2021 SERVICE CHARTER

safety | innovation | sustainability
2021
SERVICE CHARTER

This Service Charter is based on Directive No. 102 of 19 February 2009 issued by the Italian Ministry of Infrastructure and Sustainable Energy.
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Dear Customer,

the Service Charter of Autostrada del Brennero, updated on a yearly basis, sets out the key points of our mission, namely, commitment, efficiency, innovation, attention to the needs of motorists and of the local communities, quality and transparency.

These are the underlying principles of the A22, a one-of-its-kind motorway. Advocated, supported and built by the local governments and other public entities for the benefit of their communities and, more generally, for the development of the country as a whole. The company aims to distinguish itself for its constant and convinced investment in infrastructure as well as in safety and innovation, pursuing a concrete and not purely verbal concept of quality.

Reading this brochure, you will be able to fully grasp who we are and to check out the services we deliver, from Brennero to Modena, but above all you will see our commitment in a number of fields we are strongly focusing on and investing in, like sustainability and digitalisation. Hydrogen and electric power and connected driving are no longer just concepts, but real projects set to develop further and improve the global landscape, in terms of well-being and safety.

As Anatole France used to say, "To take big steps, we must not only act, but also dream, not only plan, but also believe." And Autobrennero believes, invests and plans. Because, despite the current difficulties, we are convinced that we must continue to look forward towards a safer and more sustainable tomorrow, one that is, in essence, increasingly your own, attentive to your needs.

Best wishes for a good trip from Autobrennero, your very own motorway.

Diego Cattoni

CEO of Autostrada del Brennero SpA
OUR HISTORY, VALUES AND PROJECTS

Autostrada del Brennero is a public limited company. A majority of its shares – 84.75% – are held by a number of local governments and public entities in the areas crossed by the A22 motorway. Private shareholders have a 14.16% stake, while the remaining shares are held by the Company. Operating under a service concession arrangement, its main purpose is “to promote, design, build and operate motorways, including the Verona-Modena-Brenner Motorway, commonly known as the A22”.

Because of the majority public ownership, the Company clearly operates with the public interest in mind, first and foremost of the communities and areas the motorway passes through.

The Company was incorporated on 20 February 1959 by the representatives of the local governments and public entities located between Bolzano and Modena, which also financed the construction of what would become the A22. After obtaining building permission in 1963, work on the new motorway started in 1964. The first section, between Bolzano and Trento, was opened in 1968. By 1974, less than ten years after the foundation stone was laid, the motorway had been completed and opened to traffic as Italy’s first motorway connection to the rest of Europe on April 11.

As early as the 1990s, with the foresight that road traffic would certainly increase, Autostrada del Brennero began actively promoting intermodal freight and rail transport by acquiring a direct controlling stake in the freight rail company STR – Brennero Trasporto Rotaia, and an indirect interest in RTC – Rail Traction Company and Lokomotion GmbH.

The Company is currently committed to completing two strategic infrastructure projects in northern Italy: the Cispadana regional motorway (operated by ARC SpA), a route linking Reggiolo (served by a junction on the A22) to Ferrara (connecting with the A13 Bologna-Padua motorway at the Ferrara Sud toll gate) and the Campogalliano-Sassuolo motorway link (operated by Auto CS SpA), an extension of the A22 from its intersection with the A1 motorway to state road SS467 – called “Pedemontana” – near the town of Sassuolo. Autostrada del Brennero controls both operating companies with a 51% stake.

OUR GROUP

Subsidiaries
- Stazione autostradale doganale di confine del Brennero SpA (Sadobre SpA)
- Autostrada Regionale Cispadana SpA (ARC SpA)
- Autostrada Campogalliano Sassuolo SpA (Auto CS SpA)
- STR Brennero Trasporto Rotaia SpA (STR SpA)

Indirect subsidiary
- RTC Rail Traction Company SpA

Associates
- Istituto per Innovazioni Tecnologiche Bolzano Scarl
- Lokomotion GmbH

Other companies
- Interbrennero SpA – Interporto servizi doganali e intermodali del Brennero SpA
- Autostrada Torino-Milano SpA (ASTM SpA)
- Centro Ricerche Stradali SpA (CRS SpA)
- Confederazione Autostrade SpA in liquidation
- Consorzio Autostrade Italiane Energia
- Quadrante Servizi Srl (indirectly)
OUR PRINCIPLES

Following is an overview of the core principles of Autostrada del Brennero (in terms of access to and maintenance of the infrastructure), which stand at the heart of a system geared to safeguarding motorway users*.

Compliance
At Autostrada del Brennero we are committed to complying with all applicable domestic and international laws, directives and regulations and all generally accepted rules. Every Company employee abides by our Code of Ethics and Conduct and internal regulations, which we apply uprightly and fairly.

Integrity
Every employee of Autostrada del Brennero is committed to staying loyal to their word, to acting in accordance with their commitments with sense of responsibility, and to operating in good faith in all their activities and decisions.

Courtesy and transparency
At Autostrada del Brennero we ensure that our employees operate with the utmost courtesy, in all their dealings with the general public, providing accurate, complete, transparent and comprehensible information, to allow their interlocutors to take informed decisions with regard to the Company or third parties.

Equality and impartiality
Autostrada del Brennero assures all users that we respect human rights, hold dignity and moral integrity in high regard, guarantee equal opportunities and treatment without any distinctions based on gender, ethnicity, language, religion or political opinions. We demand that our employees, when dealing with users, conduct themselves objectively, justly and impartially and communicate clearly and plainly.

Continuity and regularity of service
At Autostrada del Brennero we strive to ensure a regular and consistent service at all times. If exceptional and/or unforeseen events occur we promptly implement suitable measures to restore normal operation and minimise any inconvenience to users and environmental impact. We also deploy the resources and technology to keep users constantly informed with up-to-date information and developments on road and traffic conditions.

Involvement
At Autostrada del Brennero we duly consider all memos, documents, observations and suggestions received from our stakeholders (users, members of the public, municipal and provincial governments, associations, suppliers, etc.) and take them into account to improve both our operations and environmental goals, with the ultimate goal of improving stakeholder satisfaction.

Efficiency and efficacy
At Autostrada del Brennero we strive to continuously improve the efficiency and efficacy of our motorway services, in conformity with the relevant environmental and safety objectives, adopting the solutions most suited to attaining this purpose and which are compatible with the available resources.

Personal data protection
At Autostrada del Brennero, protecting privacy is of critical importance and we therefore process all personal data strictly in accordance with the applicable law.

Health and safety
At Autostrada del Brennero, we consider as paramount the safety and health of our employees, contractors, outsourced staff, users and the general public.

Environmental responsibility
At Autostrada del Brennero, we view the environment as a unique and irreplaceable primary resource and are therefore committed to protecting and enhancing it, by striving to constantly improve and to prevent pollution.

*The national motorway sector – as acknowledged also in the preamble to the Italian Ministry of Infrastructure and Transport directive No. 102/2009 – is specific and cannot be assimilated to any other public service within the meaning of article 1 of Law No. 146/1990. It ensues that not all the principles set out in the “Ciampi directive” of January 1994 automatically apply to the operations of Motorway Concessionaires.
THE A22 MOTORWAY

The A22 is 314 km in length and links the town of Brenner (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.

