to the right to appeal or initiate the judicial safeguards recognized by law. The initiation of pro-

ceedings before the Regional Settlement Chamber results in the obligation for local health authorities and public service providers to appoint a contact person and to submit a documented report on the matter to the Regional Settlement Chamber within ten days from the date of notification of the initiation of proceedings. In the event of an agreement, the parties shall fulfil their commitments within thirty days from the signing date of the settlement report'. The procedures and criteria for submitting applications are set out in Regional Regulation n. 21 of 4 November 2016: 'Provisions relating to proceedings before the Regional Settlement Chamber'. For more information, please consult jemolo.it.

Complaints filed with the Transportation Regulatory Authority

The Transportation Regulatory Authority (TRA - Law Decree n. 201 22/2011 of 6 December 2011) is also responsible for the verification of violations of Regulation (EC) n. 1371/2007 on the rights and obligations of passengers in rail transport and the delivery of the prescribed penalties, pursuant to Legislative Decree n. 70 of 17 April 2014. The TRA may therefore investigate possible non-compliance by railway companies automatically, or following a complaint submitted by passengers, including through associations representing their interests, where warranted.

Only after having submitted a claim to Cotral, can passengers forward their complaints to the TRA through SiTe (the Online Claim Submission System), which is found on autorita-trasporti.it, more specifically www.autorita-trasporti.it/en/site/ or by sending the special 'Claim Form' (available on the TRA website) to Via Nizza 230, 10126 Turin, or by e-mail to pec@pec.autorita-trasporti.it:

- when the answer received is unsatisfactory;
- if no response was received within 30 days from the date the claim was submitted.

Moreover, clients can use the **ConciliaWeb** platform to present, directly or through a delegate (any natural person they trust, a consumer association, a public rights entity, a lawyer, etc.), requests for settlement to resolve certain controversies relative to travel by train, ship, bus or aeroplane. For more information, users can consult the TRA settlement service section. The procedure is entirely completed online.

Claims and interactions with users

METROMARE - CUSTOMER RELATIONS	2023 (TOT)	2023 (%)
Claims	1,268	28.9
Information	3,027	69.0
Suggestions	83	1.9
Lost items	8	0.2
METROMARE - REASON FOR CLAIMS	2023 (TOT)	2023 (%)
Service regularity	882	69.6
Staff behaviour	12	0.9
Quality and comfort	103	8.1
Various types of disservice	17	1.3
Website/app	3	0.2
Tickets/passes	39	3.1
Other	201	15.9
Environmental problems	11	0.9
TOTAL CLAIMS	1.268	100.00

ROMA-VITERBO - CUSTOMER RELATIONS	2023 (TOT)	2023 (%)
Claims	309	19
Information	1,290	79
Suggestions	31	2
Lost items	10	1
ROMA-VITERBO - REASON FOR CLAIMS	2023 (TOT)	2023 (%)
Service regularity	226	73.1
Staff behaviour	3	1.0
Quality and comfort	6	1.9
Various types of disservice	8	2.6
Website/app	2	0.6
Tickets/passes	28	9.1
Other	30	9.7
Environmental problems	6	1.9
TOTAL CLAIMS	309	100.00

Transport of people with disabilities and reduced mobility

On our trains, this service is available on the entire fleet for the Metromare line, and on the urban section of the Roma - Viterbo line, except for the Flaminio station. On the extra-urban section, the service for passengers with reduced mobility is available exclusively in the stations of Rignano Flaminio and Civita Castellana. The in-station assistance service for reduced mobility passengers is provided by the infrastructure management company Astral S.p.a. The service must be booked at least 48 hours before the start of the journey, via email: assistenza.prm@astralspa.it. For more information, please contact +39 3666560614 every day (Monday-Sunday) from 9 am to noon, and from 2 pm to 5 pm.

3.5 GENERAL TERMS AND CONDITIONS OF TRANSPORT ON THE METROMARE AND ROMA-VITERBO RAILWAY LINES

Article 1 - Use of seats reserved for people with disabilities

Every passenger may occupy just one seat. All seats that are marked with a special plaque/notice are reserved for certain categories of people and may be occupied by passengers only if no other passengers that fall into that category are present.

Article 2 - Regulations

When riding Cotral railway lines, all customers must comply with the General Terms & Conditions of Transport. All infringements will be ascertained and notified by Cotral staff in their capacity as Administrative Police pursuant to Regional Law 16/2003.

Article 3 - Access and restricted areas

It is strictly prohibited to enter areas that are cordoned off and their annexes, in addition to the interiors of trains which are parked in depots, unless you are part of the staff.

Those in violation of this regulation will be fined from €10.00 to €30.00 (art. 19, Italian Presidential Decree 753/80). Without a valid ticket or pass, accessing any area of the station delimited by turnstiles, gates, or other controlled access points is prohibited.

Unauthorized access or loitering in certain areas, enclosures and plants that are marked with signs indicating not to enter will be punished by fines from €51.00 to €258.00 and detention up to two months (Italian Presidential Decree 753/80).

Article 4 - Prohibition on crossing the railway tracks

Crossing the tracks is prohibited, with the exception of those who work in the railway station. If there is no underpass or overpass, the railway tracks can be crossed exclusively in the pre-established points, following the rules established by the staff. Crossing the tracks is always prohibited when a train or any other railway vehicle is arriving. Crossing the tracks by passing through stationary vehicles is also prohibited. In cases of emergency, crossing the tracks may be necessary. When that occurs, however, the instructions of the staff must be followed. Those who fail to comply with these rules will be fined from €5.00 to €15.00 (art. 21 of Pres. Decree 753/80).

Article 5 - Tickets and passes

In order to travel, all passengers must have a valid ticket or pass, that is, a document that certifies the payment of the fare and, where applicable, the luggage fee. Each ticket must be validated at the entrance and kept throughout the journey so that it can be shown to our staff. Electronic cards and paper passes must also be validated on every journey. It is up to the passenger to check the accuracy of the date and time of validation and to fill in the tickets/passes that require manual personalisation. In the event that the electronic validation machines are out of order, it is mandatory to contact the station staff. By purchasing a ticket, you automatically accept the conditions and regulations of transport. Each ticket is personal and non-transferable. Passes, including discounted ones, cannot be combined. For more information about discounts, visit www.cotralspa.it and www.regione.lazio.it (link).

