

Service Charter

RETE FERROVIARIA ITALIANA 2025

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1. Introduction



1.1 What is the Rete Ferroviaria Italiana (RFI) Service Charter?

The Service Charter (Carta dei Servizi, CdS) is a document published annually, based on the Prime Ministerial Decree of 30 December 1998, through which each provider of a public service informs and makes concrete commitments to their users.

In particular, the RFI CdS is the annual document that allows citizens to consult the services provided, how they can be used, the quality standards guaranteed and the protections established if these commitments are not met, with a view to transparency and continuous improvement of the quality of the services offered.



1.2 Our year at a glance

The following are some highlights of the numerous upgrades made to the network:

2024

Inauguration of the section between Tortona and Rivalta Scrivia on the new HS/HC 'Terzo Valico' line



January

Renewed the Memorandum of Understanding between Archeolog ETS and the MiC to make use of archaeological finds from construction sites

February



Construction sites to accelerate the Foggia-Bari opened



March

Upgrading of Frosinone station begin

April



Hyperbaric excavation used for the first time in Italy on the HS/HC Napoli-Bari line



May

Restyling of 17 stations throughout Italy began

June



2024



July

Three mechanical cutters in action to speed up major works in southern Italy

Tenders awarded for four new station stops/hubs in southern Italy



August

Acireale Bellavista
Ospedale di Barletta
Vincenzo Florio (Trapani Aeroporto)
Bari Centrale



September

Coordinated train/airplane service launched for PRMs at the Torino Airport, currently the only of its kind in Italy

'Libertà' stop on the Palermo Ring Road opened



October



November

'One click away', information about Blue Room services with a click

Restyling work completed in ten stations in southern Italy

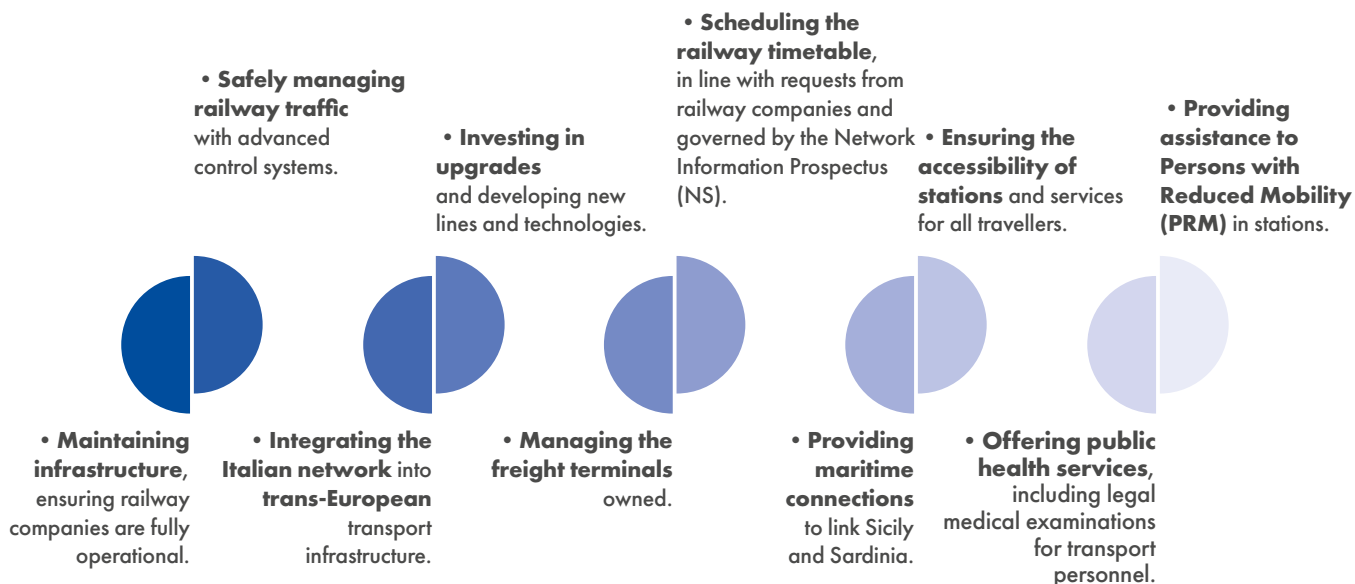


December

1.3 RFI's Mission and Activities

Rete Ferroviaria Italiana (RFI) SpA, part of the Ferrovie dello Stato Italiane Group, manages the national railway infrastructure on behalf of the government, ensuring safety, efficiency and development.

Its main activities include:



