Autostrada Asti-Cuneo

ASTM GROUP

2025 MOTORWAY SERVICE CHARTER

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THE SERVICE CHARTER

Dear user,

Autostrada Asti-Cuneo S.p.A. has drawn up this Service Charter to serve as a tool of transparency when providing services to users.

The Charter was conceived in compliance with Directive 102 of 19.02.09 of the Ministry of Infrastructure and Transport to guarantee the specificity of the road sector, even though the motorway sector is not bound to service regulations by the legislator.

This Charter has been structured in the belief that it might be an opportunity for internal corporate growth and communication of value to the outside world, as well as fulfilment of Art. 31 of the concession agreement, in compliance with Directive 102

It should also be noted that the specific nature of the sector in which it operates is characterised by service components, the quality of which is dependent especially on external factors.

We trust that this document will be a tool for information and dialogue with all users of the infrastructure and that it will contribute to bringing the Concessionaire closer to motorway users, who will henceforth be better informed and more aware of our objective to provide increasingly better services with our people and means. We are also confident, given the important role played by the users themselves, in their cooperation.

This current edition was also updated in accordance with ART Resolution No. 132/2024 published on 27/09/2024. "Approval of the measures concerning the minimum content of the specific rights, including those of a compensatory nature, that users may claim from motorway concessionaires and managers of services provided in the service areas of motorway networks".

We wish you a safe journey.

DOCUMENT STATUS		
Revision	*Emission*	*Description of changes*
17	*March 2025*	*Annual rev.*
Issued	*Checked*	*Approved*
COSG	*COSG*	*CEO*

01 THE COMPANY

USEFUL NUMBERS

Secondary and Administrative Office

Via Bonzanigo, 22 – 10144 Turin (TO)
Telephone: 011.6650400 Fax: 011.6650469
E-mail: info@asticuneo.it
Certified e-mail: pec@asticuneo.postecert.it
Website: www.asticuneo.it

Ufficio Gestione Pedaggi (Toll Management Office)

Via Bonzanigo, 22 – 10144 Turin (TO)
E-mail: pedaggi@asticuneo.it

Unpaid Toll Ticket Information

Telephone: 800.033.021

Ufficio Fatturazione Pedaggi (Toll Invoicing Office)

Via Bonzanigo, 22 – 10144 Turin (TO)
Telephone: 011.4392111

Ufficio Sinistri (Claims Office)

Via Bonzanigo, 22 – 10144 Turin (TO)
Telephone: 011.6650400

Ufficio Trasporti Eccezionali (Exceptional Transports Office)

www.teonline.it

Traffic Information - Contact Centre VIA NORTH-WEST

Telephone: 800.003.999
Contact Centre “Via North West”: 800.840.708 (free from Italy) or the landline number with international dialling code 011.088.64.64 (from abroad), active 24/7

Roadside assistance

ACI GLOBAL	Telephone 800.338.131
VAI EUROP ASSISTANCE	Telephone 800.432.432
IMA	Telephone 800.108.510

Emergency number **112**

COMPANY PRESENTATION

The company Autostrada Asti-Cuneo S.p.A. was founded on 23 March 2006 and its purpose is the design, construction, maintenance and management of the motorway link between the cities of Asti and Cuneo, through the provision of toll collection and traffic assistance services along such motorway section.

The Company is a concessionaire of the Ministry of Infrastructure - MIT (which took over ANAS S.p.A. pursuant to the combined provisions of Art. 11, paragraph 5, of Decree Law no. 216/2011 and Art. 36, paragraph 4 of Decree Law no. 98/2011) for the construction and management of the A33 Asti-Cuneo motorway, under the Single Convention signed with ANAS S.p.A. on 01.08.2007, approved by Interministerial Decree of 21.11.2007, registered by the Italian Court of Auditors on 31.01.2008, and made effective on 11.02.2008 by ANAS communication prot. CDG-0021686-P and the subsequent Additional Deed signed on 30/10/2020, which became effective following the registration at the Court of Auditors on 06/03/2021 of approval decree no. 5 dated 07/01/2021, and notified to Asti-Cuneo on 08/03/2021 by note of the Granting Body MIMS (now MIT) prot. no. U.0006219.

The Company is based in Rome, Via XX Settembre 98/E, and its secondary office is in Turin (TO), Via Bonzanigo 22.

Autostrada Asti-Cuneo S.p.A. (ASTM Group), is owned by the companies:

SALT p.A. (ASTM Group)

ANAS S.p.A.

ITINERA S.p.A. (ASTM Group)

The ASTM S.p.A. Group is the second operator in the world for toll-motorway management with approximately 6,200 km of network in Italy, Brazil (where it operates through the company EcoRodovias) and the United Kingdom.

The Company operates in Italy through the following concessionaires in the North West:

SATAP (A4 Torino-Milano)

SALT (A15 La Spezia-Parma)

CONCESSIONI DEL TIRRENO (A12 Sestri Levante-Livorno, A11/A12 Viareggio-Lucca, A10 Savona-Ventimiglia (French border))

Autostrada dei Fiori (A6 Torino-Savona)

SAV (A5 Quincinetto-Aosta)

Asti-Cuneo (A33 Asti-Cuneo, partly under construction)

SITAF (A32 Torino-Bardonecchia, T4 Frejus Tunnel)

SITRASB (T2 Gran San Bernardo Tunnel)

Tangenziale Esterna (A58 Tangenziale Est Esterna Milano)

Autovia Padana (A21 Piacenza-Cremona-Brescia)

02 THE ROUTE

THE FINAL ROUTE

The Asti-Cuneo motorway, currently partly in operation and partly under construction, consists of two sections, which are connected by a 19-km section of the Autostrada dei Fiori, A6 Torino-Savona section, from Marene to Massimini.

SECTION I from the Massimini interconnection of the A6 Torino-Savona section of Autostrada dei Fiori to Cuneo;

SECTION II from the Marene junction of the A6 Torino-Savona section of the Autostrada dei Fiori motorway to Rocca Schiavino, continuing towards the Asti Est junction of the SATAP A21 Torino-Piacenza motorway, on the section managed by ANAS.

For the purposes of toll collection

- **using the traditional system** (payment at tollbooths and barriers) there are the following barriers and tollbooths along the motorway:

  - Castelletto Stura - barrier
  - S. Albano Stura - tollbooth
  - Cherasco - tollbooth

  All stations are defined as “highly automated” in that toll collection takes place via electronic toll lanes, Viacard, FastPay and automatic cash machines.