Key facts and figures / Route information

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

Commercial information (toll charges)

- **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)
ROAD SAFETY AND MANAGEMENT

Achieving motorway safety means carefully balancing several specific factors: infrastructure, environment, vehicles and people. Some of these factors are significantly influenced by the choices of the motorway operator and so Autostrada del Brennero is constantly committed to guaranteeing an efficient cutting-edge infrastructure, effective maintenance of the roadway and road structures, active 24/7 traffic management and speedy roadside assistance.

INFRASTRUCTURE

Road structures
The A22 motorway, a long stretch of which passes through the Alps, features numerous road structures:

• **144 bridges and viaducts (31.2 km)**
  The most important structure is the Colle Isarco Viaduct (between Vipiteno and Brennero): 1,028 m in length, it has 13 spans reaching a maximum height above the valley floor of 110 m. The Company has invested 12 million euros to upgrade and modernise the structure.

• **30 single-direction tunnels (12.6 km)**
  Four of the 30 tunnels along the A22 are over 500 m long and abide by Directive 2004/54/EC on safety requirements for tunnels, namely the Brennero, Fortezza, Bolzano (Virgolo) and Trento (Piedicastello) tunnels.

• **147 flyovers**
  Most of the flyovers spanning the A22 have been upgraded and are designed and built as local architectural features, with the lowest possible impact on the environment.

Road surface
Almost 289 km of the A22 have been surfaced with sound-absorbent drain asphalt (to mitigate aquaplaning and splash and spray effects). The remaining 25 km, consisting of stretches inside the tunnels, on certain structures and in certain sections between Vipiteno and Brennero, feature anti-skid surfacing, which is equivalent to the drain asphalt and also optimises the performance of the de-icing agents in winter and safeguards the underlying infrastructure.

Crash barriers
Along the A22, the safety barriers, referred to as “guardrails”, are made of COR-TEN steel, an excellent weather-resistant steel alloy containing carbon, manganese, silicon, phosphorous, sulphur, nickel, chrome and copper, which oxidises after exposure to weather forming an even and stable layer of rust that protects the actual steel from corrosion. All types of guardrail mounted along the A22 are certified by the L.I.E.R. laboratories in Lyon (France) and AISICO in Rome (Italy) and carry the CE marking.

Widened breakdown lanes
In the section between Egna and Verona (about 123 km), the breakdown lanes have been widened from 2.50 to 3.50 m. Besides improving safety in case of vehicle breakdown they also provide two extra lanes that can be used by traffic during carriageway maintenance work or to ease heavy traffic congestion (so-called “dynamic” lane).

Emergency lay-bys
Along the A22 there are 427 lay-bys for use in emergency situations, such as sudden illness of drivers and passengers or vehicle breakdown. Further lay-bys have been planned for the coming years.

SOS call boxes
On the hard shoulder there are emergency telephones spaced at regular distances of about 1,500 m. The call boxes have three buttons for calling an ambulance, breakdown service or firefighters. There is also an interphone providing a direct connection with the CAU to localise the user’s position and speed up the emergency service response time.
**Lighting**
All motorway junctions and tunnels are well-lit. To enhance visibility inside tunnels, LED lights are used to guide drivers, with the walls painted white or covered with glazed panels. In all the tunnels, LED back-lit panels have also been installed with moving figures guiding towards the emergency escape routes and indicating the distance to the exit.

**Fog lighting system**
The fog lighting system stretches for about 106 km, from Affi to Modena, and consists of LED lights and sensors. The system activates automatically in foggy conditions, as needed, and light intensity is regulated according to the level of visibility.

**Signage and markings**
To ensure that all road signs are always perfectly visible, day and night, Autostrada del Brennero exclusively uses signs made with high-performing retroreflective sheeting. For road surface markings, Autostrada del Brennero uses solvent-based paints, hot-spray plastic and elastoplastic laminates, and conducts regular inspections to ensure that the signs and markings are always intact, using its own special equipment or outsourced laboratory services.

**Fencing**
The entire motorway is enclosed by metal fencing. The height of the fencing – between 1.20 and 1.90 m – varies depending on the structure (flyovers, bridges, viaducts, etc.) or surroundings, i.e. open countryside, roads or built-up areas.

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**ROAD MONITORING AND MAINTENANCE**

**Periodical inspections** are carried out to constantly control the A22 road structures, also by means of instruments that collect and monitor mechanical and electro-chemical parameters, where necessary. Autostrade del Brennero can use the data to promptly and efficiently schedule maintenance or renovation works, to ensure the overall structural and functional efficiency of the road structures.

All data, whether collected during the inspections or transmitted by the monitoring equipment, are fed into a digital archive where a dedicated software can specifically identify the need for any priority actions.

Technological systems are installed inside the tunnels featuring remote command and control units (CAU) and AID (Automatic Incident Detection) systems for automatic traffic monitoring purposes, as well as identifying anomalous situations (such as fire, stationary vehicles and smoke).

The Company also uses sensors and inspections by qualified personnel to constantly monitor road surface conditions, so that resurfacing operations can be scheduled well in advance.

Furthermore, since 2014, Autostrada del Brennero has also implemented a tracing and monitoring system for the transport of hazardous goods.

Thanks to 6 portals located along the motorway, it is now possible to detect and classify any vehicles carrying hazardous goods by reading the ADR/Kemler plates or panels using OCR and infrared technology.

Autostrada del Brennero has also installed alerting devices using sound and light signals at service stations and toll gates to signal any incidents of “wrong-way driving”.

The 2021 budget provides for maintenance investments totalling 71 million euros.
The A22 has six Motorway Safety Centers (CSA), which are facilities manned by engineers, workers and traffic managers and provided with the necessary vehicles and equipment. The CSAs are strategically spaced along the motorway, at distances of about 50 km, which enables them to comfortably monitor and inspect motorway conditions and provide constant maintenance. The decision to employ such a large number of resources is aimed at building a picture of the infrastructure with the greatest possible detail. The CSA staff are also tasked with setting up the signage for roadworks and non-routine maintenance activities, such as snow clearance operations. To this end, the CSAs also have storage facilities for de-icing salt agents, as well as a range of winter service vehicles, including gritters and de-icing trucks, snowplows and snow cutters.

**USER ASSISTANCE CENTRE (CAU) AND TRAFFIC MANAGERS**

The CAU, or User Assistance Centre, is the beating heart of the Motorway's control, coordination and information system. It is based in the proximity of the Trento Centro toll gate and consists of two separate divisions: a Traffic Control Centre (TCC) and a Traffic Information Centre (TIC). Images come in from 226 cameras – via fibre-optic cables, radio links and telecommunication systems – with 146 cameras dedicated to traffic control, 67 to AID monitoring inside tunnels and 13 webcams for the website. The Centre also features connections with 403 SOS call boxes and 25 weather stations, collecting real-time information on traffic and weather conditions, visibility and emergency requests.

The CAU is manned by 4 assistants and 19 operators who
work in shifts, on a 24/7 basis, to manage the information and coordinate the roadside assistance operations. The traffic managers are widely distributed along the entire motorway and are primarily tasked with providing roadside assistance, where necessary, and signalling tailbacks, men at work and road disruption. They also support the Road Police. The CAU also calls in the other emergency services (breakdown response, ambulance service and fire fighters) and keeps travellers up to date by way of dedicated information channels, such as variable-message signs (VMS), radio channels, website and App.