Article 6 - Non-compliance

Passengers without a ticket will be fined €100.00 and will have to pay the cost of the ticket for the entire route (from the departure terminus to the arrival terminus). Passengers are considered to be without a ticket when:

- they have a ticket in their possession, but they did not validate it;
- they use a ticket or pass that is no longer valid;
- they use an ordinary ticket or pass on connections requiring a different, specific ticket;
- they use a ticket or pass for a route or fare that is lesser than the one they are riding on;
- they have a personal pass that is filled in incorrectly;
- they use an expired ticket;
- those who are riding with a Cotral or Metrebus electronic card without a purchase receipt or with an illegible receipt;
- Anyone with a ticket/pass which has been validated more than once or which bears signs of forgery may be fined between €103.00 and €309.00, pursuant to Articles 465 and 466 of the Italian Criminal Code. In addition, the ticket/pass itself will be seized (articles decriminalised by Leg. 507/99).

Transferring tickets/passes to someone else after the start of the journey, whether said ticket/pass is in one's name or generic, is strictly forbidden (pursuant to Article 24 of Italian Presidential Decree 753/80).

Anyone giving their personal ticket/pass to someone else will be fined as stated above (pursuant to Article 5 of Italian Law 689/81).

Pursuant to Italian Presidential Decree 753/80, the following actions are prohibited:

- setting off alarms and emergency devices except in cases of necessity and danger;
- getting on or off vehicles that have not come to a complete stop;

- throwing objects out of windows;
- smoking;
- damaging or dirtying company vehicles or structures;
- selling, asking for money, singing, playing music and the like;
- boarding while intoxicated or in a state that may disturb other passengers;
- carrying weapons (unless one is a law enforcement officer);
- transporting dangerous or hazardous goods;
- accessing station platforms from passages other than those indicated.

Article 7 - Smoking ban

Pursuant to Italian Law No. 3 of 16 January 2003 and its subsequent amendments, smoking is absolutely forbidden in all areas of the stations and their structures. Offenders will be subject to a fine from €25.00 to €250.00. That fine will be doubled if the passenger is caught smoking in the presence of a pregnant woman or children up to the age of twelve (Italian Law n. 3 of 16 January 2003 as amended).

Article 8 - Transport of hand luggage

Each passenger may carry one piece of hand luggage which measures less than 90 cm on each side. Both at the station and during the journey, luggage must be positioned in such a way that it does not create a nuisance for other passengers.

Luggage with sharp, flammable or fragile edges or corners is not permitted, with the exception of musical instruments in cases (max. dimensions 150x50x20 cm), drawing portfolios (max. dimensions 100x70x5 cm) and wheeled shopping bags.

Prams for children are allowed free of charge, but the following rules must be followed:

- Entry to and exit from the station must take place through the wider gates which have been designed for this purpose;
- on escalators and staircases, children must be carried or held by the hand and the pushchair must be folded up;
- where present, use the lift;
- inside the wagons of trains, pushchairs must be positioned so that they do not create an obstacle for other passengers. During the journey, pushchairs must be held and their wheels locked to prevent them from rolling away in the event of sudden braking.

Article 9 - Children

Children up to ten years of age accompanied by an adult travel free on Cotral means of transport within the borders of Roma Capitale. Children under one metre tall travel free of charge on the regional network, with a limit of one for each accompanying adult..

Article 10 - Animals

Animals are permitted, but only under the following conditions:

1. dogs, cats and other small domesticated animals must be kept in special carriers which are less than 50 cm on each side (max. 2 carriers per passenger);
2. small or medium-sized dogs with a muzzle, kept on a leash, are allowed from the beginning of the service until 7:30 am, from 9:30 am to 5:30 pm, and from 8:30 pm to the end of service. Only one dog may be transported per train wagon;
3. dogs accompanying blind or visually impaired persons are allowed without time restrictions, even without a muzzle. The dog must only wear a muzzle if explicitly requested by staff or other passengers.

On escalators, dogs must be carried, with the exception of guide dogs for the blind that have been declared fit for transit on escalators or moving walkways by qualified entities or schools recognized by Unione Italiana dei Ciechi e degli Ipovedenti (the Italian Union of the Blind and Visually Impaired). Guide dogs must also be insured against third parties for transit on escalators or moving walkways. Only guide dogs, kept on a leash, may access the lifts with the person they accompany. Transported animals must be kept in such a way that they do not disturb other passengers; they must not obstruct passageways or the entry/exit doors. If other passengers are inconvenienced, the animal may be removed at the request of Cotral or Astral staff. Passengers travelling with animals are responsible for them and therefore liable to pay and all compensation resulting from any damage caused to people, vehicles or property.

Article 11 - Bicycle and kick-scooter regulations

Folding bicycles and kick-scooters can be brought on board free of charge, as long as they are smaller than 110x80x40 cm when folded and, preferably, stored in their cases. Passengers with a bicycle or kick-scooter must comply with the following rules:

- each passenger may only bring one bicycle or kick-scooter;
- anyone travelling with a bicycle or kick-scooter is responsible for any damage they cause to property and people (including themselves), so they must be

extremely careful during the journey and when entering and exiting the train and/or station (ensuring, in particular, that the wheels are clean).
In stations with lifts, including those where lifts exist but are out of service, bicycles are always forbidden:

- on flights of stairs that are less than 2 metres wide;
- on escalators;
- on flights of stairs when the parallel escalator is out of service.

Should a passenger with a bicycle be unable to enter or exit the station, they must change station. For passengers with a bicycle or kick-scooter, the use of lifts is compulsory, and passengers travelling without a bicycle/kick-scooter always have priority. Passengers with a bicycle or scooter are only permitted in the first wagon in the direction of travel of the train.

Station entry/exit must take place through the widest gates/turnstiles.

Children under the age of 12 may only board trains with a bicycle or kick-scooter if accompanied by an adult.

Once aboard the train, bicycles and kick-scooters must be held securely so as to prevent them from falling. They must be positioned so as not to obstruct or inhibit the exit and/or entry of passengers and/or staff on duty.

Passengers with a bicycle or kick-scooter must always comply with further instructions as indicated by the staff, either directly or by means of a PA system.

When trains are overcrowded, passengers with bicycles or kick-scooters may be asked by station staff to wait for the next train.

In the event of an emergency or if the train must be evacuated, bicycles and/or kick-scooters must be left on board or in an appropriate place so as not to hinder other passengers. If they can be salvaged, bicycles will be returned to their owners as long as they present their ticket and an ID.

In overcrowded stations, station staff may temporarily prohibit access to the station by passengers with bicycles or kick-scooters.

Riding bicycles or kick-scooters is prohibited inside the station: bicycles and kick-scooters must be pushed by hand, following the marked routes, if present.

Article 12 – Paying and contesting fines

Pursuant to art. 139 of Regional Law n. 7/2014, the amount of fines is lower if paid within 5 days from the date notice of the fine was given (this payment method is also allowed for violations concerning the provisions of Italian Presidential Decree 753/80 without the addition of the ticket/pass and without prejudice to Cotral's right to request compensation for damages).