  With the completion of the motorway route, the following configuration is envisaged for tolling purposes:

  - Castelletto Stura barrier
  - S. Albano Stura tollbooth

and

- with toll collection using **Free Flow**, soon to be activated, the sections between the following junctions
  - Bra-Marene
  - Cherasco
  - Alba Ovest
  - Castagnito
  - Govone
  - Costigliole Govone
  - Isola d’Asti
  - Rocca Schiavino

  The following exits will remain free transit:

  - Cuneo Est
  - Cuneo Centro

THE ROUTE IN OPERATION

Currently, the operational part of the Asti-Cuneo motorway is divided into the following stretches, for a total of 58.8 km:

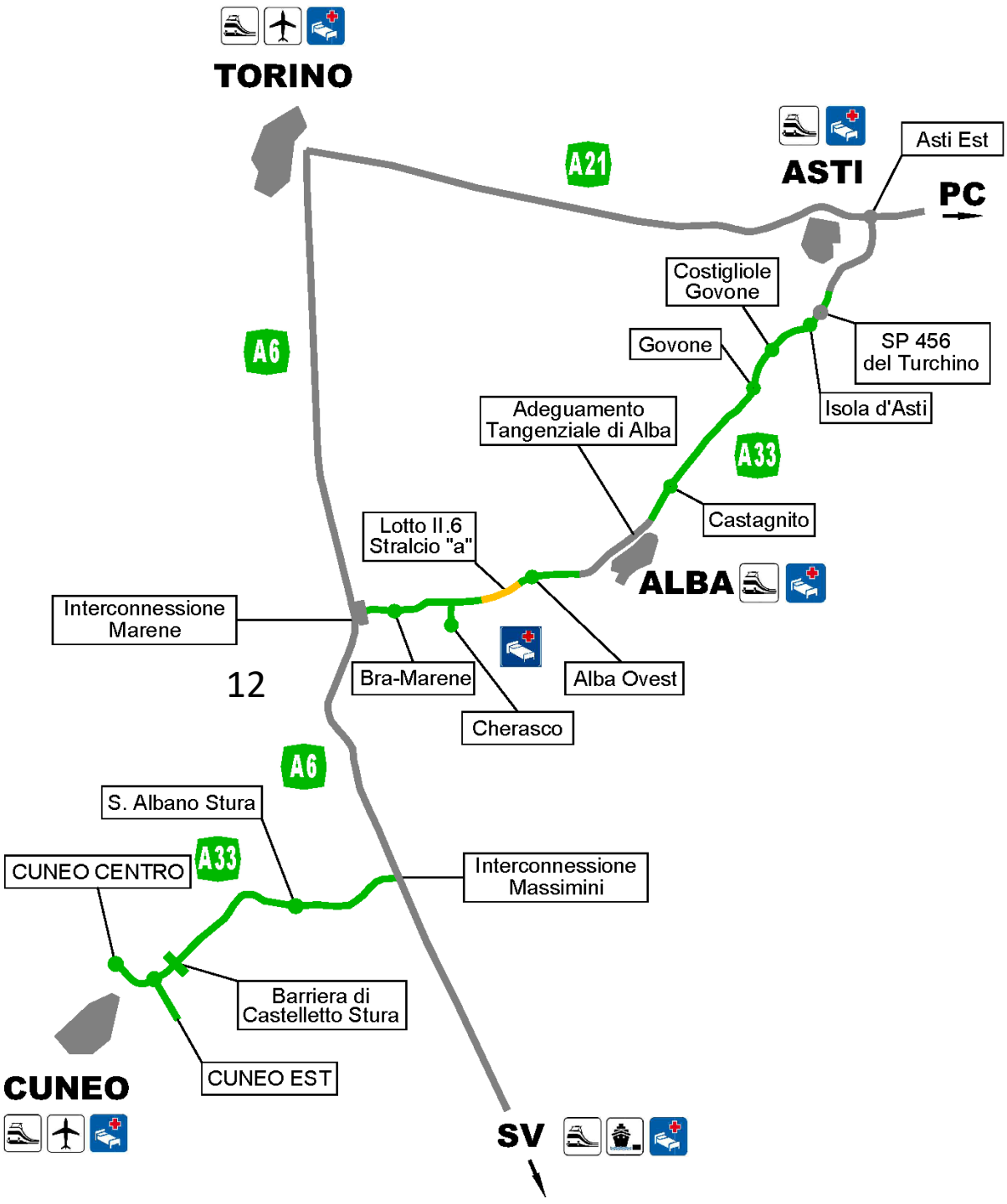
- Rocca Schiavino-Guarene (section II)
- Cherasco-Marene (section II)
- Massimini-Cuneo (section I)

THE ROUTE UNDER CONSTRUCTION

The part under construction for the completion of the motorway route, according to the provisions of the current agreement, is divided into the following lots:

Works	Km
SECTION II	
Lot II.6 (Roddi-Diga Enel) Section “a” from Lot II.7 to pk.5+000	4.905
Adaptation of the Alba ring road	5.150
total	**10.055**

THE A33 ASTI-CUNEO MOTORWAY



03 TOLLS

WHAT ARE THE TOLL RATES?

Toll revenues represent the instrument for balancing the financial plan underlying the Concession, and, practically speaking, constitute the main source of income needed to cover the investments made during the construction phase, the related financial charges, operating costs, maintenance costs, and improvements carried out during the concession period, and the return on invested capital.

The toll is equivalent to the product of the unit rate per kilometre (approved by Interministerial decree) and the section under examination, plus the additional fee to be paid to ANAS, pursuant to Article 19, paragraph 9 bis of Decree Law 78/2009, as amended by Law 102/2009 and by Article 15, paragraph 4 of Decree Law 78/2010. VAT at the current rate is added to this amount. The amount resulting from the sum of the above is then rounded to the nearest 10 cents.

The unit rate is commensurate with the characteristics of the infrastructure and the type of vehicle used, based on the “Axle-Shaft” and “Volume” classification system currently in use, as specified on the Asti-Cuneo website www.asticuneo.it.

Unit rates are updated periodically according to the formula established in the Concession Agreement in place between the Ministry of Infrastructure and Transport and the Asti-Cuneo Concessionary Company. Annual increases to the tariff unit shall apply without discretion to all tolled motorway sections operated by Asti-Cuneo.

The toll rates for travel along the network operated by Asti-Cuneo can be found on the concessionaire’s website www.asticuneo.it, except for the Free Flow toll collection system, which operates by means of a volume classification system and is described in the “Classification” section. It should be noted that the unit rate is commensurate with the infrastructure’s characteristics (lowland or mountain motorway), and the type of vehicle used according to the classification system currently in force in Italy, and known as the “Axle-Shape” system, with the exception of the Free Flow system which operates using the volume classification system, as previously mentioned.

The processing and application of transit rates is under the sole responsibility of Asti-Cuneo.

CLASSIFICATION

1. THE AXLE-SHAPE SYSTEM

Vehicles are divided into five classes based on two parameters:

- The **"Shape"**, i.e. the height of the vehicle measured at the axis of the front wheels. This criterion applies to all two-axle vehicles, which are divided into two classes;
- The **"Axles"**, i.e. the number of axles on the vehicle. This criterion applies to all vehicles and convoys with three or more axles, which are divided into the remaining three classes.

The five classes are defined as follows:

class A - 2-axle vehicles


Motorbikes of 150 cc and over.


Sidecar rigs of 250 cc and above.


2-axle vehicles with height of less than/equal to 1.30 m at the first axle.

class B - 2-axle vehicles


2-axle vehicles with height of more than 1.30 m at the first axle.


Buses. Lorries.

class 3 - 3-axle vehicles


Cars with 1-axle trailer.


Cars with 1-axle caravan.


Buses - Lorries.


3-axle road trains.

class 4 - 4-axle vehicles


Cars with 2-axle trailer.


Cars with 2-axle caravan.


Lorries - Road trains - Articulated lorries.

class 5 - vehicles with 5 or more axles


Articulated lorries - 5-axle road trains.


Roads trains with > 5 axles.

N.B. Any raised axles must be counted.

2) THE VOLUME CLASSIFICATION SYSTEM

The Free Flow toll collection system uses classification systems based on the dimensions of the vehicle: vehicles are differentiated by volume in terms of length, width and height.

The four classes are defined as follows:

class 1 - Light vehicles


Motorbikes


Motor vehicles

class 2 - Heavy vehicles


Motor vehicles with a trailer


Small vans

class 3 - Heavy vehicles


Vans

Lorries


Coaches

class 4 - Heavy vehicles


Large lorries


Class 3 vehicles with a trailer

TOLL COLLECTION

Motorway tolls can be collected using the “closed”, “semi-closed” and “open” toll collection systems.