**CAU CONTACTS**
*In the removable insert*

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**MOTORWAY OPERATIONS CENTRE (COA) AND ROAD POLICE**

The Motorway Operations Centre (COA) coordinates the Road Police patrols which guarantee round-the-clock policing and law enforcement on the motorway. Road Police services on the A22 are operated by the Departments of Trentino-South Tyrol and Belluno, Veneto, and Emilia Romagna, through the four Sub-departments of Vipiteno, Trento, Verona Sud and Modena Nord. The police officers are tasked with a range of duties, including prevention of traffic offences, imposing penalties for road traffic offences, managing road traffic incidents and accidents, regulating and controlling traffic, and providing assistance to motorists. The COA and the CAU are both based in the same building and work together closely to ensure timely and effective service response. The CAU, in fact, liaises with the COA in the case of events that require the intervention of the Road Police.

**COA CONTACTS**
*In the removable insert*

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**OVERSIZE/OVERWEIGHT VEHICLES**

Oversize/overweight vehicles – within the meaning of the New Italian Highway Code (in terms of length, width and height and/or mass of the vehicle) – require a special permit to use the A22. Interested users should directly contact the office for oversize/overweight vehicles of Autostrada del Brennero, based at the Trento Nord Interport Centre. Requests will be assessed by the staff, liaising with CAU, COA and CSA, who then decide in accordance with traffic forecasts and scheduled roadworks.
WINTER SERVICE

For snow emergencies Autostrada del Brennero has 322 winter service vehicles, while the CSAs stock 13,480 tonnes of solid and 1400 tonnes of liquid de-icing agents.

Due to its geographical location, in winter the A22 is subject to very cold temperatures and heavy snowfall. Therefore, the Company has put into place ad hoc procedures for winter maintenance operations that draw on the skills and activities of the facilities involved (CAU, COA, CSA and outsourced support companies), which liaise to ensure adequate safety standards.

Autostrada del Brennero uses the data from 25 weather stations, pavement sensors and thermal mapping vehicles to monitor road surface conditions, prevent snow from sticking or ice from forming and plan snow clearance operations in advance. This way, the use of de-icing agents can also be optimised to reduce environmental pollution and the deterioration of the road structures. In emergencies, operations are also regulated by a specific Protocol implemented jointly with the Road Police, Firefighters and 118 emergency service.

Winter service vehicles of Autostrada del Brennero

- **79** de-icing trucks
- **168** snowplows
- **68** front-end loaders
- **7** snow cutters
EMERGENCY MANAGEMENT
Emergencies on the A22 are managed and coordinated by the CAU, which remotely monitors the entire motorway. When an alarm is triggered, signalling a potentially dangerous situation arising from a vehicle breakdown, tailback queues, accidents or adverse weather conditions, the operators immediately alert the appropriate emergency intervention staff (traffic managers, Road Police, medical assistance, etc.), while simultaneously informing road users by means of the variable message signs (VMS), radio and the A22 website and App. In the event of tailback queues with expected delays of more than three hours, they also activate a user assistance service with the distribution of basic necessities, in collaboration with the rescue units of the White Cross, Red Cross and volunteer firefighters.

What to do in an emergency
In the event of an accident, vehicle breakdown, driver / passenger illness, you must try, if possible, to reach the nearest emergency lay-by. 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 and exit the car from the side facing the hard shoulder, display a breakdown triangle sign and call the CAU. To ensure a fast and effective response by the emergency services you must specify the type of assistance you need (mechanical, medical, etc.), your direction of travel (north or southbound) and, 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, or by connecting to the A22 App, where the information is immediately available, via geolocation, under the SOS heading.
In tunnels, it is essential to attentively assess the situation and, if possible, you must try to drive to the exit of the tunnel and call for help once you’re outside. Otherwise, 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.

Roadside assistance services on the A22 are provided in partnership with the following organisations: ACI Global SpA, Europ Assistance VAI SpA and IMA Service Scarl, 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 European 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 European emergency number 112, where active.
ACCIDENT RATES

Accident rate data show that the strategies and operations put into place by Autostrada del Brennero – as described in the preceding paragraphs – are effective, including the overtaking ban for heavy vehicles.

GLOBAL ACCIDENT RATE
(accidents per 100 million vehicle-km)

The global accident rate recorded on the A22 in 2020 was 17.04.

The graph highlights: a 62.4% drop in the global accident rate compared to 2000 (the accident rate is expressed as the number of reported accidents per 100 million kilometres travelled) and a 39.1% drop in the number of reported fatal accidents compared to 2000.

Rules and advice
DRIVING RULES AND TRAVEL ADVICE

SPEED LIMITS AND BANS

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** for vehicles with Gross Vehicle Weight Rating (GVWR) > 7.5 tonnes: from Chiusa Val Gardena to Bolzano Sud (from km 54 to km 85)

Overtaking ban

Overtaking is banned at all times, on both carriageways of the A22, 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

Emergency lay-bys along the motorway must be used exclusively 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. The ban on stopping in emergency lay-bys applies to both carriageways along the entire A22 motorway.
SPEED LIMITS – OVERTAKING BAN

**INNSBRUCK**

**110**

Limits for all vehicles

**60**

Limits for heavy vehicles

**BOZEN/BOLZANO**

**3130**

**RULES AND ADVICE**

2021 SERVICE CHARTER - THE A22

**Heavy goods vehicle ban**

The 2021 heavy goods vehicle (HGV) ban calendar can be downloaded from the Company website and applies to:

- vehicles or combination vehicles with a GVWR > 7.5 t
- oversize/overweight vehicles
- vehicles transporting hazardous goods

**Calendar of roadwork stops**

At the beginning of the year, the Company prepares an ordinance specifying the days on which roadworks will be put on hold: in the busiest periods of the year (early January, Easter, Ascension Day, Whitsun, Corpus Christi, summer weekends, Immaculate Conception and Christmas holidays) no roadworks are allowed which require switching carriageways (southbound/northbound) or traffic/overtaking lane reductions (except at night). Exceptions to this rule are made for urgent works needed to restore safe traffic conditions or unforeseeable events such as adverse weather conditions. The calendar of roadwork stops can be downloaded from the Company's website.

**COMPULSORY WINTER TIRES OR SNOW CHAINS**

Winter tires or snow chains on board are compulsory on the A22 from 15 November to 15 April, even without snow. Failure to comply will result in a fine of between € 80 and € 318, with the order not to continue the journey without procuring the necessary equipment.

**TRAFFIC FORECASTS AND TRAVEL ADVICE**

Autostrada del Brennero produces accurate traffic forecasts to allow users to plan their journeys in the best possible way, checking the days and times when delays or queues are most likely to occur. Before setting off, motorists are advised to consult the Company's traffic and weather forecasts, check vehicle
and tire 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.

Once on the motorway, motorists 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 CAU notices on the variable message signs and keep up to date with traffic conditions via radio or the A22 website or App;
- pay special attention to vehicles slowing down or accelerating at junction slip roads or service areas and to vehicles leaving the laybys;
- stop at a service area at the first signs of fatigue.

