2024 SERVICE CHARTER

The complete Service Charter can be viewed and downloaded from the QR code.

This Service Charter is based on Directive No. 102 of 19 February 2009 issued by the Italian Ministry of Infrastructure and Transport.
THE A22 MOTORWAY

The A22 is 314 km in length and links the town of Brennero (km 0) to Modena (km 314), crossing four regions along the way: Trentino-South Tyrol, Veneto, Lombardy and Emilia Romagna. Both northbound and southbound carriageways have two 3.75 m wide traffic lanes, plus a 2.5 m wide breakdown lane, which has been widened to 3.5 m between Egna and Verona.

ROUTE INFORMATION

314  Total length (km)
1325 Metre difference in elevation (from 50 to 1375 m a.s.l.)
142  Bridges and viaducts (31.2 km)
30   Single-direction tunnels (12.6 km)
146  Flyovers
24   Toll stations
22   Service areas
1    Rest area with a museum

COMMERCIAL INFORMATION (TOLLS)

6    Service Centres

ROAD INFORMATION, MAINTENANCE AND ASSISTANCE

1    User Assistance Centre (CAU)
1    Motorway Operations Centre (COA)
4    Road Police Sub-departments
6    Motorway Safety Centres (CSA)
DRIVING RULES

Speed limits

110 km/h from Brennero to Bolzano sud (from km 2 to km 85)

130 km/h from Bolzano sud to Modena (from km 85 to km 314)

60 km/h from Chiusa Val Gardena to Bolzano sud (from km 54 to km 85) for vehicles with Gross Vehicle Weight Rating (GVWR) > 7.5 tonnes

Bans

Overtaking is banned (at all times, from Brennero to Modena) for all vehicles with GVWR > 7.5 tonnes and combination vehicles, such as towed caravans and semi-trailers.

Ban on stopping in emergency lay-bys (at all times, from Brennero to Modena). Emergency lay-bys must be used solely for stopping if experiencing vehicle problems or in the case of illness of the driver or a passenger and only within the specifically marked space.

Heavy goods vehicle ban: the ban calendar can be downloaded from the Company website and applies to vehicles or combination vehicles with a GVWR > 7.5 t, abnormal/oversize/overweight vehicles, and vehicles transporting hazardous goods.
TRAVEL INFO

Before setting off, motorists are advised to consult the Company’s traffic and weather forecasts, check vehicle and tyre conditions, search for information on the facilities available along the A22 and memorise the CAU telephone number, to request information or in the case of an emergency.

Autostrada del Brennero also reminds motorists that, once on the motorway, they must at all times:
- respect the speed limits, taking into account the amount of traffic and any roadworks;
- reduce vehicle speed in case of fog, rain, snow or ice;
- carefully read the notices on the variable message signs and keep up to date with traffic conditions via radio or the A22 website or Telegram;
- pay special attention to vehicles slowing down or accelerating at junction slip roads or service areas and to vehicles leaving the lay-bys;
- stop at a service area at the first signs of fatigue.

Autostrada del Brennero produces accurate traffic forecasts to allow users to plan their journeys in the best way possible by checking the days and times when delays or tailbacks are most likely to occur. Traffic forecasts can be consulted on the motorway website at www.autobrennero.it and on Telegram at A22autostradaBot.

Winter tyres or snow chains on board are compulsory on the A22 from 15 November to 15 April, with or without snow. Failure to comply will result in a fine of between €87 and €344.

The Company prepares a calendar of the days on which roadworks are suspended. As a rule, in the busiest periods of the year (in early January, Easter, Ascension Day, Whitson, Corpus Christi, summer weekends, Immaculate Conception and Christmas holidays) no roadworks are allowed that require switching carriageways or traffic/overlapping lane reductions (except at night). Exceptions to this rule are made in the case of urgent works for traffic safety or of unforeseeable events such as adverse weather conditions. The calendar can be downloaded from the Company’s website and the A22autostradaBot Telegram channel.