CLOSED SYSTEM

Toll collection takes place through exit stations with channelled lanes, with equipment capable of detecting vehicles, correctly classifying their axle-shape according to objective physical parameters and applying the distance in kilometres relative to the distance travelled.

SEMI-CLOSED SYSTEM

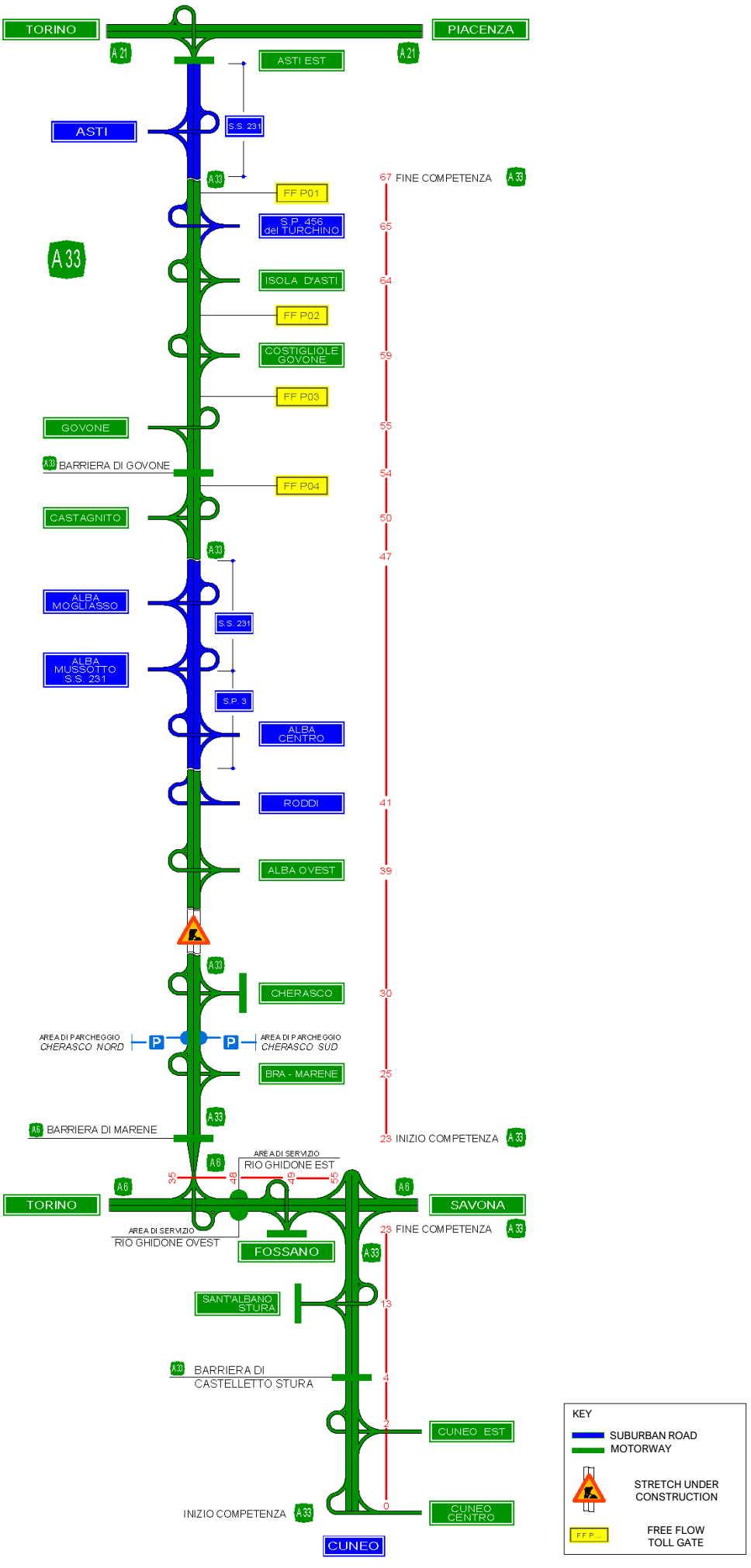
Toll collection takes place through exit stations with channelled lanes, with equipment capable of detecting vehicles, correctly classifying their axle-shape according to objective physical parameters and applying the relevant rate regardless of the vehicle size.

OPEN SYSTEM

Collection is carried out through Free Flow gates positioned on the motorway with equipment capable of detecting vehicles and making the correct volume classification based on objective physical parameters. The distance covered is calculated accordingly.

With the Free Flow toll collection system, there is no need to stop for toll payment at motorway tollbooths. This system is equipped with special support structures (called gates), located along the motorway route and covering the entire carriageway, on which technological equipment is installed to photograph and detect the license plates of all vehicles in transit.

INFRASTRUCTURE AND TOLL COLLECTION SYSTEM



TRAVEL DOCUMENTS

The motorway can be accessed from any tollbooth on the interconnected network, making it possible to travel uninterrupted on stretches of motorway operated by different companies, paying just once at the destination.

The ordinary ticket, replaced by automatic number plate recognition in the Free Flow system, uses a magnetic strip to register data on the entry station, the day, the time and, depending on the type of facility, also the entry class.

This data is needed to properly calculate and make the toll payment at the exit station.

For these reasons, the user is asked to take a few minimum precautions - being careful to avoid losing or damaging the ticket during the journey, placing it in a place easily within reach, without folding it and without exposing it to heat or magnets.

If lost, a Failure to Pay Report is created for the route corresponding to the farthest interconnected station, as provided for in Art. 176 Section 16 of the current Traffic Code. The user, however, is given the option to demonstrate proof with respect to the entry station.

THE ENTRY TICKET

TRANSIT CERTIFICATE

Autostrada Asti-Cuneo S.p.A.
Direzione e Coordinamento ASTM
Via Bonzanigo 22
10144 Torino (TO)
numero verde 800.033.021
mail: info@asticuneo.it

ATTESTATO DI TRANSITO
TRANSIT CERTIFICATE

MODALITA' DI PAGAMENTO
TERMS OF PAYMENT

TESSERA

ESATTORE : 000256
DATA e ORA: 27/03/2025 10:19
ENTRATA : CASTELLETTO STURA 181
USCITA : S. ALBANO 180
PISTA : 75 CLASSE: A

PEDAGGIO € 2,00

Numero tessera: 357XXXXXX

DOCUMENTO NON VALIDO AI FINI FISCALI
INVALID DOCUMENT FOR TAX PURPOSES

La fattura sarà emessa soltanto dietro richiesta del cliente da compilarsi con le modalità indicate sul sito www.asticuneo.it/modulistica

INFORMAZIONI
I suoi dati personali saranno trattati da Asti Cuneo S.p.A qua e titolare del trattamento ai sensi del Regolamento UE n. 2016/679. Informativa consultabile su www.asticuneo.it/privacy

NOTICE
Your personal data will be processed by Asti Cuneo S.p.A. as processor pursuant to Regulation EU n. 2016/679. For information visit www.asticuneo.it/privacy

0011807525032710190000

SIGNS IN STATIONS

White lanes without an operator

With the symbol for cash (no “hand”) and cards for payment via: cash in the automatic cash machine, Viacard, Bancomat, Credit Cards.

Electronic toll lanes

Reserved for holders of the dedicated device, they allow transit at reduced speed (max. 30 km/h), without stopping at the station.