Offenders must pay the fine by using a postal payment to account n.

1001517604 with the recipient: Cotral SpA, Via Bernardino Alimena 105, 00173 Roma.

The fine identification number must be added to the payment description field.

Customers fined by Cotral staff may file an appeal within 30 days from the date of the official fine ('notifica del verbale' in Italian) by following the procedure found online at <https://www.cotralspa.it/scrivici> (link). Notices of intent to issue a fine ('preavviso di accertamento') cannot be contested. If the appeal is rejected, the offender must also pay the costs of the administrative proceedings.

When their proof of payment is requested by ticket inspectors, customers who state that they have a monthly pass, an annual pass, or a discounted or free pass or ticket must submit the following documentation within 5 days of the date of the fine, in original form if delivered in person to Cotral officials, or as a copy if sent by email to ufficio.ricorsi@cotralspa.it:

- their monthly pass, validated prior to the fine, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604, with Cotral Spa as the recipient, specifying 'spese procedimento' (processing fee) and the number of the fine in the reason for payment field;
- their annual pass with the relative purchase contract if on paper, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 with Cotral Spa as the recipient, specifying 'spese procedimento' (processing fee) and the number of the fine in the reason for payment field;
- their discounted pass or free pass, plus a photocopy of proof of payment of €10.00 to the postal current account n. 1001517604 with Cotral Spa as the recipient, specifying 'spese procedimento' (processing fee) and the number of the fine in the reason for payment field;

Article 13- Transport of people with limited mobility

Passengers in wheelchairs must use the space reserved for wheelchairs and the relative wheelchair securement device. On-board the train, the service is available on the entire Metromare fleet. On the urban section of the Roma-Viterbo line, the Flaminio station has a wheelchair lift, as do the Civita Castellana and Rignano Flaminio stations. The in-station assistance service for reduced mobility passengers is provided by the infrastructure management company Astral S.p.a. The service must be booked at least 48 hours before the start of the journey, via email: assistenza.prm@astralspa.it. For more information, users can contact +39 3666560614 every day from 9 am to noon, and from 2 pm to 5 pm.

Article 14 - Public health and hygiene

In case of flu or other symptoms of a respiratory infection, the use of a protective face mask is recommended.

Article 15 - Refunds and compensation

For delays of over 60 minutes, in absence of replacement transport services, passengers can immediately choose between:

1) a full refund for the validated ticket [both for the part(s) of the trip not taken and for the part(s) which were taken], if the trip is no longer useful to the original programme. Moreover, users have the option to return to their departure point as soon as possible;

2) to continue the journey to the final destination as soon as possible, including with replacement transport services.

Tickets are not refundable if the passenger is informed of the delay before having validated the ticket.

In case 2 above, the passenger still has the right to compensation, determined as follows:

1) 25% of the price of the ticket for delays between 60 and 119 minutes;

2) 50% of the price of the ticket for delays equal to or greater than 120 minutes.

The partial refund for the cost of the ticket shall be paid within 30 days from claim submission.

Compensation of less than 4 euros will not be provided.

Reimbursements will not be paid for passes. However, compensation for each month in which more than 10% of the scheduled trains are late by more than 15 minutes or cancelled will be recognized. In this case, the compensation offered is 10% of the monthly pass or 1/12th of 10% of the annual pass.

The partial refund shall be paid within 60 days from claim submission.

Compensation of less than 4 euros will not be provided.

Within 90 days, users can request a refund or compensation:

- by filling in the web form found on cotralspa.it

The form will be automatically sent and the user will be sent a confirmation email which states that their request has been properly registered in our systems and includes the unique case number;

- In person at the Cotral office in Via Bernardino Alimena 105, Rome, and, as of 15 July 2023, at the Metromare station of Porta San Paolo, and the Roma-Viterbo station of Flaminio;

- By certified post addressed to Cotral Spa | Customer Service, Via Bernardino Alimena, 105, Rome 00173.

In this case, it is possible to use the paper form (available on cotralspa.it/reclami and at the Metromare stations of Porta San Paolo, Acilia, and Lido Centro, and at the Roma-Viterbo stations of Flaminio, Montebello, Saxa Rubra, Civita Castellana and Viterbo), which can also be sent via certified post. Moreover, it is possible to send the claim/complaint without using the paper form, as long as the request contains the minimum data necessary for its processing:

- the passenger's identifying information (name, surname, address) or that of their representative, if any, attaching in the latter case the delegation and a copy of the customer's ID card;

- the identifying data of the taken or scheduled journey (date, departure time, origin and destination), and a copy of the relative ticket or pass.

If known, the train number should also be included;

- a copy of the validated ticket;
- a description of the disservice experienced.

Requests for refunds can be sent in English or Italian.

If a journey indicated as accessible to disabled people is made with a non-accessible train or is replaced by a non-accessible bus, in addition to the refund of the ticket, the customer will be compensated €20. Requests for refunds can be made by filling in [this form](#).

The partial refund shall be paid within 30 days from claim submission.

Article 16 – Claims and complaints

It is possible to lodge a complaint or file a claim through several channels:

- the quickest and easiest way is by filling in the web form on cotralspa.it/complaints;
- The form is forwarded automatically, and you will receive an email stating that it has been properly registered in our system and indicating the claim code assigned to your request. • Users can also call the toll-free number 800 174 471, active from Monday to Saturday, 7 am to 8 pm. The client will be sent a confirmation email which contains their unique case number and which states that their request has been properly registered in our systems;
- Via certified post to: Cotral Spa | Customer Service, Via Bernardino Alimena 105, 00173 Rome. In this case, it is possible to use the digital form found on cotralspa.it/complaints (link) or the printed version at the Metromare stations of Porta San Paolo, Acilia, and Lido Centro, and at the Roma-Viterbo stations of Flaminio, Montebello, Saxa Rubra, Civita Castellana and Viterbo. It is also possible to send the claim/complaint without using the paper form, as long as it contains the minimum data necessary for its processing:

ZONES METREBUS	COST OF THE MONTHLY PASS	COMPEN- SATION FOR REPLIES > 90 DAYS	COMPEN- SATION FOR REPLIES > 120 DAYS	COST OF THE ANNUAL PASS	COMPEN- SATION FOR REPLIES > 90 DAYS	COMPEN- SATION FOR REPLIES > 120 DAYS
1	€24.50	€4.00	€8.00	€172.00	€10.00	€20.00
2	€35.00	€4.00	€8.00	€245.30	€10.00	€20.00
3	€59.50	€4.00	€8.00	€404.00	€10.00	€20.00
4	€73.50	€4.00	€8.00	€488.10	€10.00	€20.00
5	€91.00	€4.00	€8.00	€590.80	€10.00	€20.00
6 - 7	€108.50	€4.00	€8.00	€688.40	€10.00	€20.00

the passenger's identifying data (first name, surname, address) and that of their representative (if any), attaching in the latter case the delegation and a copy of the customer's ID;

- the identifying data of the journey, whether taken or scheduled (date, departure time, origin and destination), a copy of the relevant ticket or pass, and a description of the disservice experienced;
- in person at the Cotral office in Via Bernardino Alimena 105, Rome or at the Metromare station of Porta San Paolo and the Roma-Viterbo station of Flaminio.
- Customers have 90 days from the date of the presumed disservice to submit a claim or complaint, in English or Italian. A response will be provided within 30 days.