2. Developing transport in Italy



2.1 The RFI network

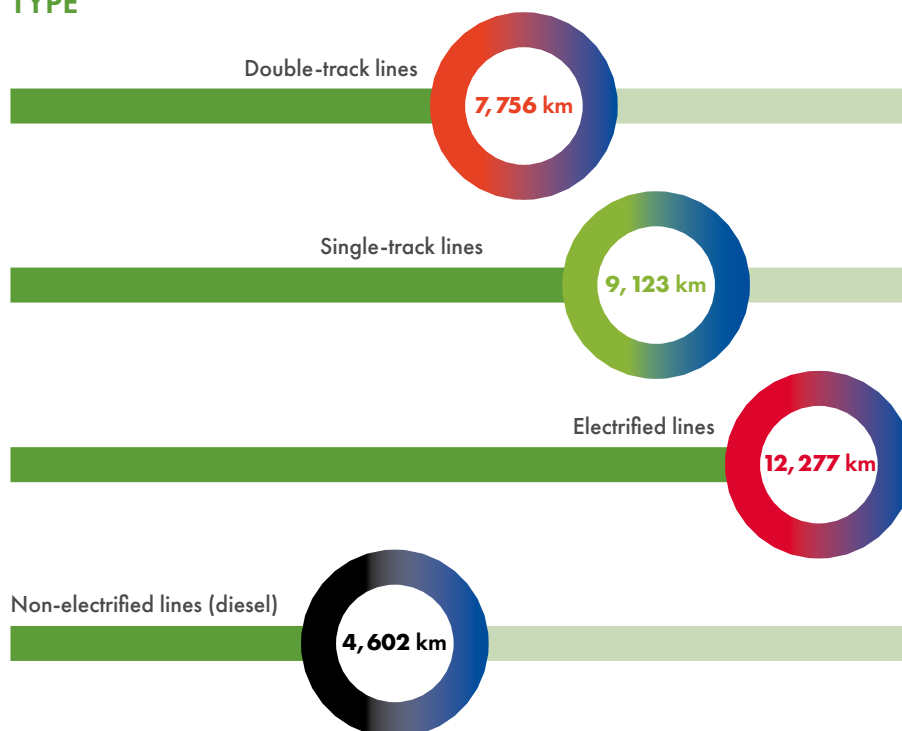
RAILWAY LINES OPERATED (1) 16,879

of which HS/HC lines (2)
1,097 km

Essential lines
6,453 km

Complementary lines
9,477 km

TYPE



RAILWAY FACILITIES

Stations with active/possible
passenger service ~2,200

Goods facilities (3) 204

- (1) of which 70 km of foreign networks, 52 km of Umbrian regional railway and 54 km of Piedmontese regional railway
- (2) with reference to lines with speeds ≥ 250 km/h, 25kV power supply, ERTMS Level 2 and high performance lines with speeds >200 km/h
- (3) facilities with intermodal centres, yards, junctions, etc.

Link Network Map:
<https://www.rfi.it/it/rete/la-rete-oggi.html>





Includes lines not currently used for commercial services



Roma Termini

2.2 Safety: travelling safely



RFI safely manages railway circulation and operation on the entire national network, with several Railway Companies providing transport services for passengers and freight.

Safety (the safety of train circulation and railway operations) is the cornerstone for RFI, around which processes and activities are developed. Traffic safety is pursued through the continuous involvement of staff, the development of technological systems and organisational and regulatory measures aimed at reducing railway accidents to zero.

Consequently, **safety** is RFI's main commitment to its *stakeholders* and its **primary objective** in the Safety Charter.

In compliance with national and international standards, safety goals are aligned **with national reference values (NRV)** assigned to Italy, included within the more general 'Company as a whole' risk category.

These NRVs and the **Common Safety Targets (CST)** are established by the European Union Agency for Railways (ERA) and ratified by the European Commission.

In order to guarantee the efficiency and safety of train circulation and railway operations, RFI is committed to the maintenance and renewal of railway infrastructure, its technologies, the development of advanced diagnostic and management systems for train circulation and, finally, protection against external events. In particular, all activities that affect the safety of train circulation and operation fall within the scope of the Safety Management System¹ (SMS), which is constantly updated and certified in line with ISO 9001.



Indicator	2024 Objective and result	Security level of Railway Operation	2025 Objective
Number of FWSI resulting from significant accidents/trains per km*	<div> <div>✓</div> <div> Staying below the NRV assigned to Italy for the 'Company as a whole' railway risk category (achieved) </div> </div>		Staying below the NRV assigned to Italy for the 'Company as a whole' railway risk category

FWSI = ratio between total number of 'deaths and serious injuries' in the year

* Internal/third-party monitoring

¹The SGS, which is constantly updated is part of the Integrated Safety Management System (SIGS), which also includes the Environmental Management System (EMS) and the Occupational Health and Safety Management System (SGSL), certified according to ISO 14001 and ISO 45001.

It is accepted and supervised by the National Agency for Rail, Road and Motorway Safety (ANSFISA). Safety Authorisation, pursuant to Legislative Decree. 50/2019

2.3 Service quality and network development



In its new 2025-2034 Industrial Plan, RFI has chosen to focus on the quality of the service provided, not only by improving stations, their accessibility and the services provided there, but also through other aspects that represent the comprehensive role it plays as the Infrastructure Manager: contributing to train punctuality, the quality of relationships with railway companies, development of freight transport, and finally, effectiveness in the management of major events and disruptions.

In order to achieve these objectives, RFI has planned short-, medium- and long-term measures aimed at guaranteeing the availability and performance of the network as far as possible, even in the presence of maintenance and development activities, as well as redesigning the timetables to allow better utilisation of the lines, reducing the number of breakdowns, and developing the accessibility of freight transport.

The projects follow a progressive approach to predictive maintenance and a more functional organisation to reduce intervention times, monitoring 'critical' network points which have seen the highest numbers of delays, and developing digital systems able to optimise timetable planning.

In addition, our commitment continues to build new railway lines and to upgrade the existing network in order to offer better accessibility to local areas through an increasingly effective integration between the HS network and the 'conventional' network. Works in progress include Brescia-Verona-Padua and, to strengthen the infrastructure in the South, the completion of the Naples-Bari line, as well as the new connection by functional stages of the new HS Salerno-Reggio Calabria line and the infrastructure development of Sicily.

At the same time, maintenance work on the existing network continues.

The aim is to raise the quality standards of the network so as to ensure increasingly modern, integrated, accessible, high-performance, reliable and fast infrastructure for passenger and freight transport.

In 2024, RFI made investments of around € 10 billion, mainly for maintenance, infrastructural and technological enhancement of the network and station improvements with around 1,200 active construction sites per day.

In order to carry out several activities at the same time and minimise inconvenience for passengers, a model has been adopted that envisages longer interruptions during periods of lower traffic with a major important **information and communication campaign** regarding scheduled worksites that informs passengers in stations in a timely and widespread manner through social channels, traditional media and the RFI website, also thanks to a **dedicated section**. Additionally, a QR-code on display at the relative stations connects users to a web page that indicates progress on the works under way, and useful information for planning a journey in the event of line interruptions.