TRAFFIC INFORMATION ON THE MOTORWAY
Variable Message Signs (VMS): the CAU uses these signs to inform motorists about traffic, weather conditions and possible service limitations. On the A22 there are:
- 28 double portals and single portals at the roundabouts outside the toll gates
- 38 monochrome LED displays at each motorway entrance
- 130 message signs along the motorway
- 23 truck-mounted signs
- 5 parking occupancy signs for HGVs.

There are also 24 message signs showing self-service fuel prices, updated directly by the service area operators. However, Autostrada del Brennero is not responsible by law for the accuracy of the prices and their updating.

Website
The www.autobrennero.it/en website provides information about the company, traffic and facilities on the A22 motorway. The homepage, represented on an interactive map, contains real-time information on traffic conditions (also via web cam), roadworks and facilities. The map also shows the location of service areas and HGV parking areas and the facilities found there, while a dedicated section helps users plan their journey by section, calculating distances and toll rates. The site also provides all the information and useful references on tolls and manner of payment.

App A22
This is the official free Autostrada del Brennero application that provides real-time geo-referenced information on traffic and facilities along the A22 Brennero-Modena motorway. It is available for both iOS and Android.

Inforadio
Traffic and weather information is broadcast in “Inforadio” news bulletins, along the entire A22, which are aired every 30 minutes on three local radio stations (at approximately 25 and 55 minutes past the hour), as well as live coverage of unfolding events on:
- Radio NBC Rete Regione – from Brennero to Affi
- Radio PICO – from Rovereto to Modena
- Radio Südtirol 1 – from Innsbruck to Rovereto
or by RAS programmes. Radio frequency signs can be found along the motorway and are summarised in the picture on page 35. Users can also listen to the traffic information brought by ISORADIO and CCISS (Road Safety Information Coordination Centre), which are also broadcast daily by “Onda Verde Viaggiare informati” and on the RAI 1, 2 and 3 channels. The same information is also available by telephone on 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 channels in the morning time slot.

Move tv

This is a TV channel operated by Autostrada del Brennero and broadcast on the giant screens found at the service areas of the A22, with bilingual news bulletins, updated in real time, about the traffic, road conditions and weather. The programme, on air from 6 a.m. to 10 p.m., also features videos presenting the Company and showcasing the areas crossed by the motorway.
TOLL CHARGES AND PAYMENT

For a detailed up-to-date calculation of toll charges visit:

www.autobrennero.it/en/on-the-road/toll/

DESCRIPTION AND CALCULATION

The toll charge is the amount payable by motorists for using the motorway and is a function of its construction, management and maintenance costs. It 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 height of the vehicle 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

<table>
<thead>
<tr>
<th>STATION</th>
<th>ENTRANCES</th>
<th>REVERSIBLE*</th>
<th>EXITS</th>
</tr>
</thead>
<tbody>
<tr>
<td>BRENNERO</td>
<td>4</td>
<td>3</td>
<td>13</td>
</tr>
<tr>
<td>VIPITENO</td>
<td>1</td>
<td>3</td>
<td>4</td>
</tr>
<tr>
<td>BRENNANOONE</td>
<td>4</td>
<td></td>
<td>7</td>
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<tr>
<td>BRENNANOONE Z.I **</td>
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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 toll gate, motorists can join the motorway according to a “double approach” system, by either collecting a ticket or using the electronic toll lane.

#### Toll tickets

Toll tickets are issued by a machine at each approach lane. To avoid damaging or losing the ticket during the journey motorists are advised to store it in a safe place and not to fold it or expose it to magnetic fields.

#### Electronic toll system

An electronic toll system is a ticketless system whereby a toll reader device automatically registers the vehicle’s use of the road. 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. To use the system, vehicles must be equipped with an automated transponder, which can be found at any of our customer Service Centres.
LEAVING THE MOTORWAY
Motorists can leave the motorway via exit lanes featuring a range of toll payment options, as described below.

Staffed toll payment booths
Conventional staffed booths accepting multiple methods of payment, such as cash (Euro coins and banknotes, as well as non-EMU currencies), electronic toll collection systems or 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, Diners, Visa/Carta Sì, Eurocard, Mastercard, Electron networks.

Unstaffed and electronic payment booths
Unstaffed booths accepting the same methods of payment as the staffed booth, by way of a toll collection machine or electronic toll collection.

Electronic toll collection
These exit lanes can be used solely by vehicles equipped with an automated transponder that is automatically read by the toll reader device when the vehicle passes through the gate and which charges the user the toll. Users can find information about charges paid and new product/service offers at www.telepass.com. In 2020, a successful electronic toll payment rate of 99.72% was recorded.

Electronic and automatic toll collection
These exit lanes provide a two-way payment system featuring either electronic toll collection or card payments using Viacard, Fast Pay or authorised credit cards and a card reader. They also feature a Remote Lane Monitoring (MRP) system providing user assistance based on advanced multimedia communication technology, which is operated remotely by qualified staff using audio channels and video signals.

EETS lanes
These lanes are enabled for payment under the European Electronic Toll Service (EETS) (Directive 2004/52/EC) although the standard Italian electronic toll collection system “Telepass” is also accepted.

Assistance on the motorway entrance/exit lanes
For safety reasons, and regardless of the type of problem experienced, it is severely forbidden to leave a vehicle and cross the toll gate entrance/exit lanes on foot. Motorists are advised to use the Remote Lane Monitoring (MRP) system to contact an operator for assistance in resolving the problem.
FAILURE TO PAY TOLL CHARGES

Users trying to leave the motorway without a toll ticket will be required to pay the entire charge from the furthest motorway entrance point (Article 176, Italian Highway Code), unless they can provide hard evidence (by way of cash receipts, invoices, third party witness accounts, etc.) of their actual point of entrance.

Failure to pay the toll charge could be due to a number of reasons (lack of money, loss of ticket, lack of a payment card, insufficient credit on card, etc.) and leads to a specific toll charge collection procedure being initiated. The user receives a failed payment notice subject to a deadline of 15 days after the date of travel, specifying the manner of payment. If the deadline is not met, the Company will initiate the debt recovery procedure, adding the relative expenses to the charge. In this case, Autostrada del Brennero is entitled to report the failure to pay to the Road Police for the application of the late payment penalties (Article 176(11) and (21), Italian Highway Code), in relation to the breach of the toll charge payment obligation (fines can range between €87.00 and €344.00 and 2 points are deducted from the offender’s driving license).

 Users may provide clarifications and apply for the fine to be dismissed by emailing the Company at rmpp@autobrennero.it or by filling in and posting a special form (called a “cartolina gialla”, i.e. yellow card), received together with the failed payment notice, with the relevant number.

- If the Company establishes that the exact toll charge due for the motorway section used was paid and accepts the validity of the evidence provided, it may accept the user’s request without the need for any further communication.
- If the “cartolina gialla” form has not been fully filled in and/or the requirements for dismissal are not met or are deemed insufficient for the purpose of accepting as truthful the claimed point of entering the motorway, the Company is entitled to enforce the collection of the toll charge by way of a notice in writing to the user. A digital version of the form can be filled in online at www.autobrennero.it/en.