If there is no reply, the customer is entitled to automatic compensation calculated as follows:

- for every response which is delayed by 91 to 120 days, compensation equal to 10% of the cost of the ticket required to cover the journey referred to in the claim;
- Monthly and annual pass compensation will be calculated as follows:

Monthly pass holders can only receive compensation once in the validity time frame of the pass. Annual pass holders can receive compensation for a maximum of 6 times in the validity time frame of the pass.

- No compensation shall be paid if the refundable amount is less than 4 euros, if the claim was transmitted without the minimum necessary information, or if compensation has already been paid for a claim concerning the same journey;
- Compensation will be paid by bank transfer.

If there is no response within 30 days, or if the response is unsatisfactory, the client may:

- submit a request to the Settlement Chamber of Regione Lazio, established by Regional Law n. 1 of 7 March 2016, as amended;
- submit a request for settlement with the Transportation Regulatory Authority, through the ConciliaWeb system, found on <https://www.autorita-trasporti.it/en/conciliaweb/>. (link)
- submit a follow-up claim with the Transportation Regulatory Authority (TRA) through SiTe (the Telematic Claim Submission System), found on www.autorita-trasporti.it/en/, or by sending the special 'Claim form' found on the same website to Via Nizza 230, 10126 Turin, or by sending a certified email (PEC) to pec@pec.autorita-trasporti.it.

Article 17 - Lost items

Requests for lost items can be made by filling in the web form found on cotralspa.it.

Article 18 - Replacement train services

When there are complete or partial disruptions to rail traffic, Cotral activates a replacement service to ensure that passengers can reach the final destination station. The replacement service for cancelled trains provides for the use of buses and taxis, depending on the number and characteristics of the passengers. It is regulated in the Intervention Plan published in the Transparency section of the company website.

Article 19 - Personal data

Personal data is processed in accordance with Regulation (EU) 679/2016 and Italian Legislative Decree 196/2003. The purposes and methods of processing are stated in the policy on cotralspa.it.

Filming, photographing or recording Cotral staff as they carry out their duties is strictly prohibited.



04

Fares

4.1 COTRAL FARES

Cotral is the owner of two distance-based fare systems: one for bus services and one for rail services. The distance-based ticket, the BTT in Italian, for bus routes only gives passengers the right to travel on Cotral buses throughout the region and to reach 17 municipalities in neighbouring regions. The distance-based ticket (BTT) for rail routes, on the other hand, can only be used on trains on the Roma – Viterbo line.

The cost of BTT tickets for travel on Cotral buses depends on the distance between the departure and destination points, divided into 12 distance-based segments. The cost of distance-based tickets to travel on the Rome - Civita Castellana -Viterbo line (BTT-RV) depends on the distance between the departure and destination stations, divided into 11 distance-based segments.

Cotral distance-based passes for bus routes only gives passengers the right to travel on Cotral buses throughout the region and to reach 17 municipalities in neighbouring regions. There are no annual passes, only monthly passes for Interregional routes, for Regional routes at fares reduced by 50% and 70% exclusively for users who are entitled to them as per Regional Law 30/1998. There is also a card for those who are over 70 years old, and for some special categories of users, which lets them travel for free on the entire Cotral network and on some Trenitalia regional routes.

WHERE TO BUY THEM

COTRAL TICKET OFFICES

AUTHORIZED RESELLERS

TM (TICKETING MACHINES)

ONLINE (COTRALSPA.IT)

TICKETS

DISTANCE-BASED TICKETS (BTT)		DISTANCE-BASED TICKETS (BTT), 50% DISCOUNT		DISTANCE-BASED TICKETS (BTT) 70% DISCOUNT		DISTANCE-BASED TICKETS (BTT), ROMA-VITERBO	
BTT 1	€1.10	BTTR50 1	€0.60	BTTR70 1	€0.30	BTT-RV 1	€0.80
BTT 2	€1.30	BTTR50 2	€0.70	BTTR70 2	€0.40	BTT-RV 2	€1.10
BTT 3	€2.20	BTTR50 3	€1.10	BTTR70 3	€0.70	BTT-RV 3	€1.80
BTT 4	€2.80	BTTR50 4	€1.40	BTTR70 4	€0.80	BTT-RV 4	€2.20
BTT 5	€3.40	BTTR50 5	€1.70	BTTR70 5	€1.00	BTT-RV 5	€2.80
BTT 6	€3.90	BTTR50 6	€2.00	BTTR70 6	€1.20	BTT-RV 6	€3.10
BTT 7	€4.30	BTTR50 7	€2.20	BTTR70 7	€1.30	BTT-RV 7	€3.40
BTT 8	€4.50	BTTR50 8	€2.30	BTTR70 8	€1.40	BTT-RV 8	€3.60
BTT 9	€5.00	BTTR50 9	€2.50	BTTR70 9	€1.50	BTT-RV 9	€4.00
BTT 10	€5.30	BTTR50 10	€2.70	BTTR70 10	€1.60	BTT-RV 10	€4.20
BTT 11	€6.10	BTTR50 11	€3.10	BTTR70 11	€1.80	BTT-RV 11	€4.80
BTT 12	€6.90	BTTR50 12	€3.50	BTTR70 12	€2.10	////	////