Oversize/overweight vehicles – within the meaning of the New Italian Motorway Code (in terms of length, width and height and/or mass of the vehicle) – require a special permit to use the A22. Those concerned should directly contact the relevant office of Autostrada del Brennero at the Trento nord Interport Centre. Applications will be assessed by the staff, liaising with the CAU, COA and CSA, and the ultimate decision is based on the traffic forecasts and scheduled roadworks.
FOCUS ON

WHAT TO DO IN AN EMERGENCY

In the event of an accident, vehicle breakdown, or driver/passenger illness, you must try, if possible, **to reach the nearest emergency lay-by** and:

- switch on the emergency lights to signal the presence of the vehicle;
- turn the wheels towards the hard shoulder;
- put on a reflective safety vest;
- exit the car from the side facing the hard shoulder;
- display a breakdown triangle sign;
- **call the CAU (800 279940)**.

To ensure a **fast and effective response** by the emergency services you must

- specify the type of assistance you need (mechanical, medical, etc.)
- specify your direction of travel (north or southbound)
- as far as possible, your exact location, which you can find by observing the kilometre markers, i.e. the white signs placed every 100 metres in the median strip. By connecting to **Telegram**, the information is available, via geolocation, under the SOS heading.

In **tunnels**, it is essential to carefully assess the situation. If it is not possible to drive to the exit of the tunnel, stop the vehicle on the right-hand side of the carriageway (do not reverse or perform a U-turn at any time!), switch on the emergency lights, switch off the engine leaving the keys in the ignition, turn the wheels towards the curb and put on the reflective safety vest. Follow the LED signs as far as the exit, paying attention to the passing vehicles, and once you make a safe exit alert the emergency services (CAU).

MOTORWAY ROADSIDE ASSISTANCE

Roadside assistance services on the A22 are provided in partnership with the following organisations: ACI Global, Europ Assistance VAI and IMA Service, and their network of authorised workshops. Their services include disabled vehicle recovery due to breakdown or accidents, and roadside assistance operations by means of recovery equipment and tow trucks.

**Emergency medical services** can be summoned by calling the dedicated toll-free emergency telephone number 118 – or the single emergency number 112, where active – but also by contacting the CAU. When calling the emergency medical services, you will need to provide the call-taker with as much information as possible, in order to establish the seriousness of the accident and the type of response (ambulance, helicopter rescue, etc.).

**Firefighters** respond to various emergency situations: road accidents with or without spillage of hazardous chemicals, fires, environmental pollution, landslides and/or floods. They too can be summoned by calling the dedicated toll-free emergency number 115, or the single emergency number 112, where active.

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**SOS PHONES**

Emergency call boxes are spaced about every 1.5 km circa on the hard shoulder and in the proximity of an emergency lay-by. Each call box has three buttons, one to call the breakdown service, one to call the emergency health services and one to call the firefighters. An interphone system connects with the CAU, which can therefore immediately locate the caller’s position.

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EMERGENCY NUMBERS

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<td>Medical Service</td>
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<td>Single emergency number (where active)</td>
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INFO CHANNELS

The Variable Message Signs (VMS), at the entrance points, then at various locations along the motorway, display real-time information on traffic, weather conditions and service disruptions. There are various types of VMS:

- 130 message signs along the motorway across both carriageways
- 28 double portals and one single portal at the roundabouts outside the toll gates
- 37 monochrome LED displays at each motorway entrance
- 23 vehicle-mounted signs
- 5 parking occupancy signs for HGVs.

The www.autobrennero.it/en website provides information about the company, the traffic and the facilities on the A22 motorway. An interactive map on the home page gives updated real-time information on traffic conditions and roadworks, as well as the location of service areas and HGV parking areas, with the facilities found there, while a dedicated section provides journey planning information by section, with a distance and toll calculator. The site also provides all the information and useful references on tolls and payment methods.

Motorists can sign up to the Telegram bot @A22autostradaBot to receive and customise traffic and weather info and the range of facilities available on the motorway, from Brennero to Modena, from charging points to camper service areas, with the plus of communicating the exact position in an emergency.

ONE MORE REASON TO PREFER OUR FORECASTS

A new bot, new look, new functions

Activate the new bot@A22 and enjoy a smoother journey thanks to intuitive and fast information. You will be able to check traffic forecasts, webcams, charging points and fuel prices with a direct link to our website.

www.autobrennero.it/en
Traffic and weather information is broadcast in “Inforadio” news bulletins, which are aired every 30 minutes (at approximately 25 and 55 minutes past the hour), while live coverage of unfolding events is also available on three local radio stations:

- **Radio NBC Rete Regione** – from Brennero to Affi
- **Radio PICO** – from Rovereto to Modena
- **Radio Südtirol 1** – from Innsbruck to Rovereto or RAS programmes.

