Autostrada del Brennero
Brennerautobahn

EN

SERVICE CHARTER

DISCOVER THE A22

» INFO AND SERVICES



safety | innovation | sustainability



2026
SERVICE CHARTER

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

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Brennerautobahn

WELCOME TO THE A22 4

THE COMPANY 6

IDENTITY 8
- Historical Milestones
- Our Charter
- Our Group

OUR KEY PRINCIPLES AND ORGANISATION STRUCTURE 10
- Our Key Principles
- Our Organisation Structure

GREEN MOBILITY 15
- Road-rail Investments
- Hydrogen
- Electricity
- European Projects

INNOVATION AND DIGITALISATION 21
- European Projects

ROAD SAFETY AND MANAGEMENT 25
- The Infrastructure
- Monitoring, inspections, and infrastructures
- Safety and security players
- Winter service
- Accident rates

IN CASE OF EMERGENCIES 36
- What to do
- Who to call
- Types of assistance

MOTORWAY SERVICES 38
- Service areas
- The Plessi Museum
- HGV parking areas and driver services
- Light vehicle parking areas

QUALITY INDICATORS 44
- Customer Satisfaction

TRAVEL INFO AND SERVICES 48

THE A22 MOTORWAY 50

DRIVING RULES 52
- Speed limits
- Bans
- Travel info

INFO CHANNELS 56

TOLLS AND SERVICE CENTRES 60
- Toll
- What are tolls and how much do they cost?
- Motorway toll stations
- Joining and leaving the motorway and payment methods
- Service Centres
- Unpaid tolls
- Toll invoicing
- Toll reimbursement
- Concessionary rates

PARKING AREAS AND DRIVER SERVICES 68
- Light vehicle parking areas and driver services
- HGV parking areas and driver services

CONTACTS AND USEFUL NUMBERS 81

Dear client,

in 2025, over 70 million vehicles once again drove on the A22, proving the vitality and strategic role of one of Europe's most important corridors. The A22 connects Mitteleuropa to the Mediterranean via the Brenner, favouring the exchange of people, goods, and ideas.

Autostrada del Brennero SpA is committed to guaranteeing safe and efficient trips, day in, day out. And the results speak for themselves – thanks to a comprehensive and detailed maintenance plan, supported by cutting-edge technologies used for planning, managing mobility, and a deep knowledge of the transport corridor. All against a backdrop of quality, transparency and constant focus on the wellbeing of the serviced areas.

This Service Charter is updated yearly in Italian, German, and English and reflects this daily commitment. We pour our heart and soul into it, which proves how much we care about everyone driving on the artery. We want them – you – to receive precise, up-to-date, and detailed information. Being efficient also means communicating better among ourselves and with our clients. That's why we are the only ones who deliver quarterly traffic forecasts divided by time zones. That is why we have a procedure in place which enables us to take 7 minutes, on average, to reach you when in need.

This Charter outlines our initiatives. A solid foundation towards an ambitious future: transform the Brennero-Modena axis into the first European Green Corridor, a zero-emission and zero-accident communication channel.

The project revolutionises the very concept of infrastructure. It focuses on bolstering intermodality (boosting the railway and intermodal hubs), green transition (hydrogen plants, dozens of ultra-rapid chargers for cars and HGV up to 1,000 kW, innovative service areas, sound barriers, and new overpasses), digitalisation, and connected driving. The Company is already working to turn these ideas into tangible infrastructures and services without ever neglecting driver safety, the environment, and the areas it services.

Safe trip from Autobrennero.

Diego Cattoni
CEO of Autostrada del Brennero

WELCOME TO THE A22



THE COMPANY

IDENTITY

Autostrada del Brennero is a public limited company operating under a service concession arrangement. 84.75% of its stock is held by a number of local governments and public entities, 14.16% by private shareholders and 1.09% by the Company

HISTORICAL MILESTONES

20 Feb. 1959	the Company is established
1963	the concession agreement is signed with ANAS
1964	construction work begins
1968	the first Bolzano – Trento section is inaugurated
11 Apr. 1974	the entire motorway opens

Our Charter

The main purpose of Autostrada del Brennero is "*to promote, design, build and operate motorways, including the Brennero-Verona-Modena Motorway, already agreed to in the concession agreement, besides carrying out any related or complementary road engineering works and other public works that may be required, in connection with or otherwise ancillary to the motorway operation activities ...*".

OUR MISSION

To ensure maximum efficiency of motorway service from Brennero to Modena through an increasingly safe, digital and green mobility, constantly investing in maintenance, modernisation, renewable energy and new services.

OUR VISION

To create a zero-emission "green corridor" for people and goods, by using renewable energy sources and integrated road–rail mobility, and having zero accidents thanks to autonomous and assisted driving.

OUR GROUP

The Company is currently committed to completing two strategic infrastructure projects in northern Italy: the ARC Cispadana regional motorway, a route linking Reggiolo to Ferrara (connecting with the A13 Bologna-Padua motorway at the Ferrara sud toll station) and the AUTOCS, the Campogalliano Sassuolo motorway link, an extension of the A22 from its intersection with the A1 motorway to state road SS467 – called "Pedemontana" – near the town of Sassuolo. Autobrennero has a controlling share of respectively 54.3% and 51%.

