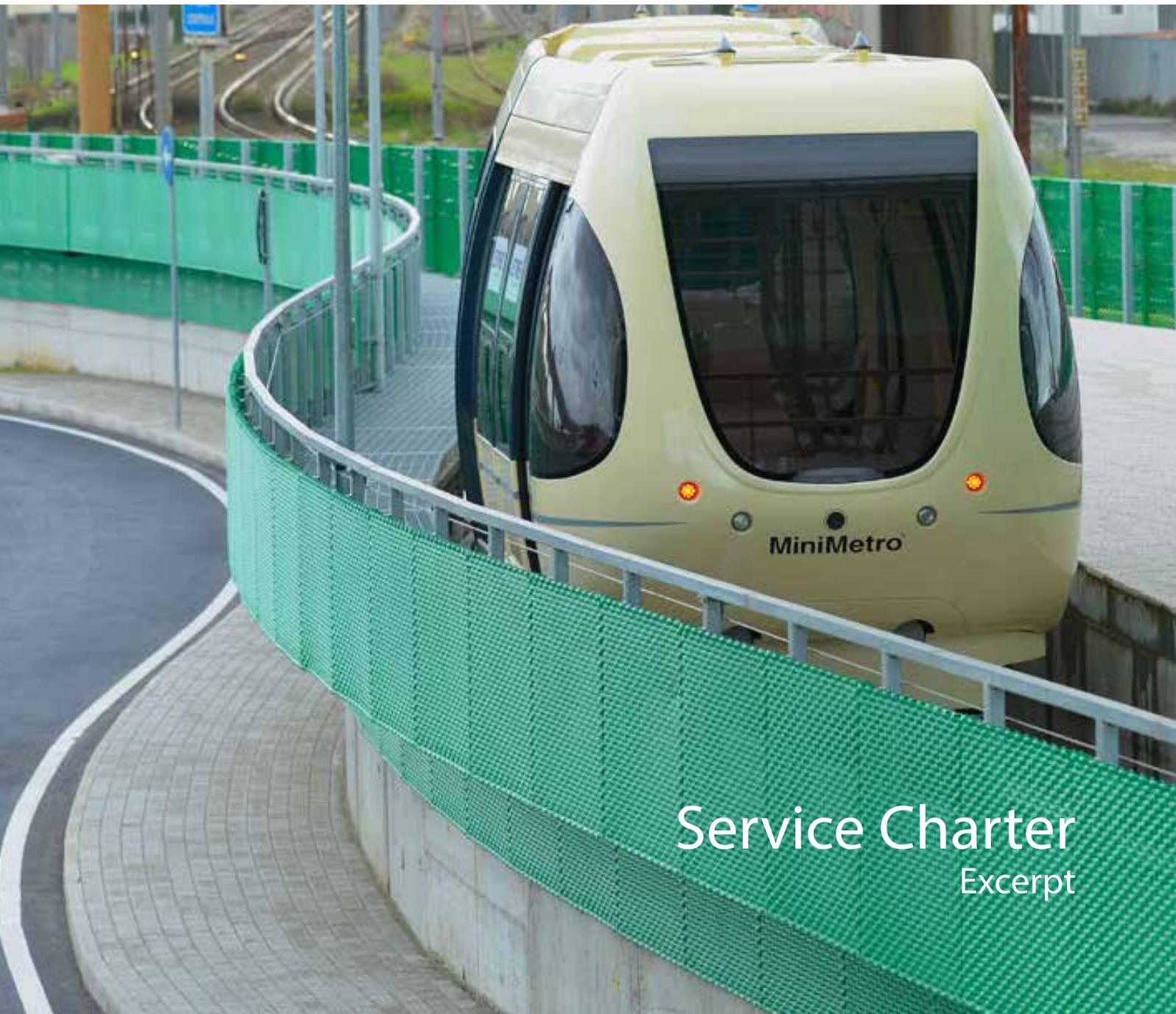


# PISA MOVER



Service Charter  
Excerpt

# PREMISE

SERVICE CHARTER PURSUANT TO ART. 26 OF THE  
TUSCANY REGIONAL LAW NO. 42 OF JULY 31, 1998

EXCERPT

Pisamover S.p.A. is the company contracted for the design, execution and management of the Link Service called people mover between the Galileo Galilei Airport and Pisa Central Station, with a stop located next to the Park'n'Ride car parks in Via Aurelia and Via di Goletta – also managed by the Company – connected with and properly integrated in the local traffic.

The operational management service of the Link Service has been entrusted by Pisamover S.p.A. to Pisamover Gestioni.

The Service Charter is the official document that establishes both the obligations of the Company offering the Link Service and the rights of the customers that use it, guaranteeing the compliance with the set quality standards and the conformity with the principle of transparency.

The integral version of the Service Charter is available on the website [www.pisa-mover.com](http://www.pisa-mover.com), and at the registered office of Pisamover S.p.A., in Via Salaria no. 1039 – ZIP 00138, Roma.

This version is an excerpt prepared in conformity with the instructions of the Implementation Rules of art. 23 of the Tuscany Regional Law no. 42 of July 31, 1998, issued with D.P.G.R. no. 70/R of July 9, 2009.