Radio frequency signs can be found along the motorway and are summarised in the picture on page 35. Users can also receive the information brought by ISORADIO and CCISS (Road Safety Information Coordination Centre), which are also broadcast daily by “Onda Verde Viaggiare informati” and the RAI 1, 2 and 3 channels. The same information is also available by telephone at the public utility number 1518 and on the RaiNews TV channel, which links up with the CCISS various times a day, and on the Canale 5 and LA7 TV channels in the morning time slot.

**Move tv** is a TV channel operated by Autostrada del Brennero and broadcast on monitors found at the service areas of the A22, with bilingual news bulletins, updated in real time, about traffic, road and weather conditions. The programme, on air 24 hours a day, also features presentation videos of the Company and tourist videos showcasing the attractions in the areas crossed by the motorway.
What are tolls and how much do they cost?

Tolls are fees charged to use the motorway and are determined on the basis of the motorway construction, management and maintenance costs. The amount of the toll can be calculated by multiplying the kilometres travelled by the unit rate per kilometre, depending on the type of vehicle, according to a system based on the number of axles and the vehicle height at the first axle:

**CLASS A**
- 2 AXLES / Height ≤ 1.3 m (measured at the front axle) / Only motorcycles with a cylinder capacity in excess of 150 cc.

**CLASS B**
- 2 AXLES / Height >1.3 m (measured at the front axle)

**CLASS 3**
- 3 AXLES

**CLASS 4**
- 4 AXLES

**CLASS 5**
- 5 OR MORE AXLES
Motorway toll stations

Tolls are calculated based on the motorway entry and exit points.

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<th>Toll station</th>
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* Slip lanes can be opened for incoming or outgoing traffic
** Entrance for northbound traffic only – Exit for southbound traffic only

Joining and leaving the motorway and payment methods

JOINING THE MOTORWAY

At the motorway entrance toll booth, motorists can either take a ticket from the machine at each entry lane or use the subscription-based electronic toll collection system without needing to stop. In this case, the motorist must approach the toll gate at the required speed, which is 15 km/h for HGVs and 30 km/h for light vehicles.

LEAVING THE MOTORWAY

(Staffed) toll payment booths

Payment in cash (euro coins and banknotes, as well as non-EMU currencies), with the following cards: Viacard, Fast Pay (cash cards running on the “fast-pay” network, which work like Viacard) and other cards running on the American Express, Visa/Carta Si, Eurocard, Mastercard, Electron networks or via the electronic toll collection systems.

Unstaffed and electronic payment booths

At unstaffed or electronic payment booths payments are accepted in cash, by way of authorised payment cards or a toll tag.

Electronic and automatic toll collection (cards only)

Payments are accepted by way of a toll tag or authorised payment cards.
Electronic toll collection

Some lanes are exclusively dedicated to electronic toll collection by way of a toll tag fitted on the vehicle. In 2023, a successful electronic toll payment rate of 99.62% was recorded.

EETS/ITS-HGV lanes

Payment by way of the wireless European Electronic Toll Service and the Interoperable Toll System for HGVs, conforming to Directive 2004/52/EC. The standard Italian electronic toll collection system “Telepass” is also accepted. Currently, EETS/ITS-HGV tags distributed by DKV Euro Service, Axxés, UnipolTech and Tolltickets operate on the interconnected network.

For safety reasons it is severely forbidden to leave a vehicle and cross the lanes on foot. Motorists are advised to use the Remote Lane Monitoring (MRP) system to contact an operator for audio/video assistance in resolving the problem.

Unpaid tolls

Motorists might fail to pay the toll for a number of reasons: lack of money, loss of ticket, lack of a payment card, insufficient credit, or malfunction, in which case a specific enforced toll collection procedure is initiated (described in the Company’s website at www.autobrennero.it/en/on-the-road/toll/non-payment-of-toll/). Motorists who fail to present a valid entrance ticket at the exit booth will be required to pay a toll calculated from the furthest motorway entrance point (Article 176, Italian Motorway Code), unless they can provide hard evidence of their actual point of entrance (such as receipts, invoices, third party witness accounts, etc.).