We process all personal data provided to us in accordance with the Privacy law (Italian Legislative Decree 196/2003 and EU Regulation 679/2016). Full information can be found on www.autobrennero.it/en.

Toll charge refunds

Users may apply for a toll charge refund or the Company itself shall refund any excess charges found to have been improperly levied, as a result of a management audit.

Toll charge billing

Users may request a toll charge bill by filling in and sending the relevant form (which can be downloaded from the Company’s website or collected from any A22 Service Centre), with the necessary receipts, to:

Autostrada del Brennero Settore Esazione
Via Berlino, 10 - 38121 Trento.

Toll charge receipts given at the staffed/automatic toll booths are not valid for tax purposes.

CONTACTS FOR TOLL CHARGE REFUNDS OR BILLINGS

Email us at ufficio.rimborsi@autobrennero.it
or visit our website at www.autobrennero.it/en

CONTACTS FOR TOLL CHARGE NON-PAYMENTS, REFUNDS AND BILLING

Featured in the removable insert
CONCESSIONARY RATES

For commuters (Brennerpass)
Autostrada del Brennero offers commuters a 20% discount on toll charges for travel to and from work on the A22 between Brennero and Campogalliano, excluding any sections interconnecting with the A1 or A4 motorways and any intermediate sections between the selected junctions. To qualify for the Brennerpass, commuters must install a “Telepass Family” tag and fill in, sign and return to our offices or email to brennerpass@autobrennero.it the application form available at any of our customer Service Centres or on the Company website.

For the local authorities of Trento and Rovereto (Urban Pass)
The Company offers local government authorities wishing to ease traffic congestion on the ordinary road network the possibility to allow motorists to use sections of the motorway free of charge, albeit on a purely temporary basis and with the local authorities incurring the related costs. At present, there is a special arrangement in place with the Autonomous Province of Trento according to which motorists are exempted from toll charges for use of the motorway between Trento Nord and Trento Sud and also between Rovereto Nord and Rovereto Sud, in both directions, from 6 to 9 am and from 5 to 8 pm. To use the service, motorists must apply for a Telepass tag, specifying this reason, or if they already have one, to ask for it to be enabled. This can be done directly at the customer Service Centre of Trento Nord or by downloading the form and emailing it to urbanpass@autobrennero.it.

For motorcyclists
Autostrada del Brennero has joined the scheme sponsored by the Italian Ministry of Infrastructure and Sustainable Energy for creating special toll charges for motorcyclists, who now enjoy a 30% discount provided that they install a “Telepass Family” tag exclusively associated with the motorcycle’s registration number, which is captured by a system of cameras at the toll gates. This scheme cannot be used together with other concessionary schemes (such as, for example, the “Brennerpass”). To join, motorcyclists must fill in, sign and return the form downloaded from the Company website or collected at any Service Centre.

THE SERVICE CENTRES
Autostrada del Brennero has set up six customer Service Centres at the toll stations of Bressanone, Bolzano Sud, Trento Nord/Interport, Affi, Mantova Nord and Carpi. The Centres provide information about the most popular services (toll payments, Viacard, Telepass) and assistance with regard to the various types of toll payments.

Services delivered at the A22 Service Centres:
• handling failures to pay
• toll charge billing
• applications for pre-paid or debit Viacards
• assistance with Telepass Business and Family tags
• applications for concessionary rates (Brennerpass – Urban Pass)
• customer support services in relation to the services provided.
FACILITIES

SERVICE AREAS

There are 22 service areas on the A22 motorway, 11 in each direction and about 30 km apart. Restaurant and fuel facilities are operated under sub-concession agreements awarded on the basis of a competitive procurement process. The Company performs strict controls, first and foremost with regard to prices, cleanliness and customer satisfaction. If Autostrada del Brennero finds any failures or shortcomings, it requires the service area operators to take the appropriate corrective measures or applies the penalties provided in the agreement.

The service areas are being improved by large-scale refurbishment of the premises, with the reorganisation of the indoor spaces – and the implementation of new facilities – as well as an architectural makeover to enhance their visual appeal in the local settings.

On the northbound carriageway towards Brennero, near the Isarco Est area and the Plessi Museum rest area, motorists travelling to Austria can also purchase a “Vignette” tag for the Austrian motorway network. At the same location there is also a GO-box for HGVs.

"PLESSI MUSEUM" REST AREA

The Plessi Museum, the first Italian museum to be opened on a motorway, is located at the Brenner Pass, near the former customs building on the Italian-Austrian border. It covers an area of about 2,500 m² and has a glass box design surmounted by a wood and COR-TEN steel roof. It houses a permanent exhibition of the works by internationally renowned Italian artist Fabrizio Plessi, with video installations, sculptures, graphic works and paintings, besides a modern restaurant and a large shop selling food & wine products from South Tyrol. The Plessi Museum complex also has a conference room for meetings and cultural and institutional events.

AED (semiautomatic defibrillator)

Every year, in Italy, about 60,000 people die from cardiac arrest (Eurostat data). Providing immediate aid can cut this death toll by 30% and the availability of an AED is absolutely necessary to mitigate the consequences of a cardiac arrest. So, in 2018, Autostrada del Brennero launched its “Making Service Areas More Heart-Safe” project by installing AED equipment at all the 22 service areas, plus the Plessi Museum, Sadobre truck park and the HGV parking area at Rovereto Sud. In 2020, 232 persons received hands-on training to use the AED equipment: 115 Road Police officers and 117 traffic managers and Autobrennero workers based at the service areas.
### FOOD AND FUEL*

**Northbound carriageway - Towards Brennero**

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<tr>
<th>KM</th>
<th>SERVICE AREAS</th>
<th>BAR</th>
<th>Restaurant</th>
<th>Wi-fi</th>
<th>Toilets and accessible toilets</th>
<th>Baby room (B)</th>
<th>Diaper changing table (D)</th>
<th>Showers</th>
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**Southbound carriageway – Towards Modena**

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<th>Toilets and accessible toilets</th>
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<th>Diaper changing table (D)</th>
<th>Showers</th>
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### FUEL

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* Check for updates at the Company's website www.autobrennero.it/en

** The Plessi Museum and its facilities can be reached via a pedestrian subway
CHARGING STATIONS

For electric vehicles
Autobrennero is engaged in developing a dense network of EV charging stations along the motorway, in order to give motorists with electric vehicles greater peace of mind when travelling long distances.

The gradual expansion of the charging station network on the A22, in line with the increase in electric vehicle ownership, has the goal of redefining the electric vehicle charging experience as cutting-edge, safe, easy and, above all, faster.

The first “Ultra-fast” charging station on the A22 has been installed at the Plessi Museum, cutting charging time while delivering three times the charging power of an ordinary “Fast” station.

Currently, on the A22, there are 9 electric vehicle charging stations, with a total of 53 charging points for universal and also dedicated Tesla charging.