# 4

## THE COMMERCIAL OFFER

### 4.1 THE TRANSPORT SERVICE OFFERED

The Link Service works Monday to Sunday, from 6.00 a.m. to 12.00 a.m..

Any change to the opening and closing time shall be published on the Company's internet site.

Service on demand: N/A

Equipment provided to facilitate the access to and the use of the services: elevators; dedicated infrastructures; tactile routes; routes to go past architectural barriers.

### 4.2 BOOKING SERVICE

Service not available.

### 4.3 EXCERPT FROM THE TARIFF SYSTEM

As of today, the tariff system sets the use of the shuttle according to the following classification:

- Occasional users coming from the airport;
- Occasional users coming from FS/Pisa Central Station;
- Users coming from the intermediate station at park'n'ride car parks (Aurelia and Goletta).

- Monthly passes for shuttle use only.
- Monthly passes for shuttle use combined with parking.

Tickets are valid 30 days from the date of issue, with the exception of tickets bought from Trenitalia authorized ticket offices in combination with rail journeys.

Those users coming from the car parks can enjoy the discounts applied to the promotion of the car pooling system.

The fees for 2017 are as follows:

- Euro 2.70 for an occasional ride;
- Euro 2.50 for parking in the park'n'ride car parks in Via Goletta and Via Aurelia and for a round trip on the shuttle, with departure from the intermediate station;
- Euro 45.00 for a personal monthly pass, without use of the car parks, for the shuttle trip Airport-FS/Pisa Central Station and viceversa;
- From Euro 45.00 for a personal monthly pass or carpooling monthly options for using the car parks combined with the shuttle just for a daily round trip departing from intermediate station toward FS/Pisa Central Station or Airport and viceversa.

Moreover, the following discounts are applied:

1 - Shuttle combined with parking for daily use, as follows:

Ticket	Car + Driver	Passengers	Cost	Cost per person
Parking for 1 car up to 18 hours (**) + n. 1 shuttle return ticket (2 rides)	 + 	-	€ 2,50	€ 2,50
Parking for 1 car up to 18 hours (**) + n. 2 shuttle return tickets (2 rides per person)	 + 		€ 4,00	€ 2,00
Parking for 1 car up to 18 hours (**) + n. 3 shuttle return tickets (2 rides per person)	 + 	 	€ 5,00	€ 1,67
Parking for 1 car up to 18 hours (**) + n. 4 shuttle return tickets (2 rides per person)	 + 	  	€ 6,00	€ 1,50
Parking for 1 car up to 18 hours (**) + n. 5 shuttle return tickets (2 rides per person)	 + 	   	€ 7,00	€ 1,40

(\*\*) parking rate applied for every extra hour (or part) is 0.25 € after the first 18 hours.

2 - Monthly passes for shuttle combined with parking, as follows:

Monthly Passes	Car	Persons	Monthly Cost	Cost per person
Shuttle unlimited use (*)	-		€ 45,00	€ 45,00
CARPOOLING Pass for commuters Parking for 1 car up to 18 hours (**) + n. 1 Pisamover card (2 rides per day per person)			€ 45,00	€ 45,00
CARPOOLING Pass for commuters Parking for 1 car up to 18 hours (**) + n. 2 Pisamover cards (2 rides per day per person)		 	€ 72,00	€ 36,00
CARPOOLING Pass for commuters Parking for 1 car up to 18 hours (**) + n. 3 Pisamover cards (2 rides per day per person)		  	€ 90,00	€ 30,00
CARPOOLING Pass for commuters Parking for 1 car up to 18 hours (**) + n. 4 Pisamover cards (2 rides per day per person)		   	€ 108,00	€ 27,00
CARPOOLING Pass for commuters Parking for 1 car up to 18 hours (**) + n. 5 Pisamover cards (2 rides per day per person)		    	€ 125,00	€ 25,00

(\*) except for the use of the service contrary to the criteria of good faith and fairness or for purposes other than personal use as stated in the General Terms and Conditions.

(\*\*) parking rate applied for every extra hour (or part) is 0.25 € after the first 18 hours.

3 - Sunday and holidays rate is equal to Euro 1.20 for a return ticket from the intermediate station, with free parking in the car parks.

4 - Long-term parking rate (after the first 18 hours) is equal to Euro 0,25 per hour or fraction.

The ticket must be validated prior to starting the trip and kept for the entire trip. The ticket is non-transferable.

For a ride combined with the car park, which includes a stay of up to 18 hours and a Pisamover return ticket, you must collect the ticket at the car park entrance, show it at the entry turnstiles to the stations, and keep it until you collect your car. Before leaving the car park, use the ticket to pay at the automatic tellers.

The fees and the procedures to get discounts on subscriptions are available at the ticket offices and on the website [www.pisa-mover.com](http://www.pisa-mover.com).

The personal data provided by the Customers are processed pursuant to L.D. no. 196 of June 30, 2003.

#### 4.4 TICKET PURCHASE

BCompany ticket offices

Ticket office located in the Aurelia car park, open from 8.30 a.m. to 6.00 p.m.