Toll refunds and billing

Motorists who pay a higher toll than that due shall be refunded the excess payment either by directly applying for a refund, or by the Company on the basis of subsequent checks. Users may request a toll invoice by filling in and sending the relevant form (downloaded from the Company’s website or collected from any A22 Service Centre), with the necessary support documents, to: Autostrada del Brennero Settore Esazione - Via Berlino, 10 - 38121 Trento. Toll receipts furnished at the staffed/automatic toll booths are not valid for tax purposes.
Concessionary rates

To qualify for the concessionary rates, you must have a toll tag.

**BRENNER PASS**: the tag gives a **20% discount** on tolls for travel to and from work. The discounted rates by Autostrada del Brennero are available only to commuters who travel to and from work on the A22 between Brennero and Cam pogalliano, excluding any sections interconnecting with the A1 or A4 motorways and any intermediate sections between the selected points.

*For more info email us at: brennerpass@autobrennero.it*

**URBAN PASS**

**TRENTO - ROVERETO**: motorists are **exempted from toll payments** on any section between Trento Nord and Rovereto Sud, in both directions, on weekdays, from 6 am to 9 am and then from 5 pm until 8 pm. This scheme is the result of an agreement between the Autonomous Province of Trento and Autostrada del Brennero.

**BOZNER URBAN-PASS BOLZANO**: motorists are **exempted from toll payments** between Bolzano Nord and Bolzano Sud, in both directions, on weekdays, from 7 am to 9 am and then from 4 pm until 7 pm. This scheme is the result of an agreement between the Autonomous Province of Bolzano and Autostrada del Brennero.

*For more info email us at: urbanpass@autobrennero.it*

**FOR MOTORCYCLISTS**: a **30% discount** on tolls is available to motorcyclists with a toll tag associated with only one number plate, which will be photographed at each entrance and exit booth. Autostrada del Brennero has joined this scheme, sponsored by the Italian Ministry of Infrastructure and Transport, which, however, cannot be used with other concessionary passes.

Service Centres

The Service Centres of Autostrada del Brennero provide information about the most popular services (toll payments, electronic toll collection systems, Viacard, etc.) and assistance with regard to the various types of toll payments.

![Services provided](image)

**Services provided**

- Viacard and electronic toll collection
- Unpaid tolls
- Toll billing
- Concessionary rates

*www.autobrennero.it/en/service-centre/*

Bressanone - Bolzano sud - Trento nord/Interporto - Affi - Mantova nord and Carpi

![Service Centre](image)

*www.autobrennero.it/en/service-centre/*

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For more information, visit [www.autobrennero.it/en/on-the-road/toll/facilitations/](http://www.autobrennero.it/en/on-the-road/toll/facilitations/)
PARKING AREAS
AND DRIVER SERVICES
# Light vehicle parking areas and driver services

## FOOD AND FUEL*

### Towards Brennero

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<th>FUEL</th>
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<th>Baby room</th>
<th>Diaper changing table</th>
<th>Showers</th>
<th>Restaurant</th>
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<th>Wi-fi</th>
<th>Electric charging stations</th>
<th>Camper area</th>
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### Towards Modena

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<th>KM</th>
<th>SERVICE AREA</th>
<th>BAR</th>
<th>FUEL</th>
<th>Wash machine</th>
<th>Baby room</th>
<th>Diaper changing table</th>
<th>Showers</th>
<th>Restaurant</th>
<th>LPG (L)</th>
<th>CNG (C)</th>
<th>Wi-fi</th>
<th>Electric charging stations</th>
<th>Camper area</th>
<th>Camper charging station</th>
<th>Light vehicle parking area</th>
<th>HGV parking area</th>
<th>Bus parking area</th>
<th>Picnic area</th>
<th>Play area</th>
<th>Dog park</th>
<th>Vignette</th>
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<td>Plose grill</td>
<td>ESSO</td>
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* Check for updates at the Company's website www.autobrennero.it/en
** The Plessi Museum and its facilities can also be reached by southbound travellers via a pedestrian subway
**CHARGING POINTS**