TICKETS ON BOARD

BAB	€7.00
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SPECIAL TICKETS

TIBURTINA/TERMINI - AEROPORTO FIUMICINO	€5.00
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PASSES

DISTANCE-BASED TICKETS (BTT)		DISTANCE-BASED TICKETS (BTT) 50% DISCOUNT		DISTANCE-BASED TICKETS (BTT) 70% DISCOUNT	
AMTTIR 1	€22.00	AMTTR50 1	€11.00	AMTTR70 1	€6.60
AMTTIR 2	€26.40	AMTTR50 2	€13.20	AMTTR70 2	€7.90
AMTTIR 3	€41.80	AMTTR50 3	€20.90	AMTTR70 3	€12.50
AMTTIR 4	€55.10	AMTTR50 4	€27.60	AMTTR70 4	€16.50
AMTTIR 5	€68.30	AMTTR50 5	€34.20	AMTTR70 5	€20.50
AMTTIR 6	€77.10	AMTTR50 6	€38.60	AMTTR70 6	€23.10
AMTTIR 7	€83.70	AMTTR50 7	€41.90	AMTTR70 7	€25.10
AMTTIR 8	€90.30	AMTTR50 8	€45.20	AMTTR70 8	€27.10
AMTTIR 9	€99.10	AMTTR50 9	€49.60	AMTTR70 9	€29.70
AMTTIR 10	€105.70	AMTTR50 10	€52.90	AMTTR70 10	€31.70
AMTTIR 11	€121.10	AMTTR50 11	€60.60	AMTTR70 11	€36.30
AMTTIR 12	€138.70	AMTTR50 12	€69.40	AMTTR70 12	€41.60

4.2 COTRAL TICKETS AND PASSES

BTT standard distance-based ticket

These tickets are valid for one-way travel on Cotral means of transport, and their cost is linked to the distance between the departure and destination points, expressed in distance classes.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none">• COTRAL TICKET OFFICES• AUTHORIZED RESELLERS• TM (TICKETING MACHINES)• BUSCOTRAL APP• MOBILE POS OF CUSTOMER SERVICE AGENTS	<ul style="list-style-type: none">• THROUGHOUT THE REGION OF LAZIO AND ITS INTER-REGIONAL ROUTES

BTT-RV

These tickets are valid for one-way travel on Cotral trains exclusively on the Roma – Civita Castellana – Viterbo line, and their cost is linked to the distance between the departure and destination points, expressed in distance classes.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none">• COTRAL TICKET OFFICES (VITERBO)• AUTHORIZED RESELLERS• MOBILE POS OF CUSTOMER SERVICE AGENTS (CURRENTLY BEING IMPLEMENTED)	<ul style="list-style-type: none">• ON THE ROMA-VITERBO RAILWAY LINE

BTR50/70 Standard distance-based ticket, 50%-70% discounts

Tickets at fares reduced by 50% or 70% are reserved for citizens who are residents of Lazio who are eligible for the rights established in Regional Law 30/1998:

- over 65 (Legislative Decree 509/88);
- fully blind people, no greater than 1/10 on the Italian classification system;
- deaf-mute people (Art. 1 of Law n. 381 of 26/5/70);
- people who were injured or disabled during military service;
- disabled people, including those who are considered disabled and those who are unable to work (whose permanent reduced working capacity of less than 50%);
- pensioners with an income equal to or below the INPS minimum;
- the unemployed, and workers in 'cassa integrazione' (paid via a redundancy fund)

and people collecting unemployment benefits.

These discounted tickets can be used for one-way travel on Cotral means of transport, and their cost is linked to the distance between the departure and destination points, organized into distance classes. The departure point must coincide with the municipality of residence. 70% reduced-rate tickets can only be used outside peak hours, i.e. from 9 am to 12:30 pm and after 3pm.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none">• COTRAL TICKET OFFICES• AUTHORIZED RESELLERS• TM (TICKETING MACHINES)	<ul style="list-style-type: none">• THROUGHOUT THE REGION OF LAZIO AND ITS INTER-REGIONAL ROUTES

BAB Standard ticket sold on-board:

Customers without a ticket may purchase a standard one-way ticket on the bus from the driver, which is only valid on Cotral vehicles. The flat fee of € 7.00 is independent of the distance between the departure and destination points.

WHERE TO BUY IT	WHERE TO USE IT
<ul style="list-style-type: none">• ON-BOARD THE VEHICLE FROM THE DRIVER, EXCLUSIVELY IN THE EXACT AMOUNT REQUIRED	<ul style="list-style-type: none">• THROUGHOUT THE REGION OF LAZIO AND ITS INTER-REGIONAL ROUTES

The Stazione Tiburtina/Termini - Terminal Aeroporto Fiumicino ticket

On this special connection, passengers can ride with the flat-rate €5.00 ticket (price per one-way trip). Metrebus tickets/passes are not valid.

WHERE TO BUY IT
<ul style="list-style-type: none">• AUTHORIZED RESELLERS

AMTTIR monthly interregional pass

The monthly interregional pass is only valid for routes that start or end in the regions bordering Lazio covered by the service (see page 11). Similar to the standard ticket, the price of the pass varies according to a distance-based fare, organized into classes.

WHERE TO BUY IT

- COTRAL TICKET OFFICES
- AUTHORIZED RESELLERS

AMTTR50/70 monthly pass, 50%-70% discount

Passes at reduced rates of 50% or 70% are reserved for citizens who are residents in Lazio who are entitled to the rights established by Regional Law 30/1998:

- over 65 (Legislative Decree 509/88);
- fully blind people, no greater than 1/10 on the Italian classification system;
- deaf-mute people (Art. 1 of Law n. 381 of 26/5/70);
- people who were injured or disabled during military service;
- disabled people, including those who are considered disabled and those who are unable to work (whose permanent reduced working capacity of less than 50%);
- pensioners with an income equal to or below the INPS minimum;
- the unemployed, and workers in 'cassa integrazione' (paid via a redundancy fund) and people collecting unemployment benefits.

The discounted pass is valid only on Cotral vehicles for an unlimited number of one-way journeys during the period of validity, exclusively on the route requested by the customer, whose origin must coincide with their municipality of residence. Its cost is related to the distance between the departure and destination points, organized into distance classes. The cost of these passes depends on the distance between the departure and destination points, divided into 12 distance-based segments. The 70% reduced passes can only be used on the lines

WHERE TO BUY IT

- COTRAL TICKET OFFICES
- AUTHORIZED RESELLERS
- TM (TICKETING MACHINES)
- ONLINE (COTRALSPA.IT)

4.3 METREBUS FARES

Metrebus combined tickets and passes allow you to travel on Cotral, Atac and Trenitalia modes of transport, according to the characteristics of each ticket/pass. The price of Metrebus Lazio tickets and combined passes depends solely on the number of zones crossed and not on the type of vehicle(s) ridden on or the length of the routes. Metrebus tickets are divided into Metrebus Roma, for travel by public transport within Roma Capitale, and Metrebus Lazio for travel throughout the Lazio Region, including or excluding Rome as required.

To this end, the regional territory is divided into seven concentric zones and each municipality in Lazio is part of one zone. The zones are denominated by the letters A B C D E and F. Each zone includes several municipalities, with the exception of zone A, which includes only Roma Capitale. When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Metrebus Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is counted as 2 zones.