Points of sale c/o authorized retailers: the list is available on the corporate website.

Tickets are also issued from the following ATMs :

- ATMs located in the FS / Pisa Central Railway Station
- ATMs located on the pedestrian bridge between the Aurelia-Goletta car parks and the San Giusto/Aurelia Station
- ATMs at the Airport Railway Station

If the "People Mover" Link System tickets are sold by Trenitalia in combination with train tickets from/to the Pisa Central Railway Station, the transport contracts for the two services shall be considered separately and the Company is only liable for the Link Service transport. Therefore, in the event of a delay, missed connection or cancellations, Trenitalia shall only reimburse the amount set by the Regulations (CE) 1371/2007, defining it according to the amount paid for the train ticket, while the reimbursement of the Link System ticket is governed by the provisions of par. 7.8.2 of the Service Charter.

#### 4.5 CONDITIONS AND FEES FOR THE TRANSPORT OF LUGGAGE

- Customers are permitted to carry 1 suitcase weighing max. 10 kg and measuring max. 55x40x20 cm free of charge. The fee for extra luggage is equal to one passenger ticket, to be validated prior to starting the trip. Customers shall load and unload their own luggage.
- The luggage, inclusive of shoulder bags and parcels must be put on the floor or in the dedicated storage areas so as not to hinder the other travelers. Luggage and parcels cannot be left on seats or hinder them, preventing their use, nor hinder passage ways.
- The transport of luggage can be refused when the shuttle is too crowded or if it affects the safety of the shuttle travelers.
- The Company is in no case liable for the theft, misplacement or loss of the Customers' personal belongings, or of their luggage and/or relevant content, during transport or on the boarding platforms. Luggage cannot be transported or left unattended.
- Customers can transport with the shuttle one bicycle max., fixing it appropriately to the dedicated fixing devices and in conformity with the following conditions:
  - When boarding, the passengers with a bike should enter first, while on leaving the car, the passengers without bikes take precedence;
  - In the stations, bikes shall be carried by hand;
  - It is forbidden to rest a bike against the walls or park it in the stations;
  - In the stations, bike owners shall take all precautions so as not to be of hindrance;
  - The passengers with a bike shall stand next to the shuttle doors as required by the dedicated signs on the floor;
  - It is mandatory to place the bike within the marked-off spaces, resting it against the folding-up seats;
  - It is mandatory – prior to the shuttle departure – to secure the bike with the dedicated device, keeping it constantly monitored during the trip;
  - Children younger than 12 can board the shuttle with a bike only under the custody of an adult;
  - Single-seat bikes with standard traction are permitted on board;
  - The use of the elevator is allowed, while transporting bikes on the internal staircases is forbidden;
  - In the event of an emergency or in any case, before situations that require the evacuation the passengers from the structure, bikes shall be left on the shuttle.

They shall be recovered in a second time by the control staff and returned to their legitimate owners against presentation of the tickets validated on the day of the evacuation, together with an ID document.

#### **4.6 CONDITIONS AND FEES FOR THE TRANSPORT OF PETS**

Pets are permitted on board only if they are properly caged in a container that does not exceed the size of the hand luggage and prevents any physical contact with the outside. The fee for a pet is equal to the ordinary ticket.

Dogs can be transported free, as long as they are accompanied, wear a muzzle, and are on a short leash and on the lap of the holder, in the case of small-size dogs.

Service dogs for blind people, in any case wearing a muzzle, can be kept on a short leash and do not pay the ticket.

When getting on and off the shuttle, pets shall be constantly monitored by their owners without hindering the passage; they shall be held so as not to bother or damage people or things.

In any case, the person who carries the pet is the sole subject liable for damage caused to things and/or people as a direct or indirect consequence of behaviors or events caused by the pet.

In any case, the transport of pets, with the exception of service dogs for blind people, can be limited by the staff when the shuttle is overcrowded.

#### **4.7 CONDITIONS AND FEES FOR THE TRANSPORT OF CHILDREN**

Those children whose height does not exceed one meter, accompanied by a paying adult, travel free of charge. Past such height, the ordinary fee applies. Foldable prams can be kept open with a child on board only if they are secured to the dedicated lock installed in the area reserved for wheelchairs. The pram must be physically guarded and visually monitored by the adult for the entire duration of the trip.

In the case of an adult passenger that accompanies more than one child within the aforesaid limits, only one of

the children is entitled to travel free of charge, while the others shall pay the appropriate ticket.

#### **4.8 CONDITIONS FOR THE TRANSPORT OF HAZARDOUS OR HARMFUL SUBSTANCES**

The transport of any hazardous or harmful object or substance is forbidden.

#### **4.9 INFORMATION SERVICE**

Call Center Service:

- Telephone +39.050.500909
- E-mail address [info@pisa-mover.com](mailto:info@pisa-mover.com)
- Website [www.pisa-mover.com](http://www.pisa-mover.com)

An Information Service is also provided c/o the following locations:

- Aurelia car park, from 8.30 a.m. to 6.00 p.m.