Automatic lanes

Reserved for holders of credit cards, Bancomat Fast Pay cards, Postamat cards, Viacard cards. First insert the ticket then the card. Payment receipts are available. In case of issues, press the “RICHIESTA INTERVENTO” [ASSISTANCE] button and wait. Do not exit the vehicle or reverse.

Electronic/automatic toll lanes

These can be used both by holders of electronic toll collection devices and by holders of payment or membership cards authorised for payment in automatic lanes.

Electronic/automatic/cash toll lanes

These can be used by all users regardless of the type of payment.

PAYMENT METHODS

Tolls can be paid in cash only at manual toll lanes manned by toll collectors or at the automatic payment windows. The manual toll lanes also accept the main foreign currencies, with any change returned in Euros.

Tolls can also be paid using dynamic toll collection systems, as well as through the Viacard current account card, accepted credit cards (with logos appearing on the machine) or ATM cards in the Fast Pay circuit. For payment using the Free Flow system, see section “Free Flow System”.

In relation to the latter payment methods, please note that it is also possible to make payment using the Contactless readers, in the lanes where the appropriate logo is shown.

In addition to the standard Telepass service provider, which will continue to operate, other Electronic Toll Service Providers have been added, which are accredited to provide services related to the European Electronic Toll Service “EETS” and the Heavy Goods Vehicle Toll Interoperability Service “SIT-MP”.

In addition to the “national” electronic toll service provider, which will continue to operate, other Electronic Toll Service Providers have been added, which are accredited to provide services related to the European Electronic Toll Service “EETS” and the Heavy Goods Toll Interoperability Service “SIT-MP”.

The Electronic Toll Service Providers are shown below:

- AS24
- Axxès SAS
- DKV Euro Service GmbH
- Telepass S.p.A.
- Tolltickets
- UnipolTech S.p.A.

FREE FLOW SYSTEM

- Users who have an electronic toll device in their vehicle will be automatically identified by the lanes and the toll will be charged as agreed with the service provider.

- People who do not use electronic toll collection devices will be able to pay online within 15 days after travel using a dedicated platform, by registering with the Conto Targa system or as an occasional user. Transits will be available in the portal within 24 hours of the motorway journey.

- As part of the Free Flow system with payment via electronic toll collection, in order to facilitate user payment and to avoid possible inefficiencies, the transits detected by Asti-Cuneo by reading only the number plate associated with the electronic toll collection contract in the event of failed device detection (e.g.: due to inadequate vehicle speed, incorrect positioning of the device, missing device, etc.) will also be transmitted to the competent service provider to charge its customers, except in the event of any requests/arrangements to exclude the charging of such transits communicated by users through the service providers with which they have signed the electronic toll contract and who have enabled this function.

Activation of the new devices will allow users to register on the dedicated platform accessible from the company's website (www.asticuneo.it) to find out how Free Flow works, as well as the economic advantages of a system where costs are exclusively linked to the effective use of the infrastructure ("pay per use").

It will also be possible to settle toll payments at the physical points located in the area with the Free Flow system, at the Govone Info Point and at the Pay Points located at the Cherasco tollbooth, the Castelletto Stura barrier and the Sant'Albano Stura tollbooth.

For further information on payment methods, please visit www.asticuneo.it or contact the toll-free number 800.033.021 - e-mail info@asticuneo.it.

The authorised electronic toll service providers and the related types of service offered are summarised below:

Electronic Toll Service Provider	Service Type
AS24 Italia S.r.l.	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
Axxès SAS	European Electronic Toll Service (EETS)
Axxès SAS	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
DKV Euro Service GmbH	European Electronic Toll Service (EETS)
DKV Euro Service GmbH	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
Telepass S.p.A.	Standard
UnipolTech S.p.A.	European Electronic Toll Service (EETS)
UnipolTech S.p.A.	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
TollTickets GmbH	European Electronic Toll Service (EETS)

Any updates to the list occurring after the publication of this charter will be provided on the Company's website.

INVOICING

The transit certificate is a payment receipt, but it is not valid for tax purposes.

Invoices must be requested by downloading the appropriate form from the website www.asticuneo.it under "Services>Forms".

The invoice request must be accompanied by the original transit certificates (receipts) (Finance Ministry Decree 20/07/79) and signed, to indicate responsibility.

Within the Free Flow collection system, in order to request the invoice for occasional transit payments, users can contact the toll-free number 800.033.021.

PROBLEMS WITH TOLL PAYMENT

Solutions

Where the Free Flow collection system is not active, users may encounter some issues during payment transactions that alter the normal collection procedure: if the problem occurs in the automatic or electronic toll collection lane, users must not leave their vehicle or reverse back out of the lane, but are advised to press the “richiesta di intervento” [assistance] button, communicating with staff via intercom.

Collect the Unpaid Toll Ticket and follow the instructions printed on it to pay the toll.

In both the tollbooth and barrier collection system and in the Free Flow system, the toll can be paid within 15 days from the date of transit. If payment is made after the deadline, the amount will increase by € 2.58 for collection costs.

If the unpaid toll report is issued for reasons not attributable to the user, no surcharge will be applied to the toll due.

For further information, please contact the operators from Monday to Friday, excluding holidays, from 08:30 to 17:30, toll-free number 800.033.021 or by e-mail: pedaggi@asticuneo.it

How to pay:

An Unpaid Toll Ticket can be paid:

- by logging onto https://www.asticuneo.it/en/pay-online/ and using a credit card, or satispay
- by postal account no. 85617942 in the name of: AUTOSTRADA ASTI CUNEO - via Bonzanigo 22 - Turin (TO)
- by postal account in the name of: AUTOSTRADA ASTI CUNEO at Bancoposta: IBAN IT29F0760110400000085617942, BIC BPPIITRRXXX CIN F
- at Govone Info Point open 7 days, 09:00-12:00 and 13:00-18:00 satispay
- at motorway stations on the Asti-Cuneo route, via cash, credit card, debit card and satispay

- (with specific function activated) on the Asti-Cuneo online payment platform accessible from the company's website www.asticuneo.it

- manual collection lanes, toll collection staff at stations of affiliated companies:

  - SATAP
  - S.A.V.
  - S.A.L.T.
  - A.T.I.V.A.
  - Autostrada Asti-Cuneo
  - Milano Serravalle - Milano Tangenziali
  - Società di Progetto Brebemi
  - Tangenziale Esterna
  - Società di Progetto Autovia Padana
  - SITAF
  - Concessioni del Tirreno

Payments by postal current account and by bank transfer must contain the following information:

- vehicle license plate;
- unpaid toll ticket number (ten-digit number).

In the case of non-payment as above, the documents may be forwarded to the Reports Office of the competent Traffic Police Section for consequent official notification of the administrative fines referred to in Art. 176, paragraphs 11 and 21 of the Italian Highway Code, for the ascertained breach of the obligation to pay the motorway toll.

GOVONE INFO POINT

- Direct assistance from qualified personnel is available at this office.
- Operators are available for:

  - providing information on the Free Flow collection system;
  - assistance in activating payment with the Conto Targa account;
  - providing support on how to use the different payment options correctly;
  - making toll payments;
  - carrying out toll reimbursement practices on the traditional system (credit receipts)

- In addition, Unpaid Toll Tickets issued by the Concessionaire can be processed at these offices, along with those issued by the other Companies adhering to the Reciprocity Agreement:

  - SATAP TORINO-MILANO
  - Milano Serravalle-Milano Tangenziali
  - SALT Società Autostrada Ligure Toscana
  - Autostrada dei Fiori
  - SAV Società Autostrade Valdostane
  - Società di Progetto Autovia Padana
  - Autovia Padana
  - Società di Progetto BreBeMi
  - Tangenziale Esterna
  - Concessioni del Tirreno
  - SITAF

- Updated opening hours, and any changes to the service, can be found at www.asticuneo.it

EXCEPTIONAL TRANSITS

Under the Traffic Code (Art. 10), an exceptional vehicle is a vehicle that exceeds, due to specific functional requirements, the size or mass limits laid down in Articles 61 and 62.