WHERE TO BUY THEM

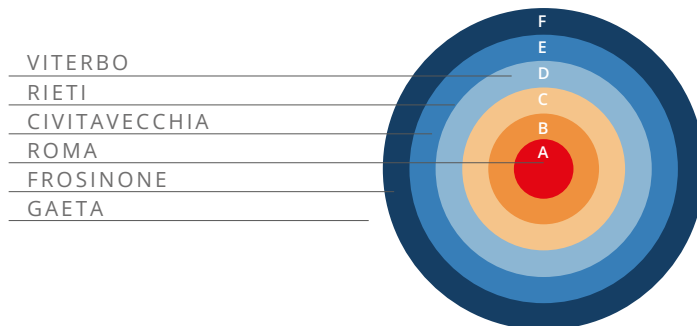
COTRAL TICKET OFFICES (ONLY METREBUS LAZIO PASSES);

ATAC TICKET OFFICES AND WEBSITE;

TRENITALIA TICKET OFFICES;

AUTHORIZED RESELLERS;

ONLINE (COTRALSPA.IT)



METREBUS ROMA FARES

REGULAR TICKETS		REGULAR PASSES	
BTT	€1.50	MONTHLY, PERSONAL	€35.00
ROMA 24	€7.00	MONTHLY, NOT PERSONAL	€53.00
ROMA 48	€12.50	MONTHLY, UNEMPLOYED	€16.00
ROMA 72	€18.00	ANNUAL	€250.00
CIS	€24.00	/// //	/// //

METREBUS ROMA FARES

BIRG - COMBINED REGIONAL DAILY TICKET		CIRS - COMBINED REGIONAL WEEKLY CARD		BTR - REGIONAL TOURIST TICKET	
BIRG 1	€3.30	CIRS 1	€13.50	BTR 1	€8.90
BIRG 2	€6.00	CIRS 2	€24.00	BTR 2	€16.50
BIRG 3	€8.00	CIRS 3	€34.50	BTR 3	€22.00
BIRG 4	€9.30	CIRS 4	€45.00	BTR 4	€26.10
BIRG 5	€12.00	CIRS 5	€52.50	BTR 5	€33.70
BIRG 6	€14.00	CIRS 6	€61.50	BTR 6	€39.20
BIRG 7	€14.00	CIRS 7	€61.50	BTR 7	€39.20

METREBUS ROMA FARES

AIMZ - MONTHLY, BY ZONES		AIAZ - ANNUAL, BY ZONES		AIAZS- ANNUAL, BY ZONES, FOR STUDENTS	
AIMZ 1	€24.50	AIAZ 1	€172.00	AIAZS 1	€141.00
AIMZ 2	€35.00	AIAZ 2	€245.30	AIAZS 2	€198.80
AIMZ 3	€59.50	AIAZ 3	€404.00	AIAZS 3	€329.50
AIMZ 4	€73.50	AIAZ 4	€488.10	AIAZS 4	€401.10
AIMZ 5	€91.00	AIAZ 5	€590.80	AIAZS 5	€490.10
AIMZ 6	€108.50	AIAZ 6	€688.40	AIAZS 6	€576.40
AIMZ 7	€108.50	AIAZ 7	€688.40	AIAZS 7	€576.40

4.4 METREBUS LAZIO TICKETS

BIRG combined regional daily ticket

The BIRG (combined regional daily ticket) is valid until midnight on the day of validation and for an unlimited number of journeys within the zones indicated on the ticket.

COST

The cost of the BIRG ticket depends on the number of zones within which the user wants to travel.

When calculating the price/number of zones to be purchased, please note that zone A (Roma) counts as 2 zones.

If, for example, you want to travel in zones A and B, you need to buy a 3-zone BIRG because zone A (Roma) is counted as 2 zones.

WHERE TO USE IT

WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET: ZONE A - ROME WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- TOURIST SERVICES;
- IT CANNOT BE USED ON TRENITALIA FOR TRIPS WITH FIUMICINO AIRPORT AS THEIR ORIGIN OR DESTINATION.

ALL ZONES EXCEPT ZONE A - ROMA

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

BTR regional tourist ticket

The BTR is valid for 3 days from the date of first validation (the day it's validated counts as the first day), up to midnight on the third day, for an unlimited number of trips within the zones indicated on the ticket. The cost of the BTR depends on the number of zones selected.

COST

The cost of the BTR ticket depends on the number of zones within which the user wants to travel. When calculating the price/number of zones to be purchased, please note that zone A (Roma) is counted as 2 zones. If, for example, you want to travel in zones A and B, you need to buy a 3-zone BTR because A (Rome) is counted as 2 zones.

WHERE TO USE IT

WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET: ZONE A - ROME WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- TOURIST SERVICES;
- IT CANNOT BE USED ON TRENITALIA FOR TRIPS WITH FIUMICINO AIRPORT AS THEIR ORIGIN OR DESTINATION.

ALL ZONES EXCEPT ZONE A - ROMA

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

CIRS combined weekly regional card

The CIRS is valid for 7 days from the date of first validation (the day it's validated counts as the first day), up to midnight pm on the seventh day, for an unlimited number of trips within the zones indicated on the ticket.

COST

The cost of the CIRS pass depends on the number of zones included in the pass. When calculating the price/number of zones to be purchased, please note that zone A (Roma) is counted as 2 zones. If, for example, you want to travel in zones A and B, you need to buy a 3-zone CIRS because zone A (Roma) is counted as 2 zones.

WHERE TO USE IT

WITHIN LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET: ZONE A - ROME WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;
- TOURIST SERVICES

ALL ZONES EXCEPT ZONE A - ROMA

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

4.5 METREBUS LAZIO PASSES

Monthly Lazio pass, by zones

Combined pass for a specific month and for an unlimited number of trips within the chosen zones.

COST

The price of the pass depends solely on the number of zones included and not on the type of vehicle(s) ridden on or the length of the routes. When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is counted as 2 zones.

WHERE TO USE IT

WITHIN THE REGION OF LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET: ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES.

ALL ZONES EXCEPT ZONE A - ROMA

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON COTRAL BUSES AND ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

Annual Lazio pass, by zones

Combined ticket valid 365 days from the date it's loaded on an electronic Metrebus card, for an unlimited number of journeys within the selected zones.

COST

The price of the pass depends solely on the number of zones included and not on the type of vehicle(s) ridden on or the length of the routes. When calculating zones, it must be taken into account that zone A, reserved for Rome, is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is counted as 2 zones.

WHERE TO USE IT

WITHIN THE REGION OF LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET: ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

ALL ZONES EXCEPT ZONE A - ROMA

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

Annual Lazio pass, by zones - Students

Pass reserved for students under 26 years of age, valid from 1 September to 30 June for an unlimited number of trips within the selected zones. If the student's 26th birthday falls within the validity window of the pass, it can still be used until June.