# 5

## TRAVEL CONDITIONS

### 5.1 CUSTOMERS' OBLIGATIONS

While on the vehicles and inside the infrastructures provided to the public, the Customers shall comply with this Service Charter and with the following conduct (Tuscany Regional Law no. 42 of July 31, 1998 and decision of the Council Regional no. 245/2001):

- Purchase the appropriate ticket, validate it and keep it for the entire trip and, if requested, show it to the surveillance staff at the exit. The ticket is personal and non-transferable;
- Travel on the cars in a correct position and take only one seat;
- Follow the instructions relevant to reserved seats;
- Prior to departure and until the shuttle stops at your station, hold firmly to the supports and handles installed in the car, even when seated; the Company is not liable for any damage suffered by a Customer who travels without holding to the dedicated supports;
- Do not board and leave the car through doors or spots other than those identified in the instructions posted inside and outside the car, or when the car is moving;
- Do not try to board the car beyond the maximum number of passengers allowed, when it is already full, or, in any case, disregarding the instructions provided by the staff assigned to the management of the Link Service. The passengers leaving the cars take precedence over those boarding them. Do not board the car by going through or forcing open the automatic doors when they are closed or closing;
- Immediately after boarding, allow the automatic doors to close, avoiding to board when the car is already full and after the acoustic signal;
- At every station, allow the automatic doors to open, by avoiding to stand in their immediate vicinity when there is enough room in the car;
- Upon arrival at the station, promptly leave the facility following the dedicated path on the platform and along the identified route;
- Do not lean out of the doors and do not try to open them;
- Do not stay on board when the shuttle reaches the terminus;
- In the event that, for a serious failure, it is necessary to rescue the passengers and a warning is issued through the communication system, wait for the arrival of the rescue team, keeping your normal position in the cars;
- Do not board cars when drunk or in abnormal psycho-physical conditions;
- Do not disturb the other passengers; the use of cell phones is permitted on condition that it does not bother the other travelers;
- Do not throw anything on the car floor or outside the car;

- Do not soil and do not damage the cars, the infrastructures provided to the public and the auxiliary equipment. The penalties pursuant to art. 29 of D.P.R. no. 753 of July 11, 1980, and to art. 25, par. 4. of the Tuscany Regional Law no. 42 of July 31, 1998 do not apply in the case when such acts are committed by a person taken ill, notwithstanding the reimbursement of the damage caused;
- Do not carry harmful or hazardous objects on board, including firearms loaded and not disassembled. The relevant ammunitions must be kept in the dedicated containers and accurately guarded. The prohibition as per the previous paragraph does not apply to police officers who, if in plain clothes, must identify themselves with the staff assigned to the Service by showing the badge that proves their belonging to the Force (Carabinieri, State Police, Inland Revenue Police);
- Do not use alarm signals or any emergency device unless there is a serious and immediate danger;
- Comply with the provisions relevant to the transport of luggage, bicycles and pets;
- Do not smoke on board of the shuttle, in the stations, in the elevators and in any space of the Link System;
- Do not board the car with pets, materials, objects and parcels that, due to their volume, shape or nature, may be a nuisance or a danger for the travelers and/or cause them damage;
- Do not sell goods or services, not even for promotional purposes. Do not beg or busk;
- Do not prevent or hinder the staff from the execution of their duties;
- Follow the notices and the instructions given through the communication system, displayed on the dedicated screens or posted in the stations, at the stops, in the cars, inside the authorized retailer shops or on the website;
- Follow the rules issued by the competent authorities and comply with all the other special instructions that, in order to prevent accidents, are imparted by the staff assigned to the Link Service.

The Customer shall take any necessary precaution and keep a watchful eye, as far as he/she is concerned, on his/

her safety and on that of the people, animals and things entrusted to him/her.

Those persons who refuse to follow the aforesaid provisions and the order and safety instructions imparted by the Service staff shall be considered liable for any damage caused to the Link Service, to the Company, to the Customers and to third parties; they may be removed from the Link System, with no right to the ticket refund.

For anything that is not specifically provided, the provisions and the fines as per DPR no. 753 of July 11, 1980 on police, safety and regular transport service operation, apply.

Those who disregard the provisions given to the public, and whose non-compliance may cause a serious threat to the safety of the travelers or any damage to the systems, shall be referred to the Judicial Authority by the agents responsible for the operation, should the fact represent one of the offenses treated in art. 432 and art. 650 of the Criminal Code; for less serious misdemeanors, perpetrators shall be prosecuted pursuant to Title II, and specifically to art 18 of D.P.R. no. 753 of July 11, 1980. Fines are confirmed by the staff as per art. 7 of D.P.R. no. 753/1980.

## 5.2 FINES CHARGED TO THE CUSTOMERS

In the event of a violation of the obligations identified in point 5.1., the penalties established by D.P.R. no. 753 of July 11, 1980; by Tuscany Regional Law no. 42 of July 31, 1998; by Regional Law no. 33 of July 8, 2003, and by the other rules issued by the Region of Tuscany on the use of the Local Public Transport services, apply.

Those who infringe one of the rules contained in them shall pay a fine.

Such fines amount, to a reduced extent, to:

A - € 80.00 for passengers without a ticket or with a ticket that is not valid for the route or that has not been punched or has been modified/counterfeited, plus the payment of the regular ticket;

B - € 20.00 for the violations identified in previous paragraph 5.1 - "Obligations of the Customers", with the exclusion of the non-smoking point.