To obtain authorisation for the transit of exceptional vehicles and transport, interested parties may refer directly to:

- the website: www.teonline.it
- the telephone number: 011.91415236
- E-mail: autorizzazionitecs@satapweb.it
- Payments for authorisations are to be made to the postal current account no. 88644885 in the name of: Autostrada Asti Cuneo S.p.A. - Exceptional Transports Service Centre - 10030 Rondissone. Any misuse, counterfeiting or alteration of the authorisation shall result in its immediate termination with the consequences set out in the Italian Highway Code and the authorisation act.

Authorisation holders must comply with all the provisions contained therein or subsequently communicated by the Concessionaire.

04 TRAFFIC

ON THE ROAD

BEFORE THE JOURNEY

Before embarking on their journey, users who wish to know the traffic situation can consult the website www.asticuneo.it. The following channels are also available:

“A33 Asti-Cuneo” Telegram

“A33 Asti-Cuneo” WhatsApp

DURING THE JOURNEY

Users in transit along the motorway can make use of the following services if necessary:

- the Concessionaire’s website www.asticuneo.it;
- local information (construction sites, accidents, traffic jams), by means of VARIABLE MESSAGE BOARDS placed at the entrance to motorway stations, and along the route;
- general information on the traffic situation, broadcast through CISS news bulletins and by some local radio stations;
- assistance from “TRAFFIC WARDENS” of Autostrada Asti Cuneo S.p.A. operating along the route;
- assistance of the TRAFFIC POLICE.
- VIA NORD WEST Contact Centre 800.840.708

EMERGENCIES

In the event of accidents or emergencies, users can call the Concessionaire’s Operational Control Centre – using the SOS service present along the route, or by calling 800.003.999 – which, depending on the requirement, will request the intervention of the Traffic Police and Traffic Wardens, as well as other institutional bodies: Fire Brigade, health emergency service, ARPA (if there is a possibility of environmental pollution,) ASL (if perishable goods are involved), veterinary service (if animals are involved), Guardia di Finanza (in the case of goods subject to customs procedures).

The Concessionaire ensures the round-the-clock availability of a specialised company should prompt environmental clean-up be required.

Alternatively, users can dial the 112 Emergency Number.

INFORMATION SERVICE

CONTACT CENTRE 800.840.708

Via Nord-Ovest is the telephone portal provided by certain motorway companies to assist motorists on the main motorways in Piedmont and Valle d'Aosta.

Currently, the "VIA NORD OVEST" contact centre is active for:

- A4 Torino-Milano
- T4 Frejus Tunnel
- A32 Torino-Bardonecchia
- A33 Asti-Cuneo.

The service is guaranteed with a 24-hour operator 365 days a year.

The number **800 840 708** is free (from Italy) or the landline number with international dialling code 011.088.64.64 (from abroad), active 24/7

RADIO

Fast information on road and traffic conditions on the Asti-Cuneo motorway can be obtained via:

- general information service on the traffic situation – CCISS – Onda Verde
- regional traffic information service – on some local radio stations.

It is possible, while listening to another programme, to automatically switch to Onda Verde news if the RDS function (TA and TP) is activated on the car radio.

INTERNET

Useful information is provided to users on the Concessionaire's website www.asticuneo.it, including information about the route, interconnection junctions with other Concessionaires, as well as general information and weather conditions, traffic disruptions, construction sites open along the motorway, calendars and traffic forecasts for peak traffic periods.

THE CONCESSIONAIRE'S OPERATIONAL CONTROL

Active 24 hours a day, it ensures monitoring of the motorway section using various information systems.

It has permanent contact with the Traffic Police operational control centre (C.O.P.S.), with the Traffic Wardens, and with all other company structures that are responsible for traffic and safety.

It coordinates all the activities carried out on the road, dispatches assistance and manages information.

The Operational Control Centre for emergencies, traffic and weather information can always be contacted on the following toll-free telephone number: 800,003,999.

VARIABLE MESSAGE BOARDS

Variable message boards (VMBs) are installed along the motorway section and on neighbouring interconnected motorways.

Motorway stations are equipped with variable message boards to provide information to users before they enter the motorway.

In the absence of abnormal events, the information transmitted will be message about driving safety, advice and general motorway information.

VMBs are also present at the entrance, inside and at the exit of tunnels. They allow any anomalies to be signalled, while the usability of each lane is represented by the use of: a green arrow (lane free) or a red cross in the shape of an "X" (lane not passable), the double red X signal means that entry into the tunnel is prohibited.

Pictograms make information understandable even by foreign users.

TRAFFIC WARDENS

Assistance to users in transit is a feature of the motorway service. The activities of the Traffic Wardens are governed by the AISCAT-Ministry of the Interior Memorandum of Understanding of 25 March 1998. The Wardens support the Traffic Police, intervening in the event of accidents, providing assistance to motorists in distress, taking action to safeguard traffic safety, and activating alerts in the event of serious traffic disturbances.

In the case of accidents with no injuries, they make a direct record of the event for subsequent transmission to the competent Traffic Police Subsection. The service is provided 24 hours a day, by vehicles equipped with emergency response equipment and variable message signs.

TRAFFIC POLICE

The Traffic Police is present on the motorway 24 hours a day. It operates permanently with several patrols and is a primary point of reference for the Concessionaire. The reference subsections for the two sections are coordinated by the Turin C.O.P.S.:

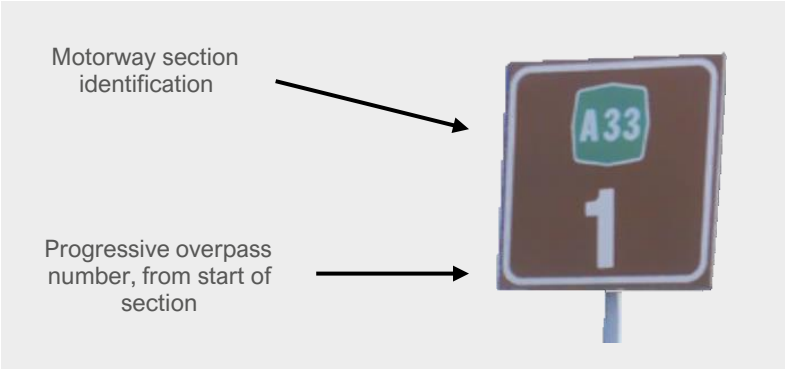
Switchboard: 011.8165711

E-mail: polstradacoa.torino@poliziadistato.it

In addition to the institutional tasks assigned to the Traffic Police, the Subsections also house the Judicial Police Squad whose main responsibilities are investigative.

DRIVER LOCATION ON THE ROUTE

Along the motorway route, users can determine their position through the distance signs indicating the sequential kilometre point and other signs that show the sequential number of overpasses.



These indications are a useful reference to communicate in case of need; in fact, with this information the Operations Centre can quickly and accurately determine the user's position on the motorway.

Signal coverage for mobile telephones on the route operated is good.