With regard to the **strategic projects** (a total of 44, 26 of which financed by the NRRP), the main ones include the **Brescia-Verona-Padova** with the objective of better separating traffic flows, with a consequent reduction in travel time and an increase in train frequency; the **Napoli-Bari**, the first and most advanced project in southern Italy that will make it possible to travel from Bari to Naples in 2 hours and to Rome in 3 hours, while also connecting Lecce and Taranto to the capital in 4 hours; the **Salerno-Reggio Calabria**, a strategic connection to ensure both greater accessibility to the railway system and the development of new passenger traffic along the north-south axis of the peninsula, also benefiting connections to and from Sicily.



2.4 Environmental and social sustainability

For RFI, sustainability is the driver that directs corporate strategies, and accompanies the planning, implementation and management of the infrastructure system, contributing to the pursuit of the UN 2030 Agenda sustainable development goals (Sustainable Development Goals - SDGs) and the guidelines outlined by the European Green Deal, within the framework of European and national programmes.

RFI promotes the construction of an infrastructure system which is increasingly resilient in terms of climate change, while reducing climate-changing emissions and the consumption of natural resources with a view to the circular economy, the protection and enhancement of biodiversity and ecosystems, and the inclusion and development of communities for social engagement in line with the principles of a just transition.

In the context of the challenging **goals established in the UN 2030 Agenda** and the **European Green Deal**, infrastructure works represent a concrete opportunity to support inclusive growth of various areas and communities, stimulating economic, cultural and tourism development in Italy. With a view to creating value for the community, RFI favours the reuse and development of assets no longer functional to railway operations, as well as station spaces for non-profit activities, the creation of bicycle paths and **greenways**² and the reactivation of lines no longer in use in areas of high historical and landscape value for tourist itineraries.

Within this model to create social value, for RFI stakeholder involvement takes on a key role in building shared projects with local areas and communities through institutional discussions and specific listening and involvement initiatives to ensure better local integration of projects and offer communities new spaces and services in line with their needs and expectations, while at the same time enhancing the special characteristics and features of individual places.

² RFI's Greenways: <https://www.rfi.it/it/chi-siamo/sostenibilita/sociale/Greenways.html>





RFI integrates sustainability into all phases of managing investments to develop infrastructures, promoting operational synergies to implement sustainability policies aimed at safeguarding natural resources, minimising land use, preserving biodiversity and ensuring the resilience of new infrastructure. For 2025, RFI aims to strengthen its strategic and operational tools from an ESG perspective, launching certification processes with Sustainability Protocols for some of the most important **upgrade projects for existing stations**, while at the strategic level, it intends to promote initiatives to involve communities and enhance the value of local areas, in part through the transformation of disused railway lines.

In order to reinforce its commitment to increase (more sustainable) rail freight transport, RFI has overseen the design, implementation and management of an IT platform, **EasyRailFreight**, dedicated to the promotion and development of intermodal and multimodal logistics. EasyRailFreight was created to make an effective contribution to the challenge of decarbonisation, through the digitisation of processes to make it easier to match supply and demand in intermodal logistics.



2024 Results

- ✓ Certification of Projects with Sustainability Protocols* **(achieved)**
- ✓ Climate Change Adaptation Plan (PACC RFI)* **(achieved)**

Environmental and Social Focus

2025 Targets

- Launch of Certification Process for Projects with Sustainability Protocols* ➡ **implementation**
- Community involvement initiatives on specific projects* ➡ **implementation**
- Concept preparation for the transformation of disused railway lines* ➡ **implementation**

* Internal/third-party monitoring

3. Our stations



3.1 Investments and the Integrated Station Plan (PIS)



RFI has launched the Integrated Station Plan (PIS) to **modernise over 600 stations** throughout the country, corresponding to 30% of all stations managed by RFI. These include larger and busier stations, but also medium and small stations of particular relevance in relation to the many demands expressed by the community and *stakeholders* institutions.

The Integrated Station Plan is intended to improve the integration of stations within their urban areas, with a positive impact on redevelopment. Objectives include increasing integration with local public transport, with new **shared mobility** services and with **active mobility**, that is pedestrian and cycle traffic. The Plan will improve the internal accessibility of stations through an *inclusive and barrier-free design*, while enhancing the attractiveness, functionality, quality and safety of indoor and outdoor spaces.

The main projects aimed at improving station accessibility for **Persons with Reduced Mobility** (PRM), include upgrading underpasses/overpasses with fixed vertical connections (stairs and ramps), installing and activating lifts, raising the pavements on the platforms to the European standard of 55 cm (H55), adapting guidance systems consisting of tactile paths for the visually impaired and blind, upgrading existing shelters and constructing new ones, comprehensive lighting updates, and adapting public information systems (both fixed and changing).

3.2 Macro-quality factors and our commitments

Indicators of perceived quality are based on customer satisfaction surveys.

Until last year, these indicators referred to the percentage of satisfied people, i.e. those who, on a scale of 1 to 9, had rated between 6 and 9. The range of stations at which surveys are carried out is representative of the entire network and includes 93% of travellers using trains.

Customer Satisfaction Indicators

2024 Targets % satisfied people

✓ in 2024 all targets were met

2024 Target: 90.00% 2024 Result: 95.10%	Perceived Safety in the Station*	Overall Station Quality	2024 Target: 90.00% 2024 Result: 98.40%
2024 Target: 90.00% 2024 Result: 98.60%	Information to the Public (IaP) as a whole	Perception of the cleanliness of station environments	2024 Target: 90.00% 2024 Result: 98.20%
2024 Target: 80.00% 2024 Result: 89.30%	Information to the Public (IaP) Circulation issues	Perception of easy and handy arrival at the station*	2024 Target: 90.00% 2024 Result: 98.20%
2024 Target: 90.00% 2024 Result: 99.20%	Quality of Commercial Services*	Overall satisfaction with BLUE ROOM assistance service	2024 Target: 90.00% 2024 Result: 99.20%

With a view to continuous improvement and introducing a change, starting from the current year the 2025 target will refer to the **percentage of those fully satisfied**, i.e. those who give a grade of 7 or more.