For payments directly made to the ticket inspectors or

within the next 15 days, the aforesaid fines are reduced to € 40.00 for the cases as per point A, and to € 10.00 for the cases as per point B.

It is possible to pay via a Post Office check account slip, whose data (Number, Recipient, Address) are reported on the statement or notification, writing on the back the date and number of the statement/notification.

If payment is not made within 60 days from the date of the statement/notification, an order/injunction shall be issued pursuant to art. 18 of Law no. 689 of November 24, 1981 and art. 10 of the Regional Law no. 81 of December 28, 2000. In such case, the fine shall be increased according to the current laws (art. 25 of the Tuscany Regional Law no. 42 of July 31, 1998) up to € 240.00 for the sanctions as per previous point A and up to € 60.00 for the sanctions as per previous point B.

A transgressor who presents to the ticket office located in the Aurelia car park a personal subscription card valid on a date preceding the inspection within 15 days from the notification, and has provided his/her personal details at the time of the inspection, shall be subject to a fine of € 10.00 to € 60.00 (art. 25, par. 5 of the Tuscany Regional Law no. 42 of July 31, 1998).

Whoever uses counterfeited tickets or modifies the characters and numbers of the tickets is punishable pursuant to art. 462 of the Criminal Code and to art. 465 and art. 466 of the Criminal Code

The transgressor's personal details, whose provision is mandatory pursuant to art. 651 of the Criminal Code, are collected for the purposes as per art. 25 of the Tuscany Regional Law no. 42 of July 31, 1998, and they shall be processed by dedicated personnel. The refusal to provide one's personal details or the provision of false personal details is punishable pursuant to the Criminal Code.

The transgressor (or the person jointly and severally liable for the payment) may send, within 30 days from the statement/notification, a defense on plain paper and/or ask to be heard by the Corporate Public Relations Office.

For the infringement of the non-smoking provision, a fine of € 27.50 to € 275.00 is charged, pursuant to the Tuscany Regional Law no. 3 of January 16, 2003 and to the Tuscany Regional Law no. 25 of February 4, 2005, with the explanations they contain.

The application of fines established by specific regulations is not affected.

### **5.3 THE CUSTOMER'S RIGHTS**

The Customers of the transport services are entitled to:

- Travel in safe and peaceful conditions;
- Be informed in the stations and on board the Link Service;
- The timely publication and the availability of the opening and closing times in effect;
- The respect of the opening and closing times in effect;
- Get, also through a telephone information service or via the Corporate Website, the information about the Service and its utilization procedures;
- The polite and respectful behavior of all the service staff;
- The identification of the staff in contact with the Customers;
- Lodge claims;
- Express opinions and give advice;
- The use of the Service in conformity with the standards identified in Part Six of this Charter;
- The refund of the ticket, in the cases as per point 7.8.2.

### **5.4 INFORMATION IN THE STATIONS AND ON BOARD**

In every station and at every stop, the Company posts:

- The opening and closing time and any relevant changes;
- The indication of the routes for the lines passing by the stop/station (with the indication of the single stops or stations and of the main links with other lines or transport services or car parks located along the route, identified by graphic symbols easy to understand);
- With regard to the ticket sale, the location and the opening hours of the external sales points alternative to the ticket office or to the ATM systems installed at

the station/stop and situated within 500 meters from the station/stop;

- The current fee system;
- The ticket validation procedure and the fines charged to travelers without a ticket;
- The company telephone number for information and claims, and the regional phone number for claims,
- The corporate website;
- The cases of refund and the procedure to lodge the relevant application;
- The regional symbol of the local public transport sector;
- An excerpt containing, in any case, the information about our commercial offer, the travel conditions and the relations with the public.

The intermediate station features a screen to help understanding the direction of the shuttle one is about to take, so as to avoid boarding the wrong train.

The Company posts the following information in at least two spots inside each car:

- Route indicators relevant to the Link System, with identification of the stops and of the main interchanges;
- An excerpt of the fee system in effect;
- The ticket validation instructions;
- The fines applicable to travelers without a ticket;
- The telephone number of the Company and of the Region for claim lodging;
- The regional symbol of the local public transport sector;
- The identification of the locations and of the instructions to consult the Service Charter;
- The telephone number of the corporate information service and the address of the corporate website;
- A description of the ticket refund cases and of the procedure to lodge the relevant application.

The regional symbol of the local public transport sector is printed on the outside of each car, on both sides.

Instructions for the safety of the users and general information on the Link Service and on the initiatives promoted by the Institutions or by the Company and aimed at encouraging the use of public transport are provided by means of posters or visual or acoustic supports in the cars, in the stations and at the stops.

The car park rules are available on the corporate site and at the car parks in Via Aurelia and in Via di Goletta.

## **5.5 LOST AND FOUND**

All objects found in the cars, in the stations or at the stops must be promptly delivered and/or reported to the service staff.