COST

The price of the pass depends solely on the number of zones included and not on the type of vehicle(s) ridden on or the length of the routes. When calculating zones, it must be taken into account that zone A (Rome) is counted as 2 zones. Due to the extent of its footprint, it is not possible to purchase a 'Lazio 2 zone' pass that includes Rome. For Rome to be included, the pass/cost is that of at least 3 zones, because A (Rome) is counted as 2 zones.

WHERE TO USE IT

WITHIN THE REGION OF LAZIO, LIMITED TO THE ZONES INDICATED ON THE TICKET: ZONE A - ROMA

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES;
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

ALL ZONES EXCEPT ZONE A - ROMA

- ON COTRAL BUSES (EXTRA-URBAN ROUTES ONLY);
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (EXTRA-URBAN ROUTES);
- ON THE ROMA-VITERBO RAILWAY LINE, EXTRA-URBAN ONLY.

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

4.6 METREBUS ROME TICKETS

BIT combined 100-minute ticket

The BIT ticket is valid for 100 minutes from the first time it's validated (stamped); in the metro, it's valid for a single journey, including on multiple lines, without exiting the turnstiles to change lines (A - B - B1), and passing through the turnstiles to transfer between lines A and C.

COST

€1.50

WHERE TO USE IT

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (URBAN ROUTES ONLY - MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES. (URBAN ZONE ONLY)

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;

BIT TICKETS CAN BE USED ON BUS LINES 520 AND 720, WHICH DIRECTLY CONNECT ROME WITH CIAMPINO AIRPORT.

CIS combined weekly card

The CIS is valid for 7 days from the date of first validation (the day it's validated counts as the first day), up to midnight pm on the seventh day, for an unlimited number of trips within Roma Capitale.

COST

€24.00

WHERE TO USE IT

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (URBAN ROUTES ONLY - MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES. (URBAN ZONE ONLY)

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

4.7 METREBUS ROMA PASSES

Monthly, personal

The personal monthly pass can be used in the moth printed on the paper pass, or loaded to an electronic card, for an unlimited number of journeys exclusively within the geographical limits of Roma Capitale. This pass is personal, assigned to a single user, and cannot be transferred.

COST

€35.00

WHERE TO USE IT

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (URBAN ROUTES ONLY - MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES. (URBAN ZONE ONLY)

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE;

Monthly, general

The general monthly pass can be used in the moth printed on the paper pass, or that found on the top-up receipt for electronic cards, for an unlimited number of journeys exclusively within the geographical limits of Roma Capitale. This type of pass isn't assigned to any one individual and thus can be used alternatively by different persons.

COST

€53.00

WHERE TO USE IT

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (URBAN ROUTES ONLY - MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES. (URBAN ZONE ONLY)

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

Annual pass, Rome

Pass valid 365 days from the date it's loaded on an electronic Metrebus card, for an unlimited number of journeys within the geographical limits of Roma Capitale (zone A).

COST

€250.00

WHERE TO USE IT

WITHIN THE BORDERS OF ROMA CAPITALE:

- ON COTRAL BUSES (URBAN ZONE ONLY);
- ON ATAC BUSES, TRAMS AND TROLLEYBUSES;
- ON ATAC METRO LINES;
- ON TRENITALIA REGIONAL TRAINS, 2ND CLASS ONLY (URBAN ROUTES ONLY - MORE INFO ON TRENITALIA.COM);
- ON THE ROMA-LIDO, ROMA-GIARDINETTI AND ROMA-VITERBO RAILWAY LINES. (URBAN ZONE ONLY)

THE FOLLOWING SPECIAL CONNECTIONS ARE EXCLUDED:

- THE COTRAL ROMA TIBURTINA/TERMINI-FIUMICINO AEROPORTO ROUTE;
- THE TRENITALIA 'NON STOP' ROMA TERMINI-AEROPORTO FIUMICINO ROUTE.

4.8 DISCOUNTS

Fare discounts, Regione Lazio

Every year, Regione Lazio grants fare concessions for the purchase of annual Metrebus Lazio passes. Information on related requirements and how to request these discounts can be found on regione.lazio.it.

PASSENGERS WHO RIDE FOR FREE

The following people can travel free of charge without a ticket or pass:

1 - Children:

- under one metre tall, provided they do not occupy a seat, with a limit of one child per adult with a suitable ticket. Any additional children beyond the one child per accompanying adult must have their own ticket/pass;
- within the Municipality of Rome only, children up to 10 years of age (no more than one per adult);
- for safety reasons, it is not possible to board the bus with children in prams and pushchairs. Such equipment must be folded up, must be within the prescribed size limits, and must be placed under a seat.

2 - Law enforcement

Agents and officers of the law who are employed as Italy's Carabinieri, Police Force, Prison Guards, the Finance Police, the Municipal Police and other officers who enforce law and order and public safety, members of the Fire Brigade, the Port Captaincy, ANAS personnel who have a card to conduct Road Police duties, members of the Italian Army, Navy, Air Force, Forestry Corps and private security forces provided they wear the uniform of the corps or institute they belong to and use their service card.

For members of the Municipal Police, rides are restricted to transport services within the municipality (Regional Law 16/2003 as amended).

Discounts on Cotral fares

For certain types of citizens residing in Lazio, there is a 50% discount on the price of Cotral tickets and passes. That discount jumps to 70% for journeys outside peak hours (9 am to 12:30 pm and after 3 pm).

For those who have a right to be accompanied by a caretaker, the applicant will be sent two cards in his or her name, one of which bears the 'A' symbol.

The accompanying person will travel with the same discount as the card holder and only in his/her presence. The ticket/pass is not valid on ATAC and Trenitalia operated transport. Like all electronic cards, reduced-fare cards must be validated on each

journey and presented together with a valid ID. They are strictly personal, assigned to a specific individual, and may not be used by others. The reduced ticket is only valid on Cotral means of transport for a single journey on the routes for which it was purchased. The following people are entitled to the discount:

- over 65 (Legislative Decree 509/88);
- fully blind people, no greater than 1/10 on the Italian classification system;
- deaf-mute people (Art. 1 of Law n. 381 of 26/5/70);
- people who were injured or disabled during military service;
- disabled people, including those who are considered disabled and those who are unable to work (whose permanent reduced working capacity of less than 50%);
- pensioners with an income equal to or below the INPS minimum;
- the unemployed, and workers in 'cassa integrazione' (paid via a redundancy fund) and people collecting unemployment benefits.

To purchase and use the discounted tickets, you must be in possession of the electronic card that entitles you to the discount. The card is valid for three years (three months for those mentioned in point 7) and to request it, users must fill in the form available on cotralspa.it in the 'Travel with us/Discounts' section.