In the 1990s, with the foresight that road traffic would increase, the Company began actively promoting intermodal transport by acquiring a direct controlling stake in the freight rail company STR - Brennero Trasporto Rotaia, the parent company of STR2. The latter holds a controlling stake in InRail (100%) and RTC - Rail Traction Company (95.53%), as well as approximately 50% of Lokomotion (20% directly and 30% through RTC). Autobrennero is now the second-largest cross-border freight operator in Italy.

Shareholding structure updated at 31 Dec. 2025

Subsidiaries

Sadobre SpA
ARC SpA - Autostrada Regionale Cispadana SpA
AUTOCS SpA - Autostrada Campogalliano Sassuolo SpA
STR SpA - Brennero Trasporto Rotaia SpA
Virtual Design Srl

Indirect subsidiaries

STR2 SpA
RTC SpA - Rail Traction Company SpA
InRail SpA

Associates

IIT Hydrogen Srl - Istituto per Innovazioni Tecnologiche
Lokomotion GmbH

Other companies

Interbrennero SpA
Consorzio Autostrade Italiane Energia
Quadrante Servizi Srl (indirectly)

OUR KEY PRINCIPLES AND ORGANISATION STRUCTURE

At Autostrada del Brennero we are fully aware of our links with local communities and stakeholders, with which we are pleased to collaborate on the basis of a range of key founding values: environmental protection and sustainable development, social and economic improvement, at local, national and European level, and risk mitigation in our operations for health and safety.

OUR KEY PRINCIPLES

Our operations are inspired by the following key principles:

Compliance

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

Integrity

Every Autostrada del Brennero employee is committed to staying loyal to their word, does not shirk their duty, and carries out all activities and decisions in good faith.

Courtesy and transparency

At Autostrada del Brennero we are committed to operating with the utmost courtesy, in all our dealings with the general public, providing accurate, complete, transparent and comprehensible information.

Equality and impartiality

At the Company, we assure 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.

Continuity and regularity of service

The Company strives to ensure a regular and consistent service at all times. If exceptional events occur we promptly implement suitable measures to restore normal operation and minimise any inconvenience to users and environmental impact.

Involvement

At Autobrennero we duly consider all 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.

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

For the Company, protecting personal data is of critical importance and we process data strictly in accordance with the applicable law.

Loyalty and confidentiality

The Company places great importance on a commitment to loyalty and confidentiality, with respect to our business operations, information, knowledge, know-how and activities.

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 the Company, 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.

OUR ORGANISATION STRUCTURE

Autostrada del Brennero SpA is based on an ad hoc Organisation Structure and is certified in accordance with the international UNI EN ISO 9001, UNI EN ISO 14001 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 infrastructures – Operation control of activities carried out in service areas".

A22 certifications

- QUALITY CERTIFICATION
- ENVIRONMENTAL CERTIFICATION
- HEALTH AND SAFETY CERTIFICATION

Over the years, our Organisation Structure has been constantly updated, especially in light of the new personal data protection requirements. In **May 2009**, Autostrada del Brennero adopted its **Organisation, Management and Control Model (Italian Legislative Decree No. 231/2001) and Code of Ethics and Conduct.**

Since **2016**, the Company has also prepared 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.

In **2021**, we prepared our first group-wide **Sustainability Report,** knowing we need to effectively integrate various types of mobility.

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.

At Autostrada del Brennero we also hold in high regard the occupational health and safety of workers, staff, economic operators, 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 the participation of workers and the involvement of staff and economic operators;
- adopting the best available practices for the protection of health, safety, the environment and public safety.

All the improvement goals and targets we have set for the Company are managed within the framework of an Integrated Quality, Environmental and Safety Management System, through dedicated implementation programmes and periodical inspections of the results achieved.

Autostrada del Brennero accreditation

Validation of design for infrastructure projects

Since **September 2014**, Autostrada del Brennero has been accredited as a 'Type B' Inspection Body in accordance with European standard UNI CEI ISO/IEC 17020:2012 for 'validation of design for infrastructure projects' in the field of 'Construction' (Accreditation Certificate No. 01120 Inspection).

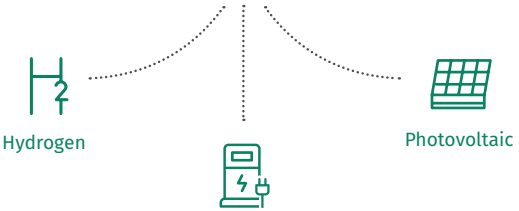
The technical and organisational structure for design verification, an internal unit within the company that is independent and impartial with respect to the parent company, allows Autostrada del Brennero to verify public works projects – even those exceeding the EU threshold of €20 million (Public Contracts Code: Legislative Decree 50/2016, Art. 26 and Legislative Decree 36/2023, Art. 42).



GREEN MOBILITY

At Autostrada del Brennero we have adopted a two-pronged approach, combining careful management with initiatives aimed at pollution prevention and reduction, environmental protection and improvement and the use of renewable energy sources. Our goal is to offer the best possible service with the least possible environmental impact.

Zero-emission energy



Sustainable Development and Environmental Enhancement



ROAD-RAIL INVESTMENTS

Autostrada del Brennero is the only Italian motorway working under a service concession agreement which for years has been managing railway freight transport. STR - Brennero Trasporto Rotaia and STR2 control InRail and RTC - Rail Traction Company which, together with Lokomotion move nearly 30,000 trains a year thanks to the work of 800 staff. Around 1,500 HGV are shifted from the road to rails every day, contributing to removing around 300,000 tonnes of CO2 every year along the Brenner corridor.