Valuables or personal objects found in the cars or in the spaces of the infrastructures shall be delivered to the Lost and Found Office located in the Aurelia car park, in Via Delle Colombaie, telephone 050.500909, Monday to Friday, from 8.30 a.m. to 6.00 p.m..

In any case, the Company declines any responsibility for the loss or the deterioration of any object left on board, in the stations, at the stops, or in the areas under the control of the Manager.

## **5.6 MINIMUM SERVICES GUARANTEED IN THE EVENT OF A STRIKE**

In the event of a strike, the Company shall issue a timely notice, in conformity with the rules set by Law no. 146 of June 12, 1990.

# 6

## RELATIONS WITH THE CUSTOMERS

### 6.1 PUBLIC RELATIONS OFFICE

The Company provides for its Customers various communication channels through which they can ask for information, give advice or lodge a complaint.

The analysis of the claims, of the advices and of the proposals sent, together with the customer satisfaction results as per point 7.2 gives the Company the chance to acquire a knowledge that is useful for the continuous improvement of the service that it offers.

The Public Relations Office is the institutional communication channel between the Company and its Customers. Through it, the Company can:

- acquire claims, requests, reports, proposals and advices from the Customers relevant to the service provided, through the distribution of forms to facilitate the provision of a written feedback;
- provide information to the Customers on the claim lodging procedures;
- follow the procedure relevant to the claims received;
- give a personal reply to those Customers who have lodged requests, reports, proposals or advices with the Public Relations Office in person;
- acquire and process those Customer requests aimed at obtaining access to their data held by the Company;
- send to the corporate Observatory on the quality the claims, requests, reports, proposals or advices received.

The Public Relations Office is located in:

Aurelia Car Park

Telephone: 0039.050.500909

e-mail: info@pisa-mover.com

Opening hours: 8.30 a.m. to 6.00 p.m.

### 6.2 TELEPHONE SERVICE

The Company offers a call center service with no. 0039.050.500909, active Monday to Friday, from 8.30 a.m. to 6.00 p.m.. The call cost does not exceed that of a normal network tariff and is communicated in advance prior to the start of each call. The number is provided on the corporate website, posted in the stations and at the intermediate stop, and published in the literature destined to the travelers.

### 6.3 THE WEBSITE

The Company sets the website [www.pisa-mover.com](http://www.pisa-mover.com), which publishes the Service Charter, the timetable, the fee system, the list of the ticket outlets, the notices for the users, the information about the Public Relations Office and the info telephone number, the regional number for lodging claims and the relevant implementation procedure.

## 6.4 CUSTOMER RELATIONS STAFF

The Company guarantees the possibility to identify the staff in contact with the public, which must wear the corporate uniform and a badge (which must be clearly visible) stating their name and surname (or ID number), position, department and a photograph confirming the consistency between the personal identification details and the actual staff member.

When answering a call, the call center staff shall first state their name, their department or their unique "ID code".

The staff in contact with the public shall behave in such a way so as to establish a relationship of trust and cooperation between the Company and the Customer, which must be treated with respect and courtesy.

When on duty, the staff must wear a uniform and take care of their personal appearance, avoiding forms of negligence or kink.

The language used for the information and the communications - both verbal and in writing - between the Customer and the Company must be clear and easy to understand for the users.

The staff must be available to promptly solve any problems of the Customer that might arise.

## 6.5 CLAIM APPLICATION PROCEDURE

In the event of a violation of the Customer rights and in all cases of failure to comply with the obligations taken with this Chart, the Customer may lodge a complaint by telephone, in person or in writing, via e-mail or via fax to the Public Relations Office.

Whatever the means used, the complaint or claim shall contain the personal details and the mail address/e-mail of the Customer. If such data are missing, the complaint or claim has no effect. The Customer shall also describe the details of the reported/contested episode in order to facilitate the reconstruction of the facts by the Company.

The Company commits to operate as follows:

- a prompt review of the claim and start of the investigation necessary to collect the elements useful to

give a reply;

- the sending of an exhaustive and final written reply in a short time and in any case within 30 days from the reception of the claim, specifying the term by which the confirmed anomalies shall be removed and/or the damage caused shall be refunded;
- in the event of longer times, the sending of a provisional reply explaining the reasons for the delay in providing the final reply in writing and their quantification.

Alternatively, the complaint can be lodged through the toll free number of the Region of Tuscany 800.570530 (the service is active Monday to Friday, from 8.00 a.m. to 6.00 p.m.), which shall forward it to the Company. The Company commits to provide the Region with exhaustive replies and send them to the competent regional structure within 30 days from the date of reception of the claim. Communications are sent through telematic means that can confirm their sending and delivery or, alternatively, by registered mail with acknowledgement of receipt. In such case, the Region shall send the relevant replies to the claimants, following the necessary investigation, within 30 days from the reception of the Company's reply.

The personal data obtained with the reception of a complaint/advice are processed according to the principles of correctness, lawfulness and transparency, in full conformity with the privacy right pursuant to L.D. no. 196 of June 30, 2003).

# 7

## THE COMPANY PLEDGE

### 7.1 THE SERVICE QUALITY STANDARDS

In order to confirm the quality of the service offered, the Company collects, for 2017, the factors listed below and the relevant recording procedures/indicators, and commits to monitor them in time and reach the standards set as a goal. The Company also commits to intervene with appropriate actions if such standards are not met.