MECHANICAL ASSISTANCE

The Operational Control Centre oversees the mechanical breakdown service: this task is delegated to the organisations ACI Global, VAI Europ Assistance and IMA, which operate through their own authorised workshops.

This service is guaranteed 24 hours a day. Mechanical assistance may be requested directly from the authorised organisations, or from the Concessionaire's Operational Control Centre. If the call is made to the latter, the operator will ascertain whether the vehicle is in a safe position and whether the user wants a specific organisation. In the event that the vehicle is not safe or creates an obstruction or danger, the Operational Control Centre will send the wagon closest to the vehicle to the scene, regardless of the organisation indicated by the user.

The response time from when the distress call is received by the concessionaire's operational control centre until the arrival of the service vehicle is:

- For light vehicles:

  30 minutes during the day and 45 minutes at night (22:00 / 06:00)

- For heavy vehicles:

  60 minutes during the day and 70 minutes at night (22:00 / 06:00)

SAFETY TIPS

In compliance with the rules of the Highway Code, users must adopt a responsible and careful driving style, thus contributing to the quality of the service. In particular:

- always travel on the rightmost free lane; use the left lane only for overtaking;
- always keep a safe distance; keep dipped headlights switched on at all times;
- in case of drowsiness, stop at the first lay-by, service area or parking space;
- avoid using a mobile phone while driving, except when using earphones, Bluetooth or hands-free;
- in the event of a puncture or breakdown, do not stop along the road. Reach the first lay-by, even with a flat tyre or damaged rim (better to damage a tyre than to risk an accident);
- while driving, do not look for objects in your pockets, drawers, purse or, worse still, do not try to retrieve items that have fallen on the floor of the car. Stop at the first lay-by;
- do not throw anything out the window: not only is it forbidden, it is dangerous for drivers and those behind you; it also litters the roadway (there are special containers to be used at every emergency lay-by);
- regulate speed according to traffic, weather conditions and visibility, contemplating also the possibility of objects falling from vehicles in front of you.

PROMOTING SAFETY - ENVIRONMENTAL PROTECTION AND RESPECT

Autostrada Asti Cuneo S.p.A. is aware that every activity and service it performs can also have an impact on the environment and recognises that environmental management is an important aspect in the pursuit of sustainable development. A flexible and efficient transport system is essential for the economy and quality of life, but at the same time motorway infrastructure, the activities and vehicle traffic generate a significant and growing effect on the environment and the health of the population.

The basic principles on which the Management's commitment is based are as follows:

- sustainable development, understood as finding the right balance between environmental impact and economic growth;
- environmental protection, seen in terms of pollution prevention and not only as the implementation of remedial measures;
- open cooperation, with local entities, authorities and social groups to manage issues related to environmental impacts and land protection.

In order to realise and implement these principles, Autostrada Asti Cuneo decided to certify the control processes used for its activities to protect the environment and ensure workplace safety, which resulted in an integrated management system in compliance with UNI EN ISO 14001 and UNI ISO 45001 standards and UNI EN ISO 9001 quality, in order to:

- enable all employees to carry out their work with awareness of the environmental impacts that may result from it;
- set itself measurable targets for continuous improvement consistent with its own nature and its own possibilities of intervention in the area.

In particular, Autostrada Asti-Cuneo is committed to:

- operate in full compliance with environmental legislation, internal regulations and all requirements arising from contractual agreements with third parties;
- systematically analyse all environmental aspects of current or any new processes in order to prevent any form of pollution;
- manage (design, build) new infrastructure so that it fits into its surroundings while minimising environmental impact;
- promote studies and research to adopt the best available technology for the prevention of environmental impacts over time;
- optimise the use of technology and natural resources so as to minimise the consumption of materials and energy;
- prioritise relationships with suppliers who are able to ensure products and performance that comply with our environmental management system.

05 SERVICES

FUNDAMENTAL PRINCIPLES OF SERVICE

The fundamental principles, as part of a system aimed at protecting citizens who use motorway infrastructure, are:

Equality

The motorway company carries out its activities respecting the principle of equal rights of users, without any distinction between its users on grounds of gender, nationality, language, religion and political opinions. The concessionaire also undertakes to ensure equal treatment, under the same conditions of the service provided, both between different geographical areas and between different categories of users.

Impartiality

The motorway company undertakes to carry out its licensed activities in an objective, fair and impartial manner.

Continuity

The motorway company is committed to maintaining the functionality of the motorway infrastructure operated under concession through timely maintenance and repair. Exceptions are cases of interruption or irregular operation due to force majeure and/or in any case not attributable to the concessionaire.

In these cases, the motorway company undertakes, however, to guarantee users least amount of inconvenience and to inform them, when technically possible, in the most appropriate manner.

Right to information

The motorway company makes available resources and technology to transmit to the public the main information on traffic and road conditions for the motorway sections under concession.

Equity Investments

The motorway company recognises that it is the right of its users to benefit from qualitatively efficient services. For this reason, it favours the widest possible disclosures to users about the control and verification of the functionality of the services provided, also by third parties appointed for this purpose.

Efficiency and Effectiveness

The motorway company provides its licensed activities efficiently, i.e. with diligence, and effectively, i.e. ensuring they are as useful as possible for its users. It is also committed to maintaining and improving the efficiency and effectiveness of the services offered.

Courtesy and Transparency

The motorway company undertakes to conduct its business with the utmost courtesy on the part of its employees in their relations with the public and to ensure the maximum availability and accessibility of information on the activities it provides.

Confidentiality

Autostrada Asti-Cuneo S.p.A. is committed to guaranteeing the confidentiality of its users. Users have the right to be informed about the manner in which their personal data is processed, in simple and comprehensible language, and to express free, differentiated and revocable consent in relation to the various possibilities of data use, including by authorised third parties. In accordance with new regulations, the privacy policy is published on the institutional website accessible at: www.asticuneo.it.

SERVICE QUALITY

Autostrada Asti-Cuneo is constantly striving to maintain a high quality of service. UNI EN ISO 9001 certified, it works to ensure continuity of service, traffic safety, maintenance of infrastructure efficiency, station functionality, traffic assistance and ancillary services to end users.

Autostrada Asti-Cuneo has identified quality indicators that allow for monitoring of:

- the structural status of the road surface
- accident rates
- user perceptions of service quality.

Autostrada Asti-Cuneo, in order to ensure a more punctual monitoring of its activities, has obtained the following certifications:

- UNI EN ISO 39001-2016 - Road Traffic Safety (RTS) management systems;
- UNI EN ISO 14001-2015 - Environmental management systems;
- UNI EN ISO 45001-2018 - Occupational health & safety management systems.

THE ROLE OF STAFF

All Autostrada Asti-Cuneo staff are committed to offering the best possible service through correct, helpful and attentive behaviour towards users.

Meeting user needs is the primary goal of staff activity, within the limits of organisational availability.

The Company undertakes to guarantee specific training aimed at maintaining the results achieved and the constant improvement of the concessionaire-user relationship.

It adopts initiatives aimed at establishing, in general, a relationship of trust and cooperation with users under the banner of the greatest possible courtesy by carrying out appropriate actions to best achieve these goals.

Staff in direct contact with users and on duty on the motorway are identified by their company uniform so that they can be easily recognised when performing their duties.

MAINTENANCE

Maintenance is the most important aspect in the efficient maintenance of the entire motorway infrastructure in order to achieve an adequate level of service in terms of safety and comfort.
The scheduling of construction sites involving lane splitting and/or carriageway diversion is of great importance for effective traffic management.
To the extent possible, work is scheduled according to the following management principles: prioritising off-peak periods; suspending work – safely – in the presence of heavy traffic; removing construction sites during periods of very heavy traffic and on weekends.