2025 Target % people fully satisfied

Perceived Safety in the Station*	⇒ 80.00%	Overall Station Quality	⇒ 85.00%
Information to the Public (IaP) as a whole	⇒ 88.00%	Perception of the cleanliness of station environments	⇒ 85.00%
Information to the Public (IaP) Circulation issues	⇒ 68.00%	Perception of easy and handy arrival at the station*	⇒ 90.00%
Quality of Commercial Services*	⇒ 90.00%	Overall satisfaction with BLUE ROOM assistance service	⇒ 90.00%

*Quality objectives involving third parties

The target values are set taking into account the stabilisation phenomenon for indicators approaching a maximum value in terms of performance.

3.3 Focus on Intermodality



The **more than 2,000** RFI stations are the leading players in multimodality, hubs within an increasingly integrated system offering spaces and services capable of ensuring that the transition from one means of transport to another is quicker, easier, more intuitive and smoother.

In the context of increasingly connected and sustainable mobility, constant dialogue with Ministries, Regions, Metropolitan Cities and Municipalities has been strengthened, with the aim of improving the door-to-door travel experience of customers. Special attention is paid to national and local planning, in particular to PUMS³ - Sustainable Urban Mobility Plans - key tools to guide urban transformation.

Railway stations and surrounding areas have been reimaged as central hubs of this new mobility, through an integrated design approach. Projects are focussed on improving connections between the station and the city, with works on forecourts and entryways that promote intermodality.

With this in mind, the development of infrastructure for public, shared (such as car sharing), active (bicycle-pedestrian) and environmentally friendly mobility is promoted through the installation of electric vehicle charging stations. The aim is to make the station a reference point for sustainable, safe and efficient travel.

Intermodality for freight transport is achieved through rail/road terminals and at ports, where cargo units coming from ships are loaded onto trains headed to inland destinations.

³ Ministry of Infrastructure and Transport, Ministerial Decree of 4 August 2017 'Identification of the guidelines for urban sustainable mobility plans, pursuant to Article 3(7) of Legislative Decree No. 257 of 16 December 2016'

3.4 Focus on public information



Public information in stations, regarding the timetable and train operations, has seen increasing investment by RFI both in the technology used and in the organisational and professional set-up for its management. The number of **stations covered by the IeC System** (Information and Communication) is increasing, enabling both the management of real-time audio and video information and the distribution of all information relating to a given train to its connected stations.

The deployment of the new⁴ operating mode for the management of major problems (**Crisis Information Management**) also continues in other stations on the network, with visual and audio announcements in the station adjusted, limiting them to essential ones, to offer travellers maximum comprehensibility.

In general, improvements are being made to audio and visual messages for greater clarity and effectiveness, including the implementation, starting in 2025, of a new announcement structure based on the new **Public Information Manual (MIP)**.

⁴ Currently available in the stations of Roma Termini, Milano Centrale, Milano Rogoredo and Venezia Santa Lucia

3.5 Focus on effective accessibility: accessibility and assistance for Persons with Reduced Mobility (PRM)



In compliance with the regulations in force on accessibility and protection of disabled persons and persons with reduced mobility, RFI ensures **the effective accessibility** of its stations in two ways:

1. Independent accessibility

- All platforms used for passenger services are raised to a height of 55 cm above rail level, are equipped with tactile maps/labels and paths, a yellow tactile stripe and are accessible via step-free paths (pedestrian ramps/lifts);

2. Assisted accessibility

- In these stations, accessibility is guaranteed through the assistance service (Blue Room stations), which accompanies travellers and when necessary offers the use of lifts or ramps.

When applicable, the railway company providing the transport service will ensure independent accessibility to the train through the use of means suitable for the purpose.

With these two methods, RFI has developed an aggregate indicator called 'effective accessibility'⁵ in stations, which takes into account both the infrastructural characteristics of the stations and the service offered.

In 2024, the total number of effectively accessible stations was **542, equal to around 26% of the network total, through which 79% of travellers move**, with a target for further increase in 2025.



* Internal monitoring

⁵ If a station is accessible both independently and via the service, it is counted only once for the purposes of the indicator.

Here are some more details on the two modes and the accessibility of information on the website.



Blue Room support services

Pursuant to Regulation (EU) 2021/782 on passenger rights and obligations in rail transport, RFI also offers, in over 360 stations, assistance services for persons with disabilities and reduced mobility (PRM), at no charge, strengthening its commitment to ensuring information is accessible to all.

RFI's commitment to offering assistance to persons with disabilities and people with reduced mobility (PRM), to ensure their right to access railway services, is presented in the Service Charter through indicators referring both to the satisfaction expressed by travellers who have used this kind of services, and to corporate actions planned to make them even better.

Assistance for travellers with disabilities and reduced mobility is provided through the Blue Room initiative. Blue Rooms serve as the reference centres to organise travel for those with disabilities and reduced mobility. They provide useful information on using the service in the best way possible: timetables and reservation methods; availability of wheelchairs for assistance to/from the train; welcoming and assistance at the station; assistance with elevators and ramps to board/disembark from the trains and a free luggage carrying service.