#### *Service quality indicators*

In order to assess the general and specific characteristics of the Service offered and measure its quality level, the Company has identified the following elements, the so-called basic indicators:

1. Safety
2. Consistency of the service
3. Cleanliness and hygiene conditions of the cars and of the facilities provided for the Customers
4. Comfort of the trip on board and along the route
5. Additional services on board and in the facilities provided for the Customers
6. Services for disabled people
7. Information for the public
8. Relational and communication aspects
9. Level of service, commercial and in the front office
10. Modal integration
11. Care for the environment.

#### *Recording procedures and targets*

For each of the factors identified in the previous point, the Company carries out customer satisfaction surveys according to the procedures described in the next paragraph 7.2. For some factors, we have also introduced a quantitative assessment given by the analysis of the data obtained during the Service (see Annex 1).

The results relevant to the attainment of the targets are published in the next Service Charter issue and are an element at the grounds of the factors, indicators and targets set for the following year. The other elements that contribute to the choice are the data coming from the collection and management of the customers' claims and the relevant reference rules.

### 7.2 THE CUSTOMER SATISFACTION SURVEY

The Customer Satisfaction survey is carried out through direct interviews to the Customers, both on board and at the stops.

The questionnaire considers also the age bracket and the reason for using the service, and contains questions relevant to the above-identified 11 factors. Each question has an assessment scale to express an opinion on the customer's satisfaction and on the relevance given to the factor.

Since 2018, a target percentage for each question shall be identified. For 2017, which is the starting year of the service, the Company has identified a target of the

overall customer satisfaction perception equal to 85%.

### **7.3 EDITING, DISTRIBUTION AND UPDATING OF THE SERVICE CHARTER**

#### **7.3.1 Unabridged version of the Service Charter**

The Company commits to publishing every year the unabridged version of the Service Charter, inclusive, starting from its second year of publication, of the results of the surveys as per paragraphs 7.1. and 7.2.

The unabridged version is available for the Customers at the Company's HQ, and at the ticket office in the Aurelia car park. It is also sent to the Region of Tuscany, to the City and to the Province of Pisa, as well as to the Consumer Associations identified in the first part of this Chart and to any other local consumer associations.

The Chart can also be found on the corporate website.

The adoption of the Chart has been reported on two local newspapers with the instructions for consultation, and notices have been posted in the stations and at the intermediate stop.

In the course of the year of reference, the paper versions of the Service Charter are updated with any (paper) integrations that might become necessary. The Chart telematic version loaded on the Internet is constantly updated in real time.

#### **7.3.2 Abridged version of the Service Charter**

The Company also commits to publish and circulate every year, abridged versions of the Service Charter for advertising and communication purposes, containing at least the following elements: the index of the Service Charter unabridged version; where to find and consult the unabridged version; an excerpt from the fourth, fifth and sixth part (with the indications relevant to the PRO and the claim lodging procedure) and seventh part (with the indications relevant to quality standards and target standards, as well as to the results of the surveys as per paragraphs 7.1 and 7.2.) of the Chart.

The Company commits to ensure an adequate dissemination of the abridged version of the Chart at the attended stations/stops and in the main sales points. This abridged version is always available at the Company's HQ.

### **7.4 CERTIFICATIONS**

The Company commits to obtain the quality system certification and the environmental certification.

### **7.5 EFFICIENCY OF THE ACCESSORY MEANS AND SYSTEMS**

Notwithstanding the obligations resulting from the laws on traffic safety, the Company ensures the efficiency of the means and keeps in proper operating conditions the auxiliary systems installed on the trains, such as the visual and acoustic indicators, the A/C system and the passengers' supports.

### **7.6 CLEANING**

The cleaning of the trains and of the stations/stops is governed by contracts that set high quality standards that the contractors must follow. The Company posts notices with date and time of the last daily cleaning and with the date of the last extraordinary cleaning.

### **7.7 SERVICES FOR DISABLED TRAVELERS**

The Company has paid special attention to the needs of disabled customers, both in the design and execution of the service and in its management.

Each car can transport only one passenger on a wheelchair, which shall be appropriately secured to the locking systems provided on board and identified by dedicated signs. Those persons who, due to their reduced motor skills, require further assistance in the use of the specific transport system or use a special equipment to move, can ask for the assistance of the service staff to help him/her to board the car prior to entering the facility.

Disabled passengers can access the stations and the intermediate stop thanks to the elevator, dedicated ramps, textured routes and tactile maps for the visually impaired.

## 7.8 CUSTOMER PROTECTION

### 7.8.1 Insurance cover

The Company provides an insurance cover to its Customers for damage to things or persons caused during the trip by its civil liability, in conformity with the laws on the subject. The insurance covers:

- any damage to the passengers imputable to the Company, caused while in the cars and when boarding/leaving the cars or at the stations/intermediate stop, if connected to responsibilities of the Company;
- damage to the transported luggage and objects resulting from a responsibility of the Company.