Road surface

Maintaining a good level of road surface efficiency allows vehicles to have adequate grip. Maintenance generally consists of two distinct phases:

1. monitoring and checks on the functional and structural characteristics of the road surface;
2. preventive and corrective maintenance work to restore structural and surface conditions of the road.

Based on the results of the analysis done in the first phase, pavement maintenance works are planned, which include restoring the surface characteristics when these are not up to standard or, when the load-bearing standards are not met, deeper repairs.

The sound-absorbing and draining road surfaces are of particular importance, as these improve driving comfort thanks to the significant decrease in the spray raised by nearby vehicles, as well as reducing the environmental impacts caused by noise emissions from the passage of vehicles. A final aspect to highlight is the recycling of pavement which has reached the end of its useful life, which is now used very frequently. The environmental benefits are obvious -- less mining for new aggregates and reduced use of landfills to dispose of demolition by-products.

Horizontal and vertical signage

Particular care is taken in the maintenance of all signage and the highly visible reflective elements placed at the sides of the carriageways to mark their limits.
Vertical and horizontal signs and road boundary markings are constantly monitored in order to keep them efficient in terms of legibility and visibility.
Signage to prevent any “wrong-way” entry was further strengthened.

Lighting

All junctions, intersections with ordinary roads and toll barriers are equipped with lighting that guarantees, under all conditions, the necessary visibility at points where traffic from different directions converges. All lighting is constantly monitored to ensure seamless operation.

Structural monitoring and maintenance

Monitoring of the stability and operating conditions of bridges, viaducts, tunnels, overpasses and underpasses is carried out periodically by specialised staff and allows maintenance work to be verified in line with the relative results.

Safety barriers

Safety barriers arranged along the motorway axis reduce the possibility of vehicles overturning or rolling off the road and, due to their special characteristics, are able to absorb impact energy.

Constant regular maintenance and immediate replacement in the event of damage to ensure that the functional characteristics of the infrastructure are maintained.

Winter maintenance

In order to ensure suitable safety and traffic conditions even during the winter period, the Company resorts to a winter operations service.

Ice prevention is done using suitable equipment to disperse the appropriate mixtures, such as sodium chloride, according to established procedures. Snow clearing is also carried out in accordance with predefined routes, and employees intervene when requested by the Operational Control Centre.

These activities are coordinated by the technical staff employed by the Concessionaire, while continuous patrolling of the routes is entrusted to the Traffic Wardens.

Green maintenance

In order to maintain the green areas along the route, periodic cutting and pruning is planned throughout the year.

There is also constant monitoring and cleaning where litter is found

Weather and traffic data collection

Traffic monitoring cameras are installed along the section, both outdoors and in tunnels.

The images taken by these cameras are transferred to the COCs.

Weather data stations, located on the most significant points along the motorway, provide the COCs with the following parameters available in real time: air and pavement temperature, air humidity, wind direction and speed (average and maximum), rain intensity, and asphalt conditions with alarms, in order to prevent the formation of ice.

The privacy policy is available at www.asticuneo.it.

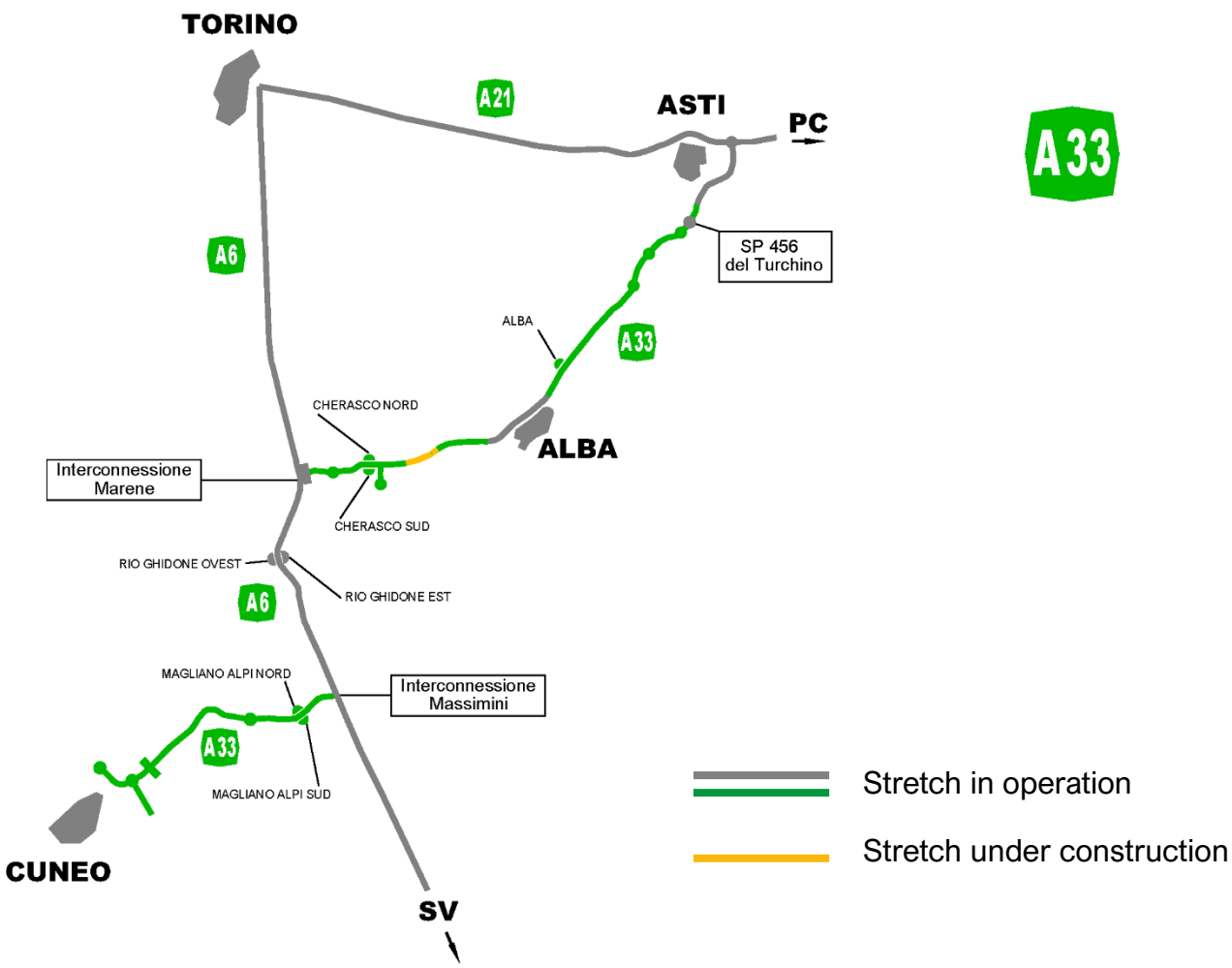
SERVICE AND PARKING AREAS

The following parking areas are already in operation along the motorway:

- Cherasco Nord, with 26 parking spaces for HGVs
- Cherasco Sud, with 21 parking spaces for HGVs Magliano Alpi Nord

The following Service Areas, not constructed or operated by Autostrada Asti-Cuneo S.p.A., are also available:

- Magliano Alpi Nord
- Magliano Alpi Sud
- Cherasco Nord
- Cherasco Sud
- Castagnito Nord



The Rio Ghidone Est and Rio Ghidone Ovest Service Areas, managed by Autostrada dei Fiori - A6 Torino-Savona Section, are available to users in transit along the two sections of the Asti-Cuneo motorway.