Website costs and updates: [www.autobrennero.it/en/on-the-road/motorway-user-service-/electric-mobility/](http://www.autobrennero.it/en/on-the-road/motorway-user-service-/electric-mobility/)

- **km 1+300**
  - **PLESSI MUSEUM - BRENNER PASS**
  - 22 Tesla-dedicated charging points
  - 2 ultra-fast charging points (180kW)
  - 1 AC charging point (22 kW)

- **km 38+031**
  - **Toll station BRESSANONE - VAL PUSTERIA**
  - 2 multi-standard fast charging points (50kW)

- **km 63+600**
  - **SERVICE AREA ISARCO EST**
  - 2 ultra-fast charging points (180kW)

- **km 128+913**
  - **SERVICE AREA PAGANELLA EST**
  - 2 multi-standard fast charging points (50kW)

- **km 129+004**
  - **SERVICE AREA PAGANELLA OVEST**
  - 1 ultra-fast charging point (180kW)
  - 1 multi-standard fast charging point (50kW)
  - 1 AC charging point (22 kW)

- **km 159+690**
  - **SERVICE AREA NOGAREDO EST**
  - 2 multi-standard fast charging points (50kW)

- **km 159+690**
  - **SERVICE AREA NOGAREDO OVEST**
  - 2 multi-standard fast charging points (50kW)

- **km 166+739**
  - **Toll station ROVERETO SUD**
  - 2 multi-standard fast charging points (50kW)
  - 1 AC charging point (22 kW)

- **km 206+669**
  - **Toll station AFFI**
  - 24 Tesla-dedicated charging points
  - 2 multi-standard fast charging points (50kW)

- **km 208+000**
  - **SERVICE AREA GARDA EST**
  - 2 ultra-fast charging points (180kW)

- **km 208+000**
  - **SERVICE AREA GARDA OVEST**
  - 2 ultra-fast charging points (180kW)

- **km 240+800**
  - **SERVICE AREA POVEGLIANO EST**
  - 2 ultra-fast charging points (180kW)

- **km 256+181**
  - **Toll station MANTOVA NORD**
  - 2 multi-standard fast charging points (50kW)
  - 1 AC charging point (22 kW)

- **km 268+603**
  - **SERVICE AREA PO OVEST**
  - 2 multi-standard fast charging points (50kW)
  - 1 AC charging point (22 kW)
21 PARK AND RIDE SOLUTIONS

Park your vehicle and continue your journey by carpooling with friends

www.autobrennero.it/en

10 HGV PARKING AREAS

Safety and comfort for drivers – located across key locations

A22, your motorway
HGV PARKING AREAS AND SERVICES

**PLESSI MUSEUM - BRENNER PASS**

| km | Parking area inside the A22 |
| km | Parking area outside the A22 |

**Service area**

- **Formed Dogana Ovest Area**
- **Former Dogana Ovest area**

**km**

- **BRENNERO CASA LUPO**
  - Parking area accessible from the southbound carriageway
  - Toilets

- **SADOBRE TRUCK PARK**
  - Parking area accessible from both northbound and southbound carriageways
  - Bar, restaurant, toilets, showers, laundry, market, ATM, fuel (petrol, diesel, LNG/bio-LNG and CNG), hotel and de-icing facility
  - Electric charging points for refrigerated trucks

**km**

- **BOLZANO SUD FIRMIAN**
  - Parking area adjacent to the Bolzano Sud toll station
  - Toilets and hydrogen production and distribution facility

**km**

- **PAGANELLA EST**
  - Parking area accessible from the northbound carriageway
  - Toilets, showers, bar, market, local products, fuel (petrol, diesel, methane and LPG)

**km**

- **PAGANELLA OVEST**
  - Parking area accessible from the southbound carriageway
  - Toilets, showers, bar, restaurant, market, local products, relaxation area, internet (in the bar/restaurant), laundry, fuel (petrol, diesel, methane and LPG), picnic area

**km**

- **TRENTO NORD INTERPORT**
  - Parking area adjacent to the Trento Nord toll station
  - Toilets, refreshment area (vending machines)
  - Electric charging points for refrigerated trucks