There are a total of 15 Blue Room offices, open every day, including holidays, from 6:45 a.m. to 9:30 p.m., at the following stations: Ancona Centrale, Bari Centrale, Bologna Centrale, Cagliari, Firenze Santa Maria Novella, Genova Piazza Principe, Messina Centrale, Milano Centrale, Napoli Centrale, Reggio Calabria Centrale, Roma Termini, Torino Porta Nuova, Trieste Centrale, Venezia Santa Lucia and Verona Porta Nuova. Regional Blue Room offices are also supported by a National Blue Room. These services are provided free of charge, 24 hours a day, to travellers with disabilities, whether temporary or permanent, and to those with reduced mobility (all information available at www.rfi.it > Stations > Accessibility).

As of 31 December 2024, the assistance circuit included more than 360 stations spread throughout the country and identified in part through discussions with federations, trade associations and other stakeholders. In order to analytically determine the appropriateness of offering PRM services at a given station, in addition to evaluating effective demand, RFI has also provided itself with a new (and still in an experimental phase) **index of potential demand for PMS services**. This index takes into account the number of travellers at each station, the number of trains stopping there, the type of trains (i.e. whether the trains are equipped to accommodate PRMs using wheelchairs and whether there is a gap between the train/platform), the user base, distance to other stations with the service, distance to high traffic locations in the area (such as hospitals, schools/universities and tourist centres) and the possibility of modal interchanges.

The goal of extending the network was achieved in 2024 with +22 stations.

**2024
Objective
and result**

**Extension of PRM
service to new stations***

**2025
Objective**

✓ At least + 10 Stations
(**achieved with + 22 Stations**)

At least 12 stations

* Internal monitoring



Independent accessibility

The Service Charter also includes indicators and targets related to the commitment to remove barriers that limit accessibility to and inside stations, to allow PRM to travel as independently as possible. Currently, over 320 stations/stops throughout Italy are **fully accessible**, open to the public and able to guarantee the possibility of independent travel, in the case of transport provided by the operating railway company with new-generation trains (low-floor).

The commitment to extend accessibility improvement measures to at least another 20 stations in 2025 has been confirmed.

2024 Results	Independent accessibility	2025 Targets
<ul style="list-style-type: none"> ✓ Elevator units available to the public* (achieved) ✓ Definition of technical specifications for 'Station furnishings' inspired by inclusive design principles (achieved) 		<ul style="list-style-type: none"> Additional stations/stops undergoing upgrading and retrofitting* ➡ at least 20 Update of technical specifications on accessibility in stations ➡ implementation
* Internal monitoring		

Website Accessibility

To support the right to mobility, RFI is also committed to breaking down barriers to communication, continuing in 2025 to improve the accessibility of the institutional website www.rfi.it (already compliant with the web accessibility requirements dictated by Italian Law 4/2004 and the international WAI standard - *Web Accessibility Initiative*).

In particular, on the RFI website, it is possible to consult, for each station, a web page dedicated to information on infrastructure equipment, the availability of assistance services, as well as the operating status of ramps and lifts providing access to trains.

In November 2024, the 'One click away⁶' information display method was introduced on the RFI website, allowing travellers to access, in a single click, all the useful and functional information needed to request the assistance offered by the Blue Rooms.

⁶ More information:

<https://www.rfi.it/it/stazioni/pagine-stazioni/accessibilita/le-informazioni-sull-assistenza-delle-sale-blu-in-un-click.html>



4. Handling of complaints and reports

Arrivi Arrivals

Linea	Origine	Arrivo	Attende	Informazioni
7h RE 2100	VERONA P.N.	15:35	10'	12
7h RE 2569	TIRANO	15:40		3
7h RE 2015	TORINO P.N.	15:46		4
7h ES 9733	TORINO P.N.	15:50		FRECCIABIANCA
7h RE 2626	BERGAMO	15:50		10
7h EC 670	LIVORNO C.LE	15:50		
7h ES 9726	VENEZIA S.L.	15:55		FRECCIABIANCA
7h AV 9630	ROMA T.NI	15:55	-	
7h INF 24947	PENSA AEROP	16:05		
7h RE 2151	DONDOSSOLA	16:31		
7h R 24949	TERMINAL 1	16:35		
7h RE 2102	VERONA P.N.	16:35		
7h RE 3990	ALESSANDRIA	16:35		
7h EC 57	BASEL SBB	16:37		
7h AV 9632	NAPOLI C.LE	16:40	SA -	
7h RE 2650	MANTOVA	16:40		
7h RV 2017	TORINO P.N.	16:41		
7h ES 9737	TORINO P.N.	16:45	CODA	
7h RV 2282	BOLOGNA C.LE	16:45		
7h AV 9647	TORINO P.N.	16:50	A - EXECUTIVE E BU	



7h RE 2015	TORINO P.N.	15:46		4
7h RE 2566	TIRANO	15:40		3
7h RE 2657	MANTOVA	16:40		
7h R 24950	TERMINAL 1	16:35		
7h EC 20	ZURICH HB	16:37		
7h RE 2103	VERONA P.N.	16:35		
7h AV 9645	NAPOLI C.LE	16:40	SA -	
7h R 2191	GENOVA BRIG.	16:41		
7h R 2161	NOVI LIGURE	16:45		
7h ES 9735	VENEZIA S.L.	16:55		
7h INF 24952	TERMINAL 1	16:35		
7h AV 9647	ROMA T.NI	16:50	A - EXECUTIVE E BU	

E' VIETATO SALIRE E SCENDERE DAI TRENI IN MOVIMENTO - E' VIETATO OLTREPASSARE LA LINEA GIALLA IN ATTESA
IT IS STRICTLY FORBIDDEN TO GET ON - OFF WHILE TRAINS ARE STILL MOVING.