2025 data

30,000 Trains/year

1,500 HGVs/day from road to rail

300,000 t Fewer CO_2 emissions into the atmosphere

This is a strategic corridor – around 70 million vehicles and 60 million of goods use it every year. It is a bridge between northern and southern Europe and a fundamental part of the TEN-T Scandinavian-Mediterranean (Scan-Med) Corridor. Near Verona, the corridor crosses another seminal corridor: the Western Balkans - Eastern Mediterranean corridor, which connects Hungary and Ukraine with the Iberian Peninsula. Autobrennero aims to manage this growing mobility demand along the Brenner axis sustainably. Intermodality represents one of the Green Corridor's pillars, aiming to create a green transalpine corridor where people and goods can move from A to B quickly and safely, without producing any emissions and with a reduced likelihood of accidents. The railway and motorway are an integrated system – the latter will equip itself to welcome low-emission vehicles (e-vehicle and hydrogen solutions), while the former will absorb the growing amount of goods. The project will also strengthen the Trento and Valdaro port intermodal hubs and build a new interport at Isola della Scala in collaboration with Quadrante Europa. An ambitious sustainability plan which marries infrastructure innovation, intermodality, and environmental responsibility for the future of transalpine mobility.

HYDROGEN

2025 saw Autostrada del Brennero starting construction of four new green hydrogen plants in Sadobre, near the Paganella Est and Ovest and Verona Nord service areas. This is a tangible step towards a wider strategy planned by the Company – rely on a widespread network of green hydrogen production and distribution plants.

The plan is for the four new distribution plants to be up and running by 2026, as outlined in the National Recovery and Resilience Plan (NRRP) tenders which the Company applied for – and won – to roll out this project. The financial rules also state the Company has to build other distribution and production plants equally placed along the northbound and southbound motorway near

- Sadobre HGV park in Vipiteno,
- Nogaredo Est and Ovest service areas
- the Verona Nord CSA
- Campogalliano Est and Ovest service areas.

The Bolzano Sud pilot project – the first ever green hydrogen production, storage, and distribution plant in Italy – was inaugurated in 2014 also thanks to Autobrennero's decisive help. It too will be strengthened. The "H2" plant is managed by Bolzano's IIT Hydrogen srl and supplies hydrogen buses and vehicles and, until now, has supplied them with enough water to drive over 3.9 million km.

2025 data

180 Nm_3 Production per hour

977 Fillings

2,800 Kg Hydrogen supplied

35,650 Kg Fewer CO_2 emissions in atmosphere

ELECTRICITY

CAR CHARGING POINTS - The Company is engaged in developing a widespread network of charging points between Brenner and Modena and has already approved a capacity enhancement plan. Currently, there are 124 charging points in total (of which 48 Tesla-dedicated) across 16 stations.

2025 data				
76	**48**	**124**	**1,207,804** kWh	
Universal points	Tesla points	Parking spaces	Electricity supplied	

HGV CHARGING POINTS - On the A22, electricity is also used to reduce the environmental and noise impact of HGVs. 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.

PHOTOVOLTAIC

In 2009, we 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. It protects the area from sound pollution (reducing it by up to 10 dB) and produces clean energy: the energy output in 2025 was 723,600 kW (average annual output around 750,000 kWh).

2025 data		
745,000 kWh	**-10** dB	
Electricity output	Traffic noise	

EUROPEAN PROJECTS

BrennerLEC After LIFE (2022-2027)

BrennerLec After Life is the continuation of BrennerLEC, the project which ended in 2021 and which demonstrated that dynamic speed reduction achieves two goals: reducing harmful emissions and shortening travel times on days of intense traffic. For this reason, the initiative's partners - Autostrada del Brennero, the Environmental Agencies of Trento and Bolzano, the University of Trento, Cisma and NOI Techpark Südtirol/Alto Adige - have decided to continue their collaboration outside of the EU co-financed programme. By extending the stretches subject to speed reduction, the aim is to cement the strategic collaboration, continue developing the implemented technological system and continue monitoring the benefits associated with the traffic management measures, preparing an annual report on air quality near the main urban areas along the motorway. Further measures for the infrastructure's digital and technological innovation will be considered on the basis of the results obtained.

brennerlec.it

Life Alps (2019-2027)

The European LIFE Programme focuses on building 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.

life-alps.eu



INNOVATION AND DIGITALISATION

Autostrada del Brennero uses innovation and digitalisation as a key lever. Besides investing in conventional infrastructures, the Company has, for some time now, focused on using digital technologies to improve safety, traffic flow, and management efficiency. Technology is a decisive ally to avoid critical moments, support operational decision-making, and make the infrastructure ever-more resilient, sustainable, and ready for the mobility of the future – be it thanks to connected and cooperative driving, smart monitoring of the infrastructures, construction sites 4.0 or safe and digitalised rest opportunities for HGVs.



EUROPEAN PROJECTS

The Company actively participates in countless European projects focusing on developing connected, automated, and autonomous driving and a more efficient management of transport, specifically HGVs. The aim is to promote a new mobility model which integrates individual mobility advantages with those provided by a common traffic management solution, making it more rational and coordinated. Already today, the A22 has 68 Road Side

Units, 15 On Board Units and one virtual Road Side Unit, and this contributes to define the Italian benchmark for hybrid communication.