For refrigerated trucks
Autobrennero has installed the following charging stations for charging the generators on temperature-controlled vehicles carrying products that require storage from freezing to room temperature, namely:

• 5 charging points at the Sadobre truck park of Vipiteno
• 4 charging points at the parking area of the Trento Nord Interport
• 5 charging points at the Rovereto Sud parking area.
### CHARGING STATIONS

#### CHARGING POINTS FOR ELECTRIC VEHICLES *

**Km 1+300**  
**PLESSI MUSEUM - BRENNER PASS**  
- 16 Tesla-dedicated charging points  
- 1 ultra-fast charging point (150 kW)  
- 1 multi-standard fast charging point (50 kW)  
- 1 AC charging point (22 kW)

**Km 38+031**  
**Motorway station BRESSANONE - VAL PUSTERIA**  
- 1 multi-standard fast charging point (50 kW)  
- 1 AC charging point (22 kW)

**Km 128+913**  
**PAGANELLA EST service area**  
- 1 multi-standard fast charging point (50 kW)

**Km 129+004**  
**PAGANELLA OVEST service area**  
- 1 multi-standard fast charging point (50 kW)  
- 1 AC charging point (22 kW)

**Km 159+690**  
**NOGAREDO OVEST service area**  
- 1 multi-standard fast charging point (50 kW)

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

**Km 206+669**  
**Motorway station AFFI**  
- 16 Tesla-dedicated charging points  
- 1 multi-standard fast charging point (50 kW)  
- 1 AC charging point (22 kW)

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

**Km 268+603**  
**PO OVEST service area**  
- 1 multi-standard fast charging point (50 kW)  
- 2 AC charging points (22 kW)

#### CHARGING POINTS FOR HGVs

**Km 15+700**  
**SADOBRE truck park**  
- 5 charging points

**Km 131+739**  
**Trento Nord Interport**  
- 4 charging points

**Km 167+000**  
**Rovereto Sud HGV parking area**  
- 5 charging points

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*Check for updates at the website www.autobrennero.it/en*
LIGHT VEHICLE PARKING AREAS

Outside its motorway stations, Autostrada del Brennero has built light vehicle parking areas with a view to optimising the use of means of transport thus helping reduce air and noise pollution.

HGV PARKING AREAS

While all service areas on the A22 allow heavy vehicles to stop and use restaurant and fuel facilities, Autostrada del Brennero nevertheless offers various types of rest areas specifically dedicated to HGVs, allowing hauliers subject to mandatory rest rules to do so with a degree of comfort (EC Reg. No. 561/2006, in force since 2007).

Over the years, the Company has developed, upgraded and improved these facilities. Some are located within the service areas (Paganella Est, Paganella Ovest, Campogalliano Ovest), one is located at the Plessi Museum rest area and yet another (former Dogana Ovest) is located a short distance away, while the other 5 (Sadobre truck park, Brennero Casa Lupo, Firmian, Trento Nord Interport, Rovereto Sud) are areas designed to provide special and diverse services for both the drivers and the HGVs. These include personal care services (toilets, showers, food, refreshment points with vending machines, laundry service), vehicle services (refuelling, de-icing, charging points for refrigerated trucks), security (lighting, CCTV surveillance), information and IT services (traffic information, weather, critical situations on special monitors) and general assistance services (cashpoints).
## HGV Area Facilities

### Sadobre Truck Park

<table>
<thead>
<tr>
<th>KM</th>
<th>PARKING AREA</th>
<th>CARRIAGEWAY</th>
<th>Petrol and diesel</th>
<th>LNG biLNG Cng</th>
<th>Refrigerated truck charging points</th>
<th>De-icing service</th>
<th>Bar and restaurant</th>
<th>Market</th>
<th>Toilets and accessible toilets</th>
<th>Showers</th>
<th>Gaspoint</th>
<th>Hotel</th>
<th>CCTV cameras</th>
</tr>
</thead>
<tbody>
<tr>
<td>15+700</td>
<td>SADOBRE TRUCK PARK</td>
<td>A22 exit Brennero</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
</tr>
</tbody>
</table>

### HGV Areas

<table>
<thead>
<tr>
<th>KM</th>
<th>PARKING AREA</th>
<th>CARRIAGEWAY</th>
<th>Vending machines</th>
<th>Toilets and accessible toilets</th>
<th>Showers</th>
<th>Refrigerated truck charging points</th>
<th>CCTV cameras</th>
<th>Alarm system</th>
<th>Additional services</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+800</td>
<td>BRENNERO CASA LUPO</td>
<td>from both carr.</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>85+327</td>
<td>BOLZANO SUD FIRMIAN</td>
<td>A22 exit Bolzano sud</td>
<td>✓</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Hydrogen production and distribution system</td>
</tr>
<tr>
<td>131+739</td>
<td>TRENTO NORD INTERPORT</td>
<td>A22 exit Trento nord</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
</tr>
<tr>
<td>166+739</td>
<td>ROVERETO SUD</td>
<td>A22 exit Rovereto Sud</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>Laundry service</td>
</tr>
</tbody>
</table>

### HGV Facilities at Service Areas

<table>
<thead>
<tr>
<th>KM</th>
<th>PARKING AREA</th>
<th>CARRIAGEWAY</th>
<th>Petrol and diesel</th>
<th>Bar</th>
<th>Restaurant</th>
<th>Speciality products</th>
<th>Toilets and accessible toilets</th>
<th>Showers</th>
<th>Picnic area</th>
<th>CCTV cameras</th>
</tr>
</thead>
<tbody>
<tr>
<td>1+300</td>
<td>PLESSI MUSEUM BRENNER PASS</td>
<td>A22 exit &quot;Brennero&quot; from both carr.</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td></td>
<td>At Tesla-dedicated charging station</td>
</tr>
<tr>
<td>1+300</td>
<td>AREA EX DOGANA OVEST**</td>
<td>Southbound</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>129+913</td>
<td>PAGANELLA EST</td>
<td>Northbound</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>129+000</td>
<td>PAGANELLA OVEST</td>
<td>Southbound</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
<tr>
<td>309+076</td>
<td>CAMPOGALLIANO OVEST</td>
<td>Southbound</td>
<td>✓</td>
<td>✓</td>
<td></td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td>✓</td>
<td></td>
</tr>
</tbody>
</table>

* Check for updates at the Company's website www.autobrennero.it/en

** The Plessi Museum and its facilities can be reached via a pedestrian subway.
ENERGY AND ENVIRONMENTAL INVESTMENTS

Autostrada del Brennero SpA is engaged in implementing a number of projects aimed at using alternative energy sources, preventing pollution and, generally speaking, protecting and improving the environment as a whole.

Following are several key examples:

- experimental use of renewable and sustainable energy sources (photovoltaics and micro-wind turbines) powering ITS (Intelligent Transport System) systems at several technology facilities where trials are carried out on the use of hydrogen and fuel cells;
- installation of fast-charging points (Tesla-dedicated and multi-standard) for light vehicles and HGVs equipped with temperature-controlled generators;
- installation of rooftop PV systems;
- installation of conventional and PV noise barriers;
- installation of new CNG filling stations at several service areas;
- introduction of separate waste disposal for the waste collected at the motorway facilities and/or service areas;
- ordinary maintenance of the drainage and sound-absorbing asphalt surfacing;
- landscaping and improvement of the green areas at motorway stations and service areas.

HYDROGEN

In 2014, the first ever facility in Italy for the production, storage and distribution of green hydrogen, i.e. generated using only renewable energy sources, was inaugurated at Bolzano Sud.