Treni Trains

← Binari Platforms 1-10

→ Binari Platforms 11-22

→ FRECCIA PLUS

←

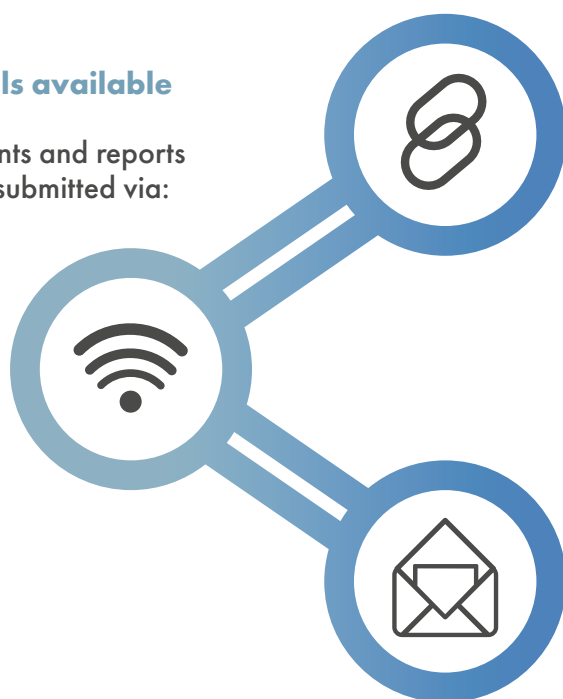


4. Handling of complaints and reports

Through the '**RFI Answers**' **digital channel**, users can send complaints about services offered at stations (public information, assistance for people with disabilities or reduced mobility, comfort and cleanliness, accessibility and security conditions) or reports concerning the services for which the Infrastructure Manager is responsible, and relative to railway traffic, network safety and efficiency, the environment, etc., governed by sector regulations⁷.

Channels available

Complaints and reports must be submitted via:

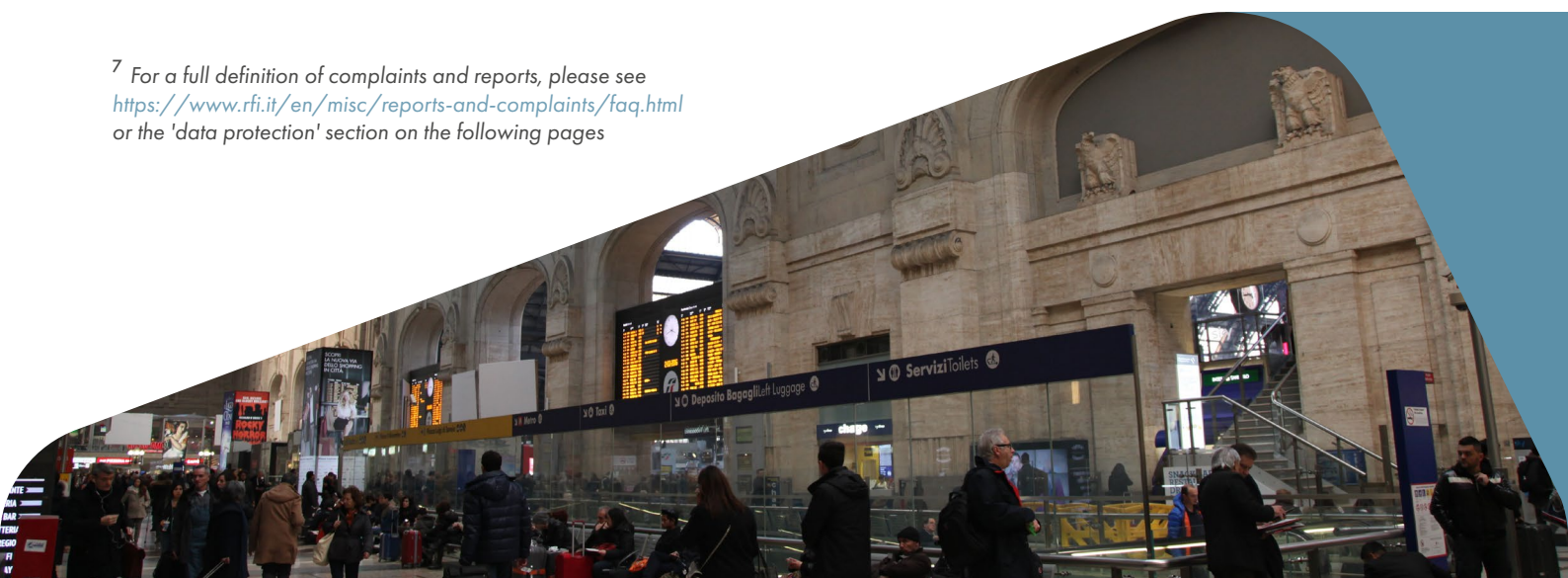


1. the RFI channel answers, accessible from the home page www.rfi.it (accessible at the link <http://rfirisponde.rfi.it/RFIrisponde/HomeRfiRisponde.aspx>)

2. registered mail with return receipt, filling in the specific form available on the Complaints and Reports page at www.rfi.it (in Italian at the link <https://www.rfi.it/it/misc/Segnalazioni-e-reclami.html> and in English at the link <https://www.rfi.it/en/misc/reports-and-complaints.html>), to be printed and sent to the following address: RFI. S.p.A., c.a. Regulatory Affairs and Antitrust - Users' Rights Office, Piazza della Croce Rossa n. 1, 00161, Rome.

These channels are intended solely for handling complaints and reports regarding RFI services.

⁷ For a full definition of complaints and reports, please see <https://www.rfi.it/en/misc/reports-and-complaints/faq.html> or the 'data protection' section on the following pages



Response time to complaints and reports

RFI undertakes to provide an adequate and reasoned response:

- to *complaints within thirty calendar days from receipt*;
- to *reports within sixty calendar days from receipt*.

In justified cases, it undertakes to inform users that more time is required, but in any case no longer than 90 calendar days from receipt of the complaint.