To obtain a refund, the Customers shall:

2. immediately report the event to the company staff to exchange the data useful to confirm the responsibilities and the ensuing refund;
2. contact the Company via ordinary mail to Via Salaria no.1039, or via e-mail to the address [pisamover@legalmail.it](mailto:pisamover@legalmail.it), within the next 24 hours so as to make any communication/refund request more official.

The addresses are:

*Claims Office:* Via Salaria no.1039 - ZIP 00138 - Roma.

### 7.8.2 Refunds

No refund is due if the delay or the discontinuation of the Service are caused by circumstances and factors beyond the Company's control (natural disasters, weather events, unexpected and unpredictable technical events, public order or safety reasons).

The refund can be paid when the service is cancelled without notice on the corporate website and through specific communications at the stations/intermediate stop, at least 48 hours in advance.

The refund shall also be paid when the waiting time in the stations, at the stop or on board – in case of discontinuation of the Service - exceeds 30 minutes for causes imputable to the Company, if an alternative service is not provided within such term.

The amount of the refund, paid with new tickets or with a discount on future purchases, shall be equal to the

value of the ticket paid by the Customer and, in the case of a subscription, of the corresponding regular trip ticket for the route subject of the subscription.

The refund application must be sent in writing to the Company within 30 working days from the disservice, by ordinary mail to the address of Via Salaria 1039 – ZIP 00138 – Roma, or via e-mail to [info@pisa-mover.com](mailto:info@pisa-mover.com), specifying all the details useful to identify the event (date, time) and attaching a photocopy of the ticket used.

The Company commits to reply within 30 days from the reception of the request, and to pay the refund within the following 15 days.

The procedures to resort to court proceedings and conciliation proceedings are those set by the current laws.

The carrier's liability, governed by art. 1681 of the Civil Code, begins at the start of the trip and terminates at the end of the trip.

The Company does not take any responsibility towards the Customers for any damage resulting from Customers' behaviors that infringe the rules of this Service Charter and the instructions provided by the Company and by the staff.

## 7.9 PRIVACY PROTECTION REGULATIONS

The Company informs that all the personal data of its Customers, collected for any reason for the direct or indirect execution of the Service, are processed pursuant to L.D. no. 196 of June 30, 2003. The relevant information is available at the Public Relations office and is published on the website of the Company.

The aforesaid personal data are processed only by staff specifically assigned to the processing (art. 29 and art. 30 of L.D. no. 196 of June 30, 2003) by means of computers, telematic tools and by hand, so as to ensure the data safety and confidentiality. Said data may also be disclosed to third parties to fulfill the obligations as per the Concession Agreement, the Service Charter, as well as for purposes expressly authorized by the Customer.

The Company informs that, pursuant to art.7 of L.D. no. 196 of June 30, 2003, the Customer has the right to obtain the cancellation of his/her personal tails from the

corporate files. The company also informs that, pursuant to art. 13 of the same decree, failing to communicate the personal data of its Customers or the request for their cancellation from the corporate files may entail, in some cases, the impossibility to ensure the execution of the Link Service or of other services requested.

For customer safety and protection purposes, the Company has equipped the stations/stops and the cars with CCTV surveillance, whose images are continuously transmitted to the central control station. Examination, extraction, storage and/or communication of the images are executed according to the procedures and in the cases established by the law and by the provisions of the Data Protection Authority.

## **7.10 THE CORPORATE OBSERVATORY ON THE QUALITY**

The Corporate Observatory on the Quality at the Company's Operating Office Via delle Colombaie s.n.c. – ZIP 56126 Pisa (Parking Aurelia) , has the following functions:

- monitoring of the indicators as per paragraph 7.1 and processing of the relevant data, also in order to confirm the attainment of the standards and of the targets;
- monitoring of the quality perceived by the Customers through customer satisfaction surveys and ensuing processing of the information collected;
- collection and processing of corporate data relevant to economic-management issues, in order to confirm the efficiency and the efficacy of the corporate management, and to draw up corporate improvement plans;
- classification and processing of the data relevant to claims, requests, reports, proposals and advices from the Customers to the Company and transmitted by the Public Relations office in order to formulate proposals to improve the Service;
- collection, classification and processing of the information and of the remarks received from the company staff in order to formulate proposals to improve the Service;
- preparation of reports regarding the remarks on quality as per paragraph 7.1 and 7.2, in order to update the Service Charter according to the monitoring results and proposal of standards and targets for the next edition of the Chart;
- transmission of monitoring data and of economic-management data to the Regional Observatory on traffic and transports, pursuant to art. 21 of the Tuscany Regional Law no. 42 of July 31, 1998 with formats, procedures and times established by the Region.

**Pisamover S.p.A.**

Registered office: Via Salaria 1039 - 00138 Roma  
Operating office: Via delle Colombaie s.n.c, 56121 Pisa

Call Center:  
T 0039.050.500909 (Monday-Friday / 8.30-18.00)

Public Relations Office:  
Aurelia car Park  
T 0039.050.500909  
E-mail: [info@pisa-mover.com](mailto:info@pisa-mover.com)  
Opening time: 8.30 a.m. to 6.00 p.m.

Website: [www.pisa-mover.com](http://www.pisa-mover.com)

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