The plant, built by Autostrada del Brennero and operated by the Institute for Technological Innovations (IIT), has the capacity to produce 180 normal cubic metres of hydrogen per hour, totalling over 1.5 million normal cubic metres of clean fuel per year, produced by the Cardano
hydroelectric power plant. The hydrogen distribution point can supply around 15 hydrogen buses per day with a range of 200-250 km or up to 700 cars. The resulting annual environmental savings amount to 525,000 litres of petrol or 440,000 litres of diesel, corresponding to over 1,200,000 kg less carbon dioxide released into the atmosphere. Autostrada del Brennero’s long-term objective is to create a refuelling network capable of serving the entire motorway network, with filling stations at no more than 100 km apart. The hydrogen distribution centre, which also features office buildings, conference rooms and training facilities, is open to the public, with guided tours, to spread and promote the knowledge of hydrogen as an energy vector.

**ELECTRICITY**

In 2018 Autostrada del Brennero approved a sustainable mobility plan centred on the deployment of electric charging stations and the offer of alternative fuels. Currently, along the A22, there are 9 charging stations and 53 points (including universal standard and Tesla-dedicated). The charging points, installed and managed by the Company, are universal standard and compatible with all electric car models currently on the market; they are also designed to support the recharging demand of the new car models that will soon be released on the market.

Between 2016 and 2020 there was a sharp rise in the use of the charging services on the A22, with over 300,000 kWh supplied and over 666 tonnes less of CO2 released into the atmosphere.

Autostrada del Brennero has already approved an expansion plan aimed at doubling the number of charging stations along the motorway when fully operational.

On the A22, electricity is also used to reduce the environmental and noise impact of HGVs. In fact, charging points have been installed at the Vipiteno Sadobre truck park, the Trento Nord Interport parking area and the Rovereto Sud parking area to power the generators of temperature-controlled vehicles for cold chain management. The service provides a sustainable alternative to starting up diesel generators during stops.

**PHOTOVOLTAICS**

In 2009, Autostrada del Brennero built a noise and sound-absorbing barrier at Isera (Trento) fitted with 3,944 photovoltaic modules. The barrier is 1,067 metres long and reaches a height of 5.6 metres, protecting the town from the noise from the motorway, while at the same time producing clean energy to serve the area. The project guarantees an average annual electricity output of about 750,000 kWh, equal to the domestic consumption of more than 250 households. There have also been excellent results in terms of noise pollution mitigation, during the day and at night: the barrier, in fact, has significantly reduced traffic noise from the motorway by up to 10 dB.
QUALITY

QUALITY POLICY OF AUTOSTRADA DEL BRENNERO SPA
The organisation of Autostrada del Brennero SpA is governed by an ad hoc Organisational System and is certified in accordance with the international UNI EN ISO 9001:2015, UNI EN ISO 14001:2015 and UNI ISO 45001 voluntary standards, which apply to the “Management of motorway operations – Design and site supervision for the construction and maintenance of motorway infrastructure – Operation and control of activities carried out in service areas”.

A22 certifications
- since 2003 QUALITY CERTIFICATION
- since 2007 ENVIRONMENTAL CERTIFICATION
- since 2010 HEALTH AND SAFETY CERTIFICATION

Over the years, the Organisational System has been constantly implemented and updated, also in view of the introduction of new personal data protection requirements.


Since September 2014, Autostrada del Brennero has also been accredited as a “Type B” Inspection Body (UNI CEI EN ISO/IEC 17020) for the inspection of projects in the fields of “Building construction, civil engineering works in general and related plant engineering works, environmental protection and defence works, soil bioengineering and railway engineering works, including tunnelling”. The Technical-Organisational Unit for Design Inspection is a company department, independent and unbiased towards the parent company, through which Autostrada del Brennero SpA can verify projects, for validation purposes, also in excess of the EU ceiling of € 20 million (Public Procurement Code: article 26 of Italian Legislative Decree 50/2016).

Since 2016, the Company also prepares a Sustainability Report illustrating our values and social and environmental commitment towards stakeholders, besides enhancing our relationship with the communities in the areas crossed by the A22.

Every year, we set ourselves new goals to increasingly improve our quality standards, in order to optimise user services, environmental performance, safety, compliance with the applicable regulations and to provide evidence and ensure continuity. We also deploy considerable resources in upgrading service areas, developing technology to provide increasingly effective and timely information to users, implementing safety through constant maintenance and optimising traffic and work management procedures.

In environmental terms, Autostrada del Brennero is committed to minimising the impact of all our activities by promoting rail transport (intermodality), erecting noise barriers, employing drainage and sound-absorbing asphalt, using low-impact fuels, participating in projects for the development and promotion of alternative environmentally friendly technologies, promoting the use of alternative energy sources with a low environmental impact, such as hydrogen, photovoltaics, electricity.

At Autostrada del Brennero we also hold in high regard the occupational health and safety of our employees, contractors, outsourced personnel, users and the general public. Therefore, in the performance of our operations we are committed to:
- preventing accidents at work and occupational diseases and ensuring risk management;
- ensuring the ongoing improvement of performance safety;
- ensuring employee participation and the involvement of outsourced personnel, contractors and suppliers;
- adopting the best available practices for the protection of health, safety, the environment and public safety.
QUALITY INDICATORS

The following quality indicators are provided in the Operating Instructions issued by the Ministry of Infrastructure and Sustainable Energy, in relation to the definition of the Service Charters of concessionaire companies. Autostrada del Brennero constantly monitors the value of these indicators in order to ensure its consistent compliance with the benchmark standards and the highest levels of quality for customers.

<table>
<thead>
<tr>
<th>INDICATOR</th>
<th>UNIT OF MEASUREMENT</th>
<th>BENCHMARK STANDARD</th>
</tr>
</thead>
<tbody>
<tr>
<td>BASIC FACTOR: TRAVEL SAFETY</td>
<td>Advance notice period of communications, by way of ordinances, relating to roadworks lasting &gt; 5 days</td>
<td>Advance notice time (hours) in 85% of cases</td>
</tr>
<tr>
<td>BASIC FACTOR: SERVICE REGULARITY</td>
<td>Road marking conditions (retroreflection)*</td>
<td>RL Retroreflection (mcd lx-1 m-2)</td>
</tr>
<tr>
<td>BASIC FACTOR: SERVICE COMFORT</td>
<td>Service area facilities: number of inspections per month in at least 80% of areas. With 1 inspection per month in 100% of areas.</td>
<td>No. inspections/month</td>
</tr>
<tr>
<td>BASIC FACTOR: SERVICES FOR PEOPLE WITH DISABILITIES</td>
<td>Service area facilities: number of inspections per month in at least 90% of areas. With 1 inspection per month in 100% of areas.</td>
<td>No. inspections/month</td>
</tr>
<tr>
<td>BASIC FACTOR: USER INFORMATION</td>
<td>Response time to emailed suggestions/complaints **</td>
<td>Response time (consecutive working days) in 85% of cases</td>
</tr>
</tbody>
</table>

(*) Compliance with the standard occurs (excluding the winter operations period) on 90% of minimum 20 km sections.

(**) Depending on the type of complaint, an interim response can be sent in at least 85% of cases within 10 working days. Depending on the technical time necessary to guarantee an analytical process of reconstruction of the events, the final answer may take longer than the time limit described above.
In the new scenario that is emerging for road mobility management, following the dissemination of C-ITS systems, at Autostrada del Brennero we have set up a proprietary infrastructure to allow the use of cooperative systems for exchanging messages between infrastructure and vehicles (I2V).