With reference to **complaints**, in justified cases, RFI, **within 30 calendar days** for receipt, informs the user that they will receive a full response **within 90 calendar days** of receipt of the complaint.

Right to compensation for late or non-response to complaints

In the event of no response to a complaint, or of a response submitted after 90 ninety calendar days of receipt of the complaint, the user is entitled to a compensation of € 5.00.

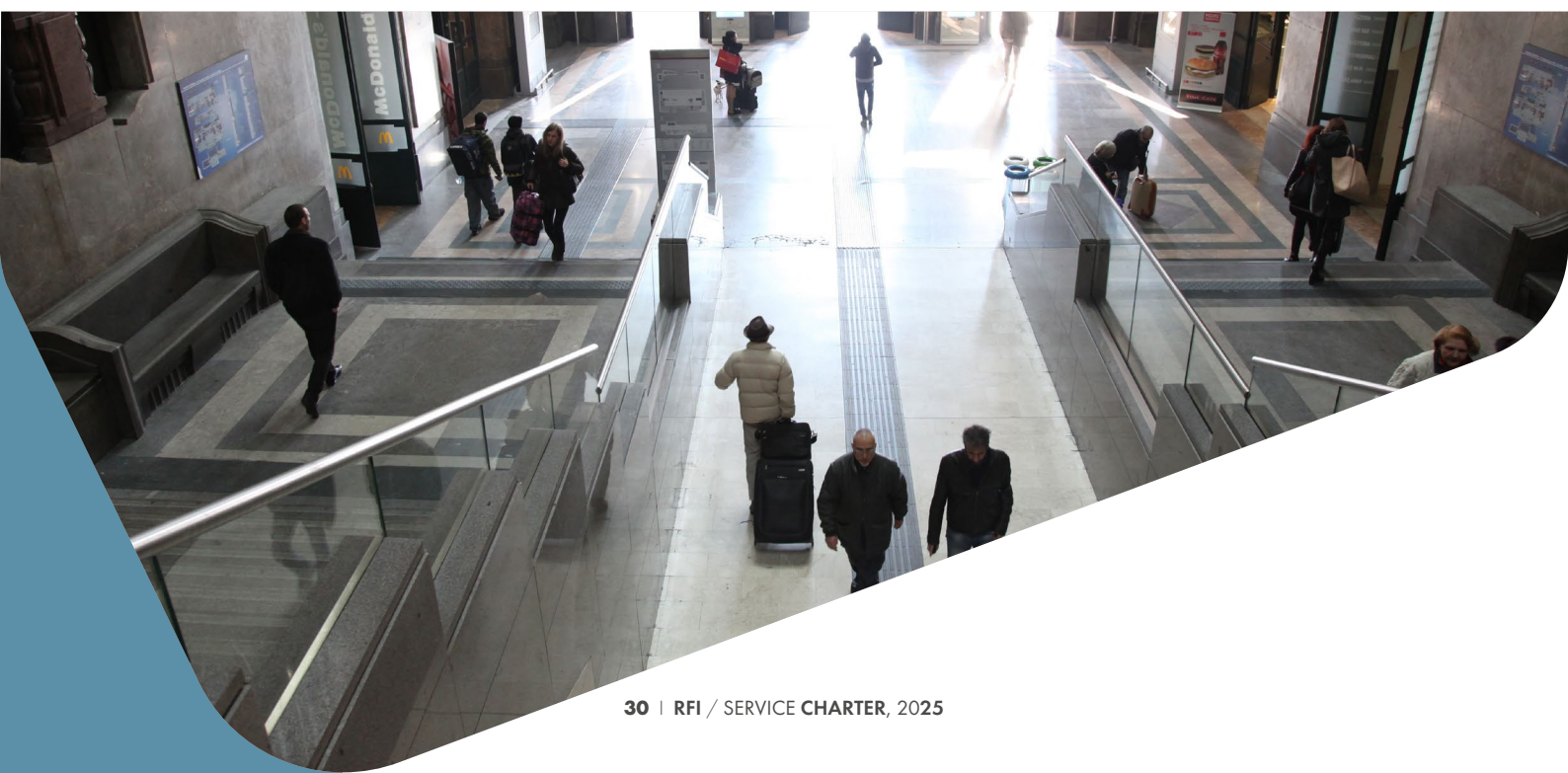
RFI's shall be responsible for requesting the user's current account details for settling the compensation amount by bank transfer. The user shall not be entitled to further compensation, if automatic compensation has already been paid for late or no response in connection with a claim concerning the same journey.

Remedies in the event of failure to reply within the deadline or of a reply deemed unsatisfactory

If the user does not receive a response to their complaint within 30 days or if the reply is unsatisfactory, a request for conciliation can be filed with the ART Conciliation Service, at the link <https://www.autorita-trasporti.it/conciliaweb>

It is also possible to address the Autorità di Regolazione dei Trasporti (Transport Regulation Authority - ART) through the Digital Complaints Acquisition System (SiTe) available on the website www.autorita-trasporti.it, or by filling in the specific forms to be sent by certified mail to pec@pec.autorita-trasporti.it or by e-mail (art@autorita-trasporti.it).

For more information on the methods, terms and conditions for submitting complaints to the ART, please see the website www.autorita-trasporti.it



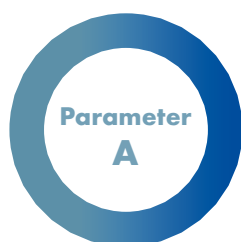
Compensation for the repair of lifts and ramps

In compliance with the provisions of Resolution No. 106 of 25 October 2018 of the Autorità di Regolazione dei Trasporti (Transport Regulation Authority), RFI undertakes to **compensate any traveller with disabilities or with reduced mobility** who uses transport services subject to a **public service obligation (PSO)** in the event that, in case of a lift out of order for more than 24 hours in the stations managed by RFI, **the repair times communicated or adjusted by the station manager online in the section *Infoaccessibility - Lift and Track Access Ramps Status are not complied with.***

To request compensation, the traveller with disabilities or with reduced mobility must submit a claim, and specify the information regarding the journey (date, time of departure, origin, destination, train number and PNR or ticket/ subscription code, a copy of which must then be provided), and any information useful for assessing the claim.