PMR ACCESSIBILITY

The Company, to the extent of its responsibility, guarantees full usability of the services for PRM, in compliance with the regulatory provisions on accessibility and this Service Charter, as well as in line with the information provided to the public.

A PRM is defined as any person whose mobility is reduced due to a physical or mental, sensory or locomotor disability, whether permanent or temporary, for example:

- Wheelchair users
- People with obvious difficulty walking
- The blind
- The deaf
- Those with severe cognitive disabilities

- Users can call the toll-free number 800 840 708 (from Italy) or the landline number with international dialling code 011.088.64.64 (from abroad) to request PRM assistance. These numbers are active 24 hours a day.
- As mentioned in the previous section, there are currently no Service Areas operated by the Company along the motorway section. If complaints are received from PRM users involving the Service Areas, they will be forwarded to the relevant motorway company.

06 NOTE TO USERS

CUSTOMER SATISFACTION

The Concessionaire provides users with the “User Questionnaire” to survey perceived quality. The information is then processed and used to plan appropriate improvement actions.

The questionnaire can be obtained at toll stations and downloaded from the website www.asticuneo.it.

Further perceived quality survey campaigns will be available to users on the company website, as signalled by VMBs.

QUALITY INDICATORS

			Unit of measurement Reference standard	Unit of measurement Reference standard
	2.2.1	**Base factor: Travel safety**		
1		Prior notice for communications via ordinances for construction sites lasting > 5 days	prior notice (in hours) in 95% of cases	24 h
	2.2.2	**Base factor: Regularity of service**		
2		State of road markings (retro-reflection)*	(RL) Retro-reflection (mcd lx-1 m-2)	100 RL
	2.2.5	**Base factor: User information**		
3		Response time, suggestions and complaints via email	response time (working days) in 85% of cases	10 days
4		Response time to suggestions and complaints	response time in 85% of cases	30 days
5		Response time to refunds	response time in 85% of cases	30 days

** "The figure only refers to measurements taken in the carriageway along the continuous emergency strip. Tunnel sections, service areas, appurtenances and construction site areas are not considered" and "Compliance with the standard is verified (excluding the winter operations period) for 90% of routes with a minimum of 20 km, consistent with the Single Convention"*

In the previous year, the reference standards were maintained.

They are confirmed for the current year.

COMPLAINTS

The user may inform the company by submitting a **complaint**, regarding any deficiencies perceived or suffered in the management of the road infrastructure as well as any grievances and/or requests, concerning the inconsistency of the service with one or more requirements defined by European or national regulations, or by ART Resolution 132/2024 or the Service Charter.

The **complaint** can be submitted, in Italian or in English, through:

- By e-mail to A33reclamiutenti@asticuneo.it
- By registered mail with return receipt, to be sent to the following address: Asti Cuneo S.p.A., Ufficio Reclami, Via Bonzanigo no. 22 Turin.

The **complaint**, under penalty of inadmissibility, must contain at least the following elements:

- Identification information for the user (name, surname, address) and that of their representative (if any), attaching in this case the proxy and the user's ID.
- References identifying the journey in question (point of entry, point of exit, date and time of passage, vehicle license plate) and a copy of the toll payment receipt.
- A description of the fault in the service, with respect to one or more requirements defined by European, national or regulatory laws or in the Service Charter.

The Company shall provide a reasoned response to within **30 calendar days,** starting ***(i)*** from the day the complaint is received, for those sent by registered mail and ***(ii)*** from the day of sending for those received via e-mail to the address A33reclamiutenti@asticuneo.it

In the event the Company does not send any response to the **complaints** within the above-mentioned time limits or in the event of an unjustified response to the complaints, the user is automatically entitled to **compensation** equal to:

a) 30% of the sum of the tolls paid by the user for the journey associated with the complaint, also in the case the journey was repeated, in the case of a reply sent between the 31st and the 60th day after receipt of the complaint;

b) 50% of the sum of the tolls paid by the user for the journey associated with the complaint, also in the case the journey was repeated, in the case of a reply sent after the 60th day and in the event of failure to reply.

The Company is responsible for requesting the user's bank account details for the purpose of the compensation payment, to be made by bank transfer within 30 business days.

The above indemnity is not due in cases where:

- the complaint is not sent by the user in the manner and with the minimum elements mentioned above;
- the user has already been paid compensation in respect of a similar complaint concerning the same journey.

If the user does not receive a response to a **complaint** within the above-mentioned deadlines or if he/she considers the response received unsatisfactory, a conciliation petition may be filed:

- to the ART Conciliation Service;
- to the Conciliation Chambers established at the Chambers of Commerce, Industry, Crafts and Agriculture, if the memorandum of understanding between ART and Unioncamere has been signed;
- to ADR entities, including joint negotiation bodies registered on the list referred to in Article 141-decies, paragraph 1 of the Consumer Code.

Finally, we inform you that:

- If the complaint is rejected on the grounds that the Company is not responsible, it will forward the complaint, promptly and in any case within thirty days of receipt to the concessionaire deemed competent, informing the user at the same time, with this latter concessionaire required to provide a reply to the user pursuant to the aforementioned ART Resolution 132/2024.
- The Company shall **reimburse** the tolls paid in error in excess of the amount due, following substantiation of the claim made by the user, as set out in the "Refunds" section.
- Users have the right to submit a complaint, petition or report to the Italian Transport Regulation Authority regarding compliance with quality and tariff levels.

If, on the other hand, a user desires merely to provide **suggestions** or information about the services offered, they may:

- send an e-mail to info@asticuneo.it
- contact the Toll staff by filling in the "User Communication" form.

The personal data communicated is processed in accordance with privacy regulations. The full privacy policy and personal data processing purposes can be found on the website.

REIMBURSEMENTS

• The company ensures reimbursement of tolls paid in excess of the amount due, after the relevant claim has been substantiated.

• Any change not paid at the time of payment in self-service toll lanes, and without the issue of the related credit receipt, is reimbursed at the time of transit for amounts under 10 euros and upon presentation of the identity document for registration of the user's personal details.

• Credit receipts do not expire and can be cashed in by the bearer even when transiting at any of the motorway stations in the section where they are issued, or by bank transfer by sending the original credit receipt by mail and indicating the bank details (IBAN) to

•Autostrada Asti Cuneo S.p.A.

•Ufficio Pedaggi

•Via Bonzanigo, 22 – 10144 Turin (TO)

•e-mail to: pedaggi@asticuneo.it

ANOMALOUS EVENTS AND CLAIMS

A user may find it necessary to contact the Company to report an event in which they were involved or in which they hold they have suffered damages. In this case, you may contact us:

- By letter addressed to:
  Autostrada Asti Cuneo S.p.A.
  Ufficio Sinistri - Via Bonzanigo 22, 10144 Turin;
- telephone no. 011.6650400;
- e-mail to: info@asticuneo.it;
- contacting toll collection staff and filling out the "User Communication" form. This is not a claim for damages, but only serves as a report of the incident.
- Note that the Company shall be liable for damages only in cases where there is proven liability on its part in the management of its motorway responsibilities, due to breach or conduct that constitutes a direct and unequivocal cause of the event that caused the damage; the user must provide evidence of this liability.

ACCIDENT INFORMATION

The user may need to obtain information and/or data concerning accidents on motorways in which they were involved. In this case, the user may contact the Bra Traffic Police Subsection responsible for the area.

Tel. 0172.429211

Autostrada Asti-Cuneo

ASTM GROUP