5G-BEAM (2025–2028)

The aim is to guarantee constant and high-quality 5G coverage along the Brenner Corridor: over 400 km from Modena to Kufstein all the way to the German border. Financed by the Connecting Europe Facility (CEF) programme and managed by the HADEA agency, the project aims to create a 5G network which isn't locked into the 4G network in Italy, and which boasts edge computing functions, i.e. based on calculations and data archiving systems which are closer to the source and not located in one remote central data centre. It also includes the construction of a passive, 5G-ready infrastructure in Austria to guarantee cross-border service continuity. The overarching goal is to prepare the infrastructure for the future cooperative, connected and automated mobility (CCAM). Autostrada del Brennero will coordinate the project and be involved in developing case uses linked to V2V, V2N, and V2X and low latency communication and monitoring the infrastructures by leveraging the 5G network..

Verkko (2025–2028)

The aim is to make transport infrastructures more modern and uniform along the TEN-T network and in the main conurbations, improving the continuity of digital services and cross-border cooperation. The project is aligned with the European strategy for sustainable and smart mobility. Autostrada del Brennero will therefore adapt its infrastructure to the C-ITS European standards, take part in the project's coordination activities and develop digital services for the management of parking areas along the A22. It will also build a platform to monitor in real time traffic and improve winter maintenance by rolling out remote vehicle control solutions and integrate the system in the C-ITS framework.

verkko-project.eu

Scale (2024–2028)

This Connecting Europe Facility (CEF2) project aims to increase C-ITS services for connected and automated driving. It promotes the development and large-scale assessment of new C-ITS use cases in ten pilot project areas across Spain, France, Italy, and Austria. It focuses on the scope of use cases at an advanced stage as well as on the development and experimentation of new European applications.

scale.ttsitalia.it

Meridian (2021–2026)

This Connecting Europe Facility (CEF2) project's goal is to promote mobility's digitalisation by activating digital systems and services on the main European freight transport corridors. It focuses on the central Scan-Med and North Sea - Baltic corridor network and contributes to increasing road safety and reduce bottlenecks and its environmental footprint.

meridian-corridors.eu



ROAD SAFETY AND MANAGEMENT

Autostrada del Brennero acts knowing that motorway safety can be achieved by carefully balancing several, specific factors:infrastructure, environment, vehicles and people. We are constantly committed to guaranteeing efficient cutting-edge infrastructure, effective maintenance of the roadway and road structures, active and dynamic 24/7 traffic management and speedy roadside assistance.

The Infrastructure

Autostrada del Brennero has a dedicated engineering department staffed by **150 engineers** who design all new infrastructure developments.

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 infrastructures and in certain sections between Vipiteno and Brennero, feature anti-skid surfacing, which is similar to the drain asphalt and also optimises the performance of the de-icing agents in winter and safeguards the underlying infrastructure.

Safety barriers

Along the A22, the safety barriers, referred to as “guardrails”, are made of COR-TEN steel, which oxidises after exposure to weather forming a layer of rust that protects the actual steel from corrosion. All types of guardrails 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.

Bridges and viaducts

The A22 motorway features 142 bridges and viaducts

with a total length of approx. 32 km. The most important one 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.

Single-direction tunnels

There are 30 single-direction tunnels along the A22 (12.6 km); four of them - the Brennero, Fortezza, Bolzano (Virgolo) and Trento (Piedicastello) tunnels - are over 500 m long, in line with Directive 2004/54/EC on safety requirements for tunnels.

Sound barriers

The A22 has 92.5 km of sound barriers. Their purpose is to bolster the motorway's efficacy and safety while also blending in with the landscape, thus marrying environmental protection, innovation (there is a photovoltaic sound barrier in Marano d'Iera – TN) and a multidisciplinary approach which harmonises infrastructure and nature.

Flyovers

Most of the 146 flyovers spanning the A22 have been upgraded and are designed and built as local architectural features, with the lowest possible impact on the environment.

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 ("dynamic" lanes).

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.

Emergency lay-bys

Along the A22 there are 429 lay-bys for use in emergency situations, such as sudden illness of drivers and passengers or vehicle breakdown.

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.

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 infrastructure (flyovers, bridges, viaducts, etc.).

MONITORING, INSPECTIONS, AND INFRASTRUCTURES

Road surface and infrastructures

Through an integrated system of dedicated sensors and regular inspections carried out by specialised personnel, the Company constantly monitors the wear and tear of the road surface and the infrastructures, planning the necessary maintenance or reconstruction works in a timely manner.

Bridges, viaducts, and tunnels, especially, are objects of constant, instrumental monitoring vis-a-vis mechanical and electrochemical parameters. Emblematic structures such as the bridge over the Po or Colle Isarco boast hundreds of different sensors which can record every single structural change. These are communicated to an AI algorithm software which carries out predictive analyses. Similar systems will be gradually rolled out across all the motorway's infrastructure, supporting maintenance workers.