In the event that the traveller has purchased an integrated ticket that also includes the use of transport services not subject to public service obligations, the compensation will be calculated only regarding the price of the ticket limited to the route covered by the PSO services.

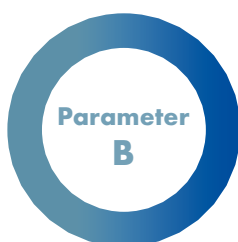
Criteria for Calculating the Compensation



Delayed repair of lift with respect to the timeframe communicated/rectified by RFI

> 48 h 50%
of the ticket price

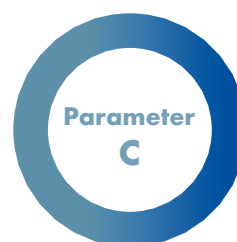
< 48 h 25%
of the ticket price



Distance to travel by train to reach the first accessible and functional station for the traveller's planned journey

> 10 KM 50%
of the ticket price to the nearest accessible station

0 - 10 KM 25%
of the ticket price to the nearest accessible station



Lack of accessible and economically equivalent alternative local public transport to the train to reach the destination station for the planned journey

if no viable travel alternatives are available - to be demonstrated by the traveller - a **lump sum of € 15.00 will be paid**

- The compensated amount is the sum of the value calculated for each of the three parameters (A+B+C).
- Calculation criteria are defined according to principles of reasonableness, proportionality and gradualness.

Personal Data Protection

For complaints and reports, all personal data disclosed are processed in compliance with Regulation (EU) No. 679/2016 (so-called. GDPR). On the RFI answers channel, which can be accessed from the homepage at www.rfi.it, users can find information on personal data processing.

5. Associations connected to the FS Italiane Group





The following is a list of Consumer Associations and National Associations representing people with disabilities with which the Ferrovie dello Stato Italiane Group - also in accordance with the UN Convention on the Rights of Persons with Disabilities, ratified by Italy with Law No. 18 of 3 March 2009 - is in constant dialogue to best meet the needs of its stakeholders, through dedicated round tables.

ADICONSUM

www.adiconsum.it

ACU

www.associazioneacu.org

ADOC

www.adocnazionale.eu

ADUSBEF

www.adusbef.it

ALTROCONSUMO

www.altroconsumo.it

A.D.V.

(Associazione Disabili Visivi - Association for the Visually Impaired)
www.disabilivisivi.it

A.N.G.L.A.T.

(Associazione Nazionale Guida Legislazioni Andicappati Trasporti)
www.anglat.it

A.N.M.I.C.

(Associazione Nazionale Mutilati e Invalidi Civili - National Association of Amputees and Non-Military Disabled People)
www.anmic.org

A.N.M.I.L.

(Associazione Nazionale Mutilati e Invalidi del Lavoro - National Association of Amputees and Disable People Injured at Work)
www.anmil.it

A.N.P.V.I.

(Associazione Nazionale Privi della Vista e Ipovedenti - National Association of the Blind and the Visually Impaired)
www.anpvionlus.it

ASBI Onlus

(Italian Spina Bifida Association)
www.asbi.info

ASSOUTENTI

www.assoutenti.it

CITTADINANZATTIVA

www.cittadinanzattiva.it

CASA DEL CONSUMATORE

www.casadelconsumatore.it

CODACONS

www.codacons.it

CODICI

www.codici.org

CONFCONSUMATORI

www.confconsumatori.com

COORDOWN

www.coordown.it/en/

E.N.S.

(Ente Nazionale Sordi)
www.ens.it

F.A.N.D.

(Federazione tra le Associazioni Nazionali delle persone con Disabilità - Federation of National Associations of Persons with Disabilities)
www.fand.it

FEDERCONSUMATORI

www.federconsumatori.it

FIABA Onlus

(Fondo Italiano Abbattimento Barriere Architettoniche - Italian Fund to Eliminate Architectural Barriers)
www.fiaba.org

FIAB

www.fiabitalia.it

LEGAMBIENTE

www.legambiente.it

FIADDA

(Famiglie Italiane Associate Difesa Diritti Audiolesi - Associated Italian Families Defending the Rights of the Hearing Impaired)
www.fiaddaroma.it

F.I.S.H.

(Federazione Italiana per il Superamento dell'Handicap - Italian Federation for Overcoming Handicaps)
www.fishonlus.it

LEGA ARCOBALENO

www.legarcobaleno.it

LEGA CONSUMATORI

www.legaconsumatori.it

MOVIMENTO CONSUMATORI

www.movimentoconsumatori.it

MOVIMENTO DIFESA DEL CITTADINO

www.difesadelcittadino.it

U.I.C.I.

(Unione Italiana dei ciechi e degli ipovedenti Onlus - Italian Union of the Blind and the Visually Impaired Onlus)
www.uiciechi.it

UNIONE NAZIONALE CONSUMATORI

www.consumatori.it

U.N.M.S.

(Unione Nazionale Mutilati per Servizio)
www.unms.it

UDICON

www.udicon.org

By



*Hub Infrastructure Strategy,
Sustainability and Planning Department*

Piazza della Croce Rossa 1 - 00161 Rome

Editorial and Creative Supervision



Group Communication and External Relations –
Editorial Products

Piazza della Croce Rossa 1 - 00161 Rome

Photos

© FS Italiane Archives
istockphoto (pages 32-33)

Realisation, graphic design and printing



Via A. Gramsci, 19 - 81031 Aversa (CE)

June 2025 edition