Once it has been confirmed that the customer meets the requirements, the card will be sent to the requesting party's address. If the card is lost or cannot be used due to wear and tear, a duplicate can be requested for a fee of €7.00. The electronic card stores all the customer's data on the chip, including the route with departure and destination points, correlated to the correct tariff. When topping up a pass, any enabled device will only suggest solutions compatible with the specific route. When the discount expires, customers wishing to renew it must submit a new application.

Free pass

Pursuant to Regional Law 30/98, an electronic free circulation card (i.e., free of charge) is issued to citizens over 70 who reside in Lazio, and to injured and disabled servicemen and women, with and without accompaniment. For those who have a right to be accompanied by a caretaker, the applicant will be sent two cards in his or her name, one of which bears the symbol.

The accompanying person only travels free of charge in the presence of the card holder. The card is valid for travel on Cotral operated lines and on regional railway lines where the trains of the Service Contract between Trenitalia and Regione Lazio run, and on which the free tickets as described by regional regulations are valid. This free pass cannot be used for journeys on railway trains with departures and destinations within the geographical limits of Roma Capitale, and on services operated by ATAC and Roma TPL.

Like all electronic cards, these free travel cards must be validated on each journey and presented together with a valid ID.

They are also strictly personal, assigned to a specific individual, and cannot be used by other people. They can be requested on cotralspa.it by heading to the 'Travel with us/ Discounts' section and filling in the form.

Once the request has been verified, the card will subsequently be sent to the address indicated. If the card is lost or cannot be used due to wear and tear, a duplicate can be requested for a fee of €7.00. Passes can be topped up at Cotral ticket offices and retailers in Lazio equipped with a POS terminal: the list of over 700 points of sale can be found cotralspa.it under the 'Points of Sale' section.

From the 26th of each month, it is possible to top up the next month's pass, while there are no temporary restrictions for topping up the annual pass.

Free travel and discount cards will be sent directly to the customer requesting them at their address of residence or another address, as indicated on the completed application form. For more information, call the contact centre: **800 174 471**.

DICHIARAZIONE SOSTITUTIVA DI ATTO NOTORIO
(art. 19 e art. 47 D.P.R. 28 dicembre 2000 n. 445)

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Consapevole delle sanzioni penali, nel caso di dichiarazioni non veritiere e falsità negli atti, richiamate dall'art. 76 D.P.R. 445 del 28/12/2000 e s.m.i., con la presente la società:

Say it Well srls a socio unico, con sede in Via Conca D'Oro, 212 - 00141 - Roma (RM), P.IVA 15938151006, Legale rappresentante Niccolò Lucchino,

DICHIARA

che la traduzione dall'Italiano all'Inglese richiesta da:

SUPERHUMANS - SOCIETA' A RESPONSABILITA' LIMITATA**VIA DEI MAGAZZINI GENERALI, 31 - 00154 ROMA (RM), P.IVA 14161481008**

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31 luglio 2024

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Pec: sayitwellsrls@legalmail.it
Partita IVA 15938151006

Il legale rappresentante
SAY IT WELL SRLS

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sayitwell.it

TWITTER AND INSTAGRAM

@BUSCOTRAL

Stay up to date with our offers and news.

APP

BUS COTRAL

Compatible with tablets and smart phones and available on the Apple store, Google Play and the WP Store, this app lets you consult bus and train schedules and real-time wait times.

WEBSITE

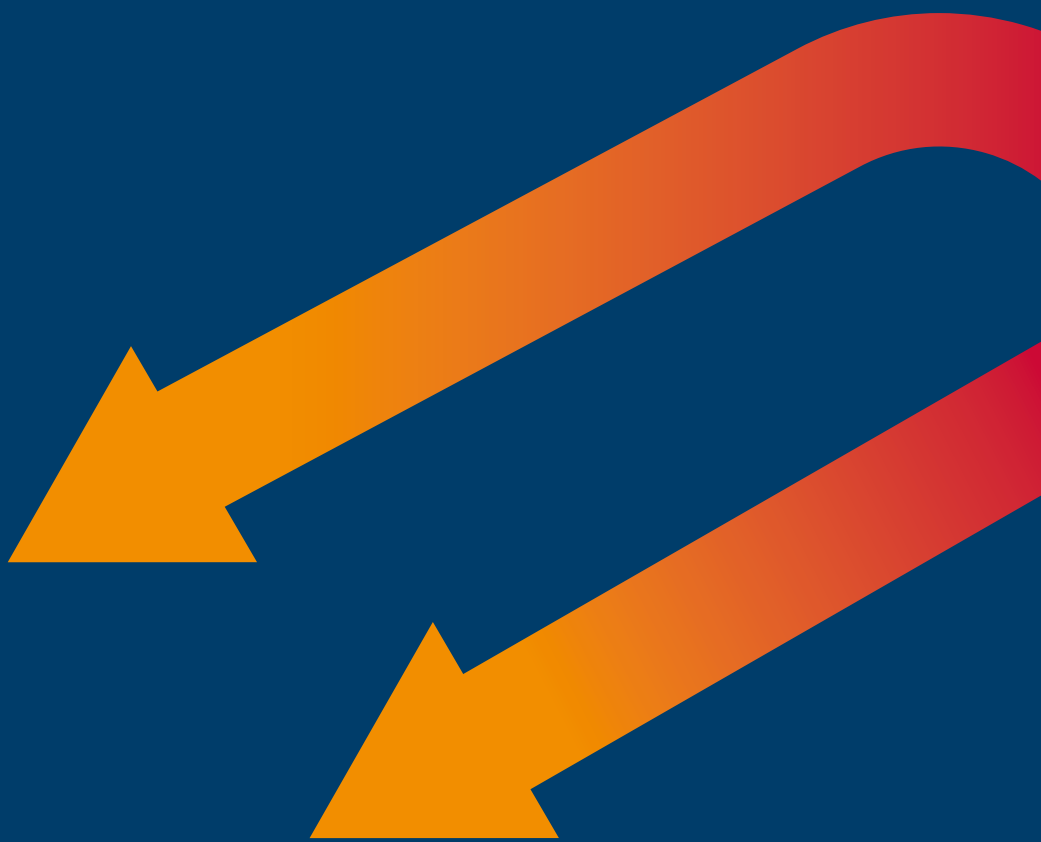
COTRALSPA.IT

The website includes real-time transport information: timetables, routes, and fares. In the 'Contact Us' area, you can submit requests, suggestions, claims and inquire about lost items.

CONTACT CENTRE

800 174 471

Monday- Saturday: 7 am to 8 pm



COTRAL SPA

Via Bernardino Alimena,
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800 174 471 - 06 72051
cotralspa.it