**km**

- **ROVERETO SUD**
  - Parking area adjacent to the Rovereto Sud toll station
  - Toilets, showers, laundry - electric charging points for refrigerated trucks

**km**

- **CAMPOGALLIANO OVEST**
  - Parking area accessible from the southbound carriageway
  - Toilets, showers, bar, restaurant, market, local products, internet (in the bar/restaurant), laundry, fuel (petrol, diesel, methane and LPG), picnic area

Updates can be found at [www.autobrennero.it/en](http://www.autobrennero.it/en)
ROAD, TRAFFIC AND WEATHER INFO / EMERGENCIES

User Assistance Centre (CAU)
Phone +39 0461 980085 / +39 0461 212851
Freephone:
- 800 279940 (Italy only)
- 00 800 2202222 from Germany/Austria/Netherlands

ACCIDENT INFO / ROAD POLICE
Motorway Operations Centre (COA)
Phone +39 0461 212992 - 212993
dipps.207.0100@pecps.poliziadistato.it

Road Police Sub-departments: jurisdiction and contacts
Road Police Sub-department of VIPITENO
jurisdiction: from the border to the Station of Egna/Ora
Phone +39 0472 767111
dipps.207.0110@pecps.poliziadistato.it

Road Police Sub-department of TRENTO
jurisdiction: from the station of Egna/Ora to the station of Affi/Lago di Garda sud
Phone +39 0461 212590
dipps.207.033a@pecps.poliziadistato.it

Road Police Sub-department of VERONA SU
jurisdiction: from the station of Affi/Lago di Garda sud to the station of Poggnagga
Phone +39 045 9214211
dipps.204.051a@pecps.poliziadistato.it

Road Police Sub-department of MODENA NORD
jurisdiction: from the station of Poggnagga to the connection with the A1 motorway
Phone +39 059 381911
dipps.210.041a@pecps.poliziadistato.it

INFO FOR TOLL CHARGES, PAYMENT METHODS, NON-PAYMENT
Service Centres

Bressanone
at the motorway station
Phone +39 0472 201521 - Fax +39 0472 201486
centro.servizi.bressanone@autobrennero.it

Bolzano sud
at the motorway station
Phone +39 0471 922616 - Fax +39 0471 922385
centro.servizi.bz@autobrennero.it

Trento nord
at the customs Interport
Via Innsbruck 19 (ground floor, “Blocco A”)
38121 Roncafort di Gardolo (TN)
Phone +39 0461 212728 - Fax +39 0461 212779
centro.servizi.tn@autobrennero.it

Affi
at the motorway station
Phone +39 045 7238030 - Fax +39 045 6283413
centro.servizi.affi@autobrennero.it

Mantova nord
at the motorway station
Phone +39 0376 270689 - Fax +39 0376 271594
centro.servizi.mn@autobrennero.it

Carpi
at the motorway station
Phone +39 059 668253 - Fax +39 059 664805
centro.servizi.carpi@autobrennero.it

* Updates can be found at www.autobrennero.it/en
INFO ON CONCESSIONARY RATES

- **Urban Pass** urbanpass@autobrennero.it
- **Brennerpass** brennerpass@autobrennero.it
- **Motorcycles** at the Service Centres

NON-PAYMENT OF TOLLS

Monday to Friday:
9.00 - 12.00 / 14.00 - 17.00
Saturday, Sunday and holidays: closed

Fill in the form:
Phone +39 0461 212611
rmpp@autobrennero.it

* Check for updates at the website of Autobrennero

REFUNDS & BILLING

ufficio.rimborsi@autobrennero.it

REPORTS OR REQUESTS FOR INFORMATION

Fill in the form:

email: a22@autobrennero.it
post: AUTOSTRADA DEL BRENNERO SpA
Via Berlino, 10 - 38121 TRENTO

We will process all personal data we receive strictly in accordance with the Privacy Law (Legislative Decree 196/2003 and EU Regulation 679/2016). Complete information on [www.autobrennero.it/en](http://www.autobrennero.it/en)

**EMERGENCY NUMBERS**

CAU / traffic managers
Phone +39 0461 980085
800 279940

Breakdown service
ACI Global 803 116
Europ Assistance VAI 803 803
IMA Service 800 108510

Road Police
Medical service
Firefighters

Single emergency number (where active)