Territorial presence and planning of interventions

These workers operate from the six Motorway Safety Centres (CSA) at 50 km intervals. This allows each CSA team to cover a specific motorway section and be aware of its specificities. The Company can thus programme necessary maintenance or reconstruction works in a timely and efficient manner to ensure the infrastructures' full structural and functional efficiency. The data gathered during the inspections as well as the data provided by the monitoring sensors are fed into a digital archive managed by a tailored software which flags priorities.

Technological innovation and drone monitoring

To boost motorway monitoring, Autostrada del Brennero has acquired a fleet of drones. They inspect bridges, viaducts, and other infrastructures without interfering with traffic. 54 members of staff were trained to use this technology and, besides being used for inspections, drones can carry out topographic essays, verify mountainside stability in a safe and quick way, and create 2D and 3D models. The data are analysed using AI algorithms which can flag anomalies and add to a vast database which feed into a stratified virtual map of the motorway and its infrastructures, guaranteeing a more efficient, connected, and cooperative road network.

Tunnel safety and traffic control

The motorway's tunnels feature remote command and control technology (managed by CAU - User Assistance Centre) and AID (Automatic Incident Detection) systems to automatically monitor the traffic and flag potential anomalies (fires, stationary vehicles, and smoke).

Wrong-way alert systems

At service areas and motorway toll stations, 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".

SAFETY AND SECURITY PLAYERS

Safety along the Autostrada del Brennero is ensured by an organised and integrated system of structures and professionals operating in a coordinated way 24/7. Control centres, police forces, operational units and specialised personnel constantly cooperate to monitor traffic, prevent critical situations and intervene promptly to protect both users and the infrastructure.

User Assistance Centre (CAU)

In 2025, the CAU also handled 43,500 incidents (accidents, roadside assistance operations, roadworks, tailbacks, snow operations and abnormal/oversize loads), amounting to an average of 119 incidents/day.

The CAU is the heart of the Motorway's control, coordination and information system. It is based at the Trento Centro toll station and consists of a Traffic Control Centre (TCC) and a Traffic Information Centre (TIC). The CAU features connections with 241 cameras (158 for traffic monitoring, 70 in tunnels and 13 webcams), 429 SOS call boxes (approx. every 1.5 km) and 26 weather stations, collecting real-time information on traffic, roadworks, weather conditions and emergency requests. The 20 operators work in shifts, on a 24/7 basis, to manage the information and coordinate roadside assistance operations; they call in the other emergency services (breakdown response, ambulance service and firefighters) and keep travellers up to date by way of dedicated information channels, such as variable-message signs (VMS), radio channels, website and Telegram.m.

Motorway Operations Centre (COA) and Road Police

In 2024, the Road Police, working with the firefighting, roadside assistance and emergency services, handled 29,938 incidents.

The 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 Mantova department integrates the Verona sud sub-department. 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 motorway users. The COA and the CAU are both based in the same building and work together closely to ensure timely and effective service response.

Motorway Safety Centres (CSA) and Traffic Managers

In 2024, Traffic Managers handled 19,682 incidents along the entire motorway, with 70,663 patrol hours. On average, they handled 45 incidents a day, with an average intervention time of 6'50".

The CSAs are facilities staffed by engineers, workers and traffic managers and provided with the necessary vehicles and equipment. The 6 CSAs are strategically spaced along the motorway, at distances of 50 km, which enables them to constantly monitor and inspect motorway conditions and provide timely maintenance. 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, snowploughs and snow cutters. Traffic Managers, in particular, assist and aid motorway users on a 24/7 basis, working with the Road Police and under the coordination of the CAU. The Company has also concluded ad hoc support agreements with other emergency aid resources, such as the White Cross and voluntary firefighter organisations and the Red Cross, in the event of tailbacks or heavy traffic congestion.

6 CSAs

Vipiteno, Bolzano, San Michele, Ala, Verona e Pegognaga

82	118	35
Traffic managers	Workers	Technicians

Winter service vehicles of Autostrada del Brennero:

206	94	17	10
Snowploughs	De-icing trucks	Snowploughs with de-icing sprayer	De-icing sprayer trucks

36	58	5
Wheeled loaders	Wheeled loaders with plough	Snow cutters

3,640 t	1,415 t	11,680 t
Silos for solid saline de-icers	Storage tanks for solid saline de-icers	Storage sheds for solid saline de-icers

WINTER SERVICE

In winter the A22 is subject to very cold temperatures and heavy snowfall. Therefore, the Company has put into place a specific operational procedure to guarantee the safety of drivers and continuity of the motorway's services. The procedure defines the remit and activities of the involved structures (CAU, COA, CSA and outsourced support companies), and the Company ensures their constant coordination.

Autostrada del Brennero uses the data from weather stations, pavement sensors and thermal mapping vehicles to monitor road surface conditions, prevent snow accumulation 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 infrastructures.

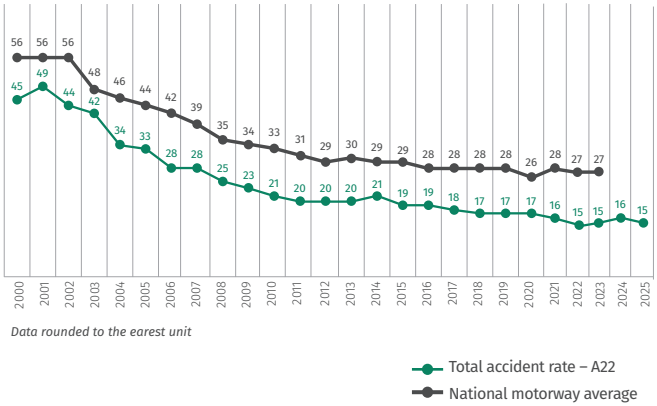
Intervention measures are also regulated by a specific operational protocol implemented jointly with the Road Police, Firefighters and 118 emergency service to guarantee an efficient management of emergencies and ensure the users' safety.