It has thus become possible to send safety and infomobility messages directly to vehicles enabled to receive the signal.

Sensitive to the closely related issues of environment and innovation, at Autostrada del Brennero we actively participate in numerous European trailblazing projects, in terms of infrastructure and technology, aimed at developing an increasingly automated and autonomous driving experience and at the better management of HGVs, towards safer and more sustainable mobility.

ENVIRONMENT

BrennerLec (2016-2021)
A project of the European LIFE Programme, it aims to create a “Lower Emissions Corridor” (LEC) along the Brenner motorway by way of dynamic traffic management with positive effects on the environment and traffic.
https://brennerlec.life

Life Alps (2019-2027)
A project of the European LIFE Programme, centred on infrastructures and facilities for zero-emission mobility in South Tyrol, along the Brenner corridor (a major European traffic axis) and the neighbouring regions. The project envisages the construction of hydrogen filling stations, the purchase of hydrogen vehicles and the opening of new charging stations for electric vehicles.
https://www.life-alps.eu

RELATED INNOVATION

In the new scenario that is emerging for road mobility management, following the dissemination of C-ITS systems, at Autostrada del Brennero we have set up a proprietary infrastructure to allow the use of cooperative systems for exchanging messages between infrastructure and vehicles (I2V).

It has thus become possible to send safety and infomobility messages directly to vehicles enabled to receive the signal.

www.autobrennero.it/en
TECHNOLOGY

C-Roads Italy (2017-2021)
A project within the Connecting Europe Facility (CEF) European Programme based on the development of technologies and applications enabling the effective exchange of data and information between vehicles (V2V) or from the infrastructure to vehicles (I2V) for the creation of “smart cooperative transport services” for enhanced safety. Autostrada del Brennero, as the pilot reference site, is equipped with the necessary infrastructure to guarantee I2V communication.
https://www.c-roads.eu

C-Roads Italy 3 (2020-2023)
A project of the Connecting Europe Facility (CEF) European Programme which aims at following up the already ongoing actions: C-Roads Italy and C-Roads Italy 2.
In the framework of the project the number of implemented C-ITS services will be increased, and the partners will continue to actively participate in the different working groups of the C-Roads Platform, contributing their experience and playing an active role in the harmonisation process of C-ITS facilities on the European road network.
https://www.c-roads.eu

Ursa Major neo (2017-2021)
A project of the Connecting Europe Facility (CEF) European Programme studying intelligent transportation systems (ITS) aimed at improving international freight traffic on the TEN-T trans-European road network.
Through careful and constant monitoring of the flow of HGVs, the aim of the project is to improve the relevant facilities: parking areas, access to ports, availability of traffic information and road safety.
https://ursamajor.its-platform.eu

ICT4CART (2018-2021)
A project of the European Horizon2020 Programme that aims to develop ICT (Information Communication Technology), i.e. technologies for processing and exchanging information in digital format, capable of ensuring secure connections and data sharing with the surrounding environment for connected and autonomous vehicles (CAVs).
The aim is to implement “smart” mobility based on fully automated and connected transport.
https://www.ict4cart.eu

5G-Carmen (2018-2021)
A project of the European Horizon2020 Programme that aims to assess the potential of 5G technology in the implementation of user cases related to connected and autonomous vehicles (CAVs). The project will cover 600 km of motorway along the “Munich-Bologna corridor”, identified as one of the key transport corridors by the European Community, to improve passenger and freight mobility across Europe.
https://5gcarmen.eu
ROAD, TRAFFIC AND WEATHER INFO / EMERGENCIES
User Assistance Centre (CAU)
Phone +39 0461 980085 / +39 0461 212851
Freephone:
• 800 279940 (Italy only)
• 00 800 2202022 from Germany Austria Netherlands

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

Road Police contacts by district office:
Road Police Sub-department of VIPITENO jurisdiction: from the border to the Station of Egna/Ora
Phone +39 0472 761711 sottosezpolstrada.vipiteno.bz@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 sottosezpolstrada.tn@pecps.poliziadistato.it

Road Police Sub-department of VERONA SUD jurisdiction: from the station of Affi/Lago di Garda Sud to the station of Pegognaga
Phone +39 045 9214211 sottosezpolstrada.veronasud.vr@pecps.poliziadistato.it

Road Police Sub-department of MODENA NORD jurisdiction: from the station of Pegognaga to the interchange with the A1 motorway
Phone +39 059 381911 sottosezpolstrada.modenanord.mo@pecps.poliziadistato.it

INFO FOR TOLL CHARGES, PAYMENT METHODS, NON-PAYMENT
Service Centres
Bressanone at the motorway station
Via Brennero, 133 - 39040 Varna (BZ)
Phone +39 0472 201521 - Fax +39 0472 201486 centro.servizi.bressanone@autobrennero.it

Bolzano Sud at the motorway station
Via E. Mattei - 39100 Bolzano
Phone +39 0471 922616 - Fax +39 0471 922385 centro.servizi.bz@autobrennero.it

Trento Nord at the customs Interport
Via Innsbruck 23 (ground floor, “Blocco A”) 38121 Roncartof di Gardolo (TN)
Phone +39 0461 212778 - Fax +39 0461 212779 centro.servizi.tn@autobrennero.it

Affi at the motorway station
Località Canove, 1 - 37010 Affi (VR)
Phone +39 045 7224320 - Fax +39 045 6514431 centro.servizi.affi@autobrennero.it

Mantova Nord at the motorway station
Località Motella San Giorgio di Mantova (MN)
Phone +39 0376 270689 - Fax +39 0376 271594 centro.servizi.mn@autobrennero.it

Carpi at the motorway station
Via C. Tanabini, 1 - 42012 Carpi (MO)
Phone +39 059 668236 - Fax +39 059 664805 centro.servizi.carpi@autobrennero.it

* Check for updates at the Company’s website www.autobrennero.it/en

Monday to Friday: 8.00 - 18.00
Saturday: 8.00 - 16.00
Sunday and holidays: closed

Download our A22 App for information on road traffic and conditions
USEFUL CONTACTS

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

NON-PAYMENT OF TOLL CHARGE

| Working hours* | Monday to Friday: 9.00 – 12.00 / 14.00 – 17.00 | Sunday and holidays: closed |

Fill in the form:
www.autobrennero.it/en/on-line-toll-payment/
Phone +39 0461 212611
rmpp@autobrennero.it

* Check for updates at the website www.autobrennero.it/en

REFUNDS & BILLING

ufficio.rimborsi@autobrennero.it

REPORTS OR REQUESTS FOR INFORMATION

Fill in the form:
www.autobrennero.it/en/highlightings-and-complain/

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.

Autostrada del Brennero SpA | Brennerautobahn AG
Via Berlino, 10 - 38121 Trento - +39 0461.212611 - www.autobrennero.it/en
a22@autobrennero.it - a22@pec.autobrennero.it

**USEFUL CONTACTS**

**EMERGENCY**

- **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**
  113

- **Medical service**
  118

- **Firefighters**
  115

- **Single emergency number**
  (where active)
  112