ACCIDENT RATES

Accident rate data show that the strategies and operations put into place by Autostrada del Brennero – as described above – are effective.

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



Data rounded to the earest unit

The overall accident rate recorded on the A22 in **2025** was **14.54** (the lowest value ever recorded).

The graph highlights a 67,9% drop in the global road accident rate compared to 2000 (the accident rate is expressed as the number of accidents per 100 million kilometres travelled).

In 2025, the reported fatal accident rate dropped by 62.5% compared to the 2000 rate.



ZERO EXCUSES

Do not text and drive!

EVERY SECOND COUNTS!

All it takes is 3 seconds on your phone to have driven 100 m: the motorway can change quickly.

Your phone can wait, especially when driving!

A22 Autostrada del Brennero SpA
Brennerautobahn AG

IN CASE OF EMERGENCIES

WHAT TO DO

On the carriageway

- 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.

In a tunnel

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.

WHO TO CALL

Once you are safe, call the **CAU – User Assistance Centre**. To ensure a fast and effective response, specify:

- the type of assistance you need (mechanical, medical, etc.);
- 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 or by connecting to Telegram under the SOS heading which will
- provide your geolocalisation.

You can also use the **SOS call boxes** placed around 1.5 km along the emergency lay-by, near the widened breakdown lanes. They feature three buttons to call the breakdown response, ambulance service, or firefighters. An intercom connects you directly to the CAU which will immediately locate you.

USER ASSISTANCE CENTRE (CAU)

NUMERO VERDE **800-279940**

NUMERO VERDE DA GERMANIA AUSTRIA OLANDA **00-800-22022022**

EMERGENCY NUMBERS

112	113	118	115
Single emergency number (where active)	Road Police	Medical Service	Firefighters

TYPES OF ASSISTANCE

Breakdown response

Roadside assistance services on the A22 are provided in partnership with the following organisations: ACI Global, Europ Assistance VAI, and IMA Service.

Emergency medical services

It is important to provide the call-taker with as much information as possible to establish the seriousness of the accident and the type of response (ambulance, helicopter rescue, etc.)

Firefighters

Firefighters respond to road accidents with or without spillage of hazardous chemicals, fires, environmental pollution, landslides and/or floods.

MOTORWAY SERVICES

At Autostrada del Brennero we see the A22 as a "neighbourhood motorway" an infrastructure that aims to establish close ties with the areas it crosses, generating opportunities for economic and social growth and with a special focus on safeguarding the environment. In accordance with this approach we are engaged in transforming the motorway rest and service areas into retail and refreshment facilities providing a travel experience that combines cultural identity, the landscape and food and wine traditions, alongside innovative services linked to the overhaul process under way.

SERVICE AREAS

There are 22 service areas on the A22 motorway, 11 in each direction and about 30 km apart. Restaurant (non-oil) and fuel (oil) facilities are operated 24/7 under sub-concession agreements awarded on the basis of a competitive procurement process. The Company performs strict controls, first and foremost with regard to all 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. Travellers can find more information on all the available services at each area on our website, together with the prices of oil and non-oil product prices.

INDICATOR FOR SERVICE COMFORT AT THE A22 SERVICE AREAS		2025 OUTCOME
Number of inspections per month in at least **80%** of the service areas	2 inspections per month	positive
Number of inspections per month in at least **100%** of the service areas	1 inspection per month	positive

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.

There are also 24 message signs along the A22 showing



self-service fuel prices, updated directly by the service area operators.

In 2018, Autostrada del Brennero launched its "**Making Service Areas More Heart-Safe**" project by installing AED equipment at all service areas, the Plessi Museum, Sadobre truck park, and the HGV parking area at Rovereto Sud. An **AED (semiautomatic defibrillator)** is absolutely necessary to mitigate the consequences of a cardiac arrest. At present, 372 people are authorised to use AEDs.

THE PLESSI MUSEUM

The Plessi Museum is located on the Brenner Pass and is built on the foundations of a former motorway custom house on Italy's border with Austria. This is the first Italian museum built on a motorway.

It was inaugurated in 2013 and extends over approximately 2,500 m^2. Its structure is that of a giant glass box with a large timber and COR-TEN steel roof.

The museum hosts the work of Fabrizio Plessi, an Italian contemporary artist, which includes video installations, sculptures, and graphic artworks and paintings. A marriage of art and technology creating an evocative and immersive experience.

The facility also has:

- a conference hall for summits as well as cultural events;
- cafe and market selling typical South Tyrolean products.

The Plessi Museum is where art, culture, and the specificities of our region meet – ideal for a unique break during your trip.

Hours: open every day between 6:00 and 22:00



HGV PARKING AREAS AND DRIVER SERVICES

Autostrada del Brennero offers various types of rest areas for HGVs, allowing haulage drivers subject to mandatory rest regulations to comply with the required rest periods with an adequate degree of comfort (EC Reg. No. 561/2006, in force since 2007).

For many years, the Company has been engaged in upgrading and improving rest areas dedicated to heavy goods vehicles. Currently, there are four main areas intended for HGVs and their drivers: Autoporto Sadobre (BZ), Brennero Casa Lupo (BZ), Trento Nord Interporto (TN) and Rovereto Sud (TN). Additional rest areas are located at the Plessi Museum area (BZ), at the former Dogana Ovest area (BZ) and at Firmian in Bolzano Sud, the latter also open to light vehicles. Another rest area is located within the Campogalliano Ovest service area (MO). These areas offer various services. These include personal care services (toilets, showers, food services, refreshment points with vending machines, laundry service), vehicle services (refuelling, charging points for refrigerated trucks to maintain the cold chain), security services (lighting, CCTV surveillance), information and IT services (traffic information, weather conditions and critical situations on dedicated monitors) and assistance services (cashpoints).

LIGHT VEHICLE PARKING AREAS

Outside all motorway stations, Autostrada del Brennero has built light vehicle parking areas with a view to optimising the use of vehicles and helping reduce air and noise pollution. Charging points for electric vehicles have been installed at the Bressanone, Rovereto sud, Affi and Mantova nord parking areas.



QUALITY INDICATORS

The following quality indicators are provided in the Operating Instructions issued by the Ministry of Infrastructure and Transport, in relation to the definition of the Service Charters of motorway operators.

INDICATOR	UNIT OF MEASUREMENT	BENCHMARK STANDARD	2025 OUTCOME
BASIC FACTOR: TRAVEL SAFETY			
Advance notice period of communications, by way of ordinances, relating to roadworks lasting > 5 days	Advance notice time (hours) in 85% of cases	24 hours	positive
FATTORE BASE: **REGOLARITÀ DEL SERVIZIO**			
Road marking conditions (retroreflection)*	RL Retro-reflection (mcd lx-1 m-2)	100 RL	positive
BASIC FACTOR: QUALITY OF SERVICE			
Service area facilities: number of inspections per month in at least 80% of areas. With 1 inspection per month in 100% of areas.	No. inspections/ month	2 inspections	positive
BASIC FACTOR: SERVICES FOR DISABLED TRAVELLERS			
Service area facilities: number of inspections per month in at least 90% of areas. With 1 inspection per month in 100% of areas.	No. inspections/ month	2 inspections	positive
BASIC FACTOR: USER INFORMATION			
Response time to emailed suggestions/ complaints **	Response time (consecutive working days) in 85% of cases	10 days	positive

(*) 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.

CUSTOMER SATISFACTION

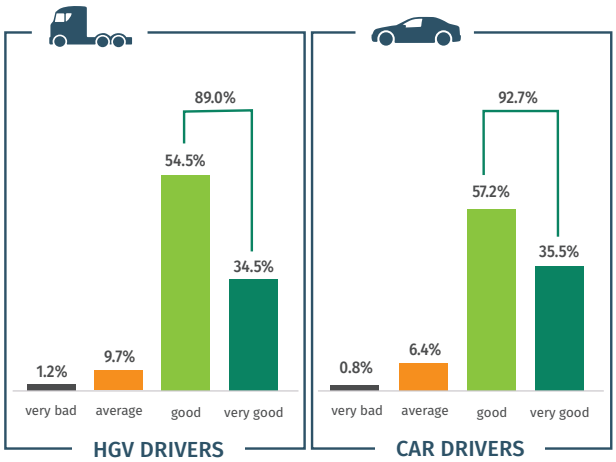
The customer satisfaction survey aims to monitor the level of satisfaction of motorway users with the services offered by Autostrada del Brennero. The survey was addressed to a representative sample of users of the section (Brennero-Modena), with questionnaires divided among the different service areas and various types of users (car/HGV drivers) for a total of **1,512 persons.**

The sample was selected on a random basis, according to weekday/holiday, time of day, ordinary/peak traffic, type of user, whether car or HGV driver (represented by no less than 30% of the total number of respondents).

ANALYSIS OF RESULTS

Interview on safety

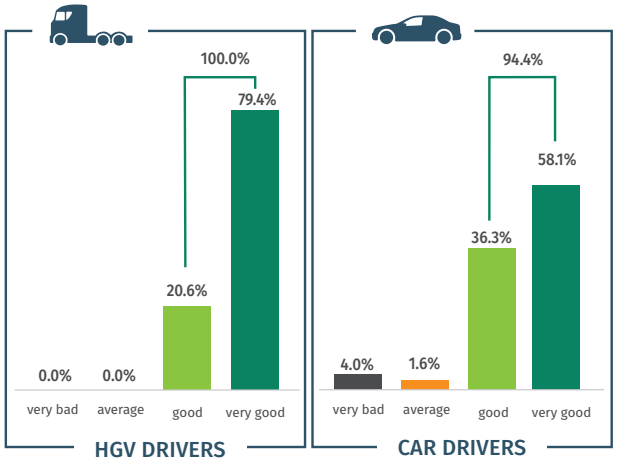
Question: ***How do you assess, in general, safety when travelling on the A22?***



TOTAL POSITIVE REPLIES 90.85 %

Interview on support

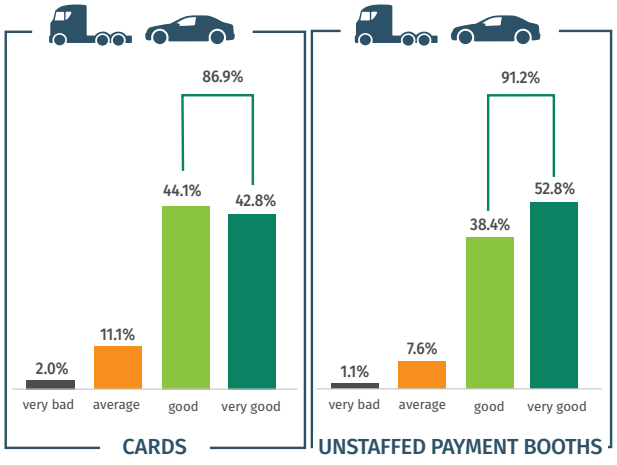
Question: ***How do you assess the behaviour of Traffic Managers on the A22?***



TOTAL POSITIVE REPLIES 97.2%

Interview on payment systems

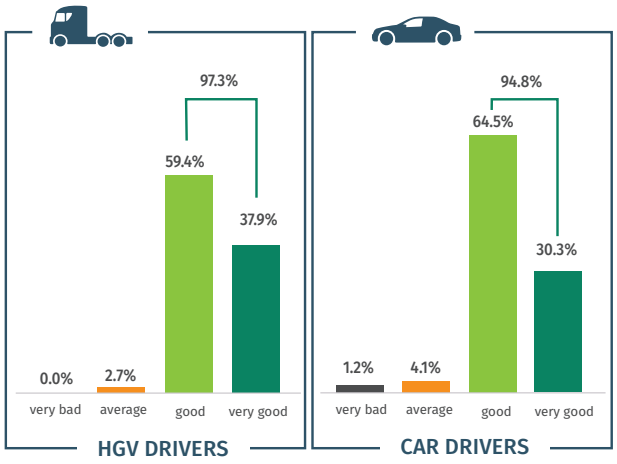
Question: ***How would you rate the quality of payment systems with cards and unstaffed payment booths?***



TOTAL POSITIVE REPLIES 89.05%

Interview on alternative mobility

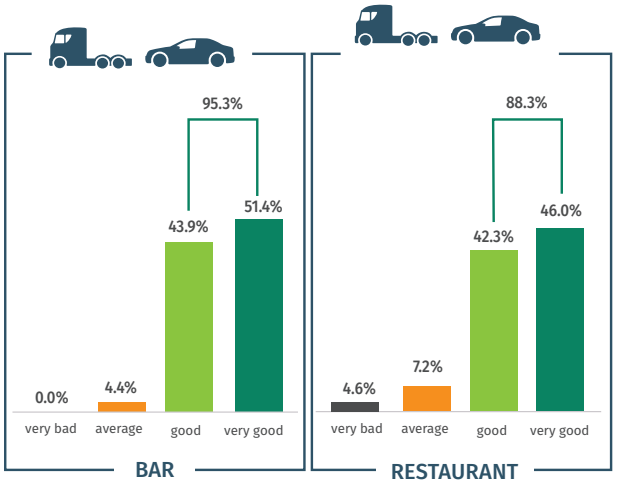
Domanda: ***How do you assess the alternative mobility services offered on the A22?***



TOTAL POSITIVE REPLIES 96.05%

Interview on service areas

Question: ***How would you rate the quality of products at the bar and at the restaurant?***



TOTAL POSITIVE REPLIES 91.8%



TRAVEL INFO AND SERVICES

THE A22 MOTORWAY

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

Speed limits - Overtaking ban





TRAVEL INFO

Before setting off, motorway users are advised to consult the Company's traffic and weather forecasts, check their vehicle and tyre conditions, search for information on the facilities available along the A22 and memorise the CAU telephone number, to be contacted for any type of information or in case of emergency.

Autostrada del Brennero also reminds motorway users 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, the website or Telegram;
- pay special attention to vehicles slowing down or accelerating near motorway junctions 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, even in the absence of snow. Failure to comply with this requirement will result in a fine 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, Whitsun, Corpus Christi, summer weekends, Immaculate Conception and Christmas holidays) no roadworks are allowed that require switching carriageways or reductions in the driving or overtaking lanes (except at night). Exceptions to this rule are made in the case of urgent works to restore safe traffic conditions or unforeseeable events, such as adverse weather conditions. The calendar can be consulted on the Company's website and on the **@A22autostradaBot** Telegram channel.

Oversize/overweight vehicles – as understood by the New Italian Highway Code (in terms of length, width, height and/or mass) – require a special permit to use the A22. Those concerned should 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, on the basis of traffic forecasts and scheduled roadworks along the motorway.

INFO CHANNELS

VARIABLE MESSAGE SIGNS (VMS)

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:

- 134 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
- 22 vehicle-mounted signs
- 5 parking occupancy signs for HGVs.

WEBSITE www.autobrennero.it/en

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.

TELEGRAM BOT @A22autostradaBot

Motorway users 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.



THE A22 - LIVE

Your trip at your fingertips

Traffic, weather forecast, webcams, and other services. Activate the **@A22autostrada** bot on Telegram for up-to-date information. Have a smooth trip on the A22.

Autobrennero recommends to never use your phone while driving

NFORADIO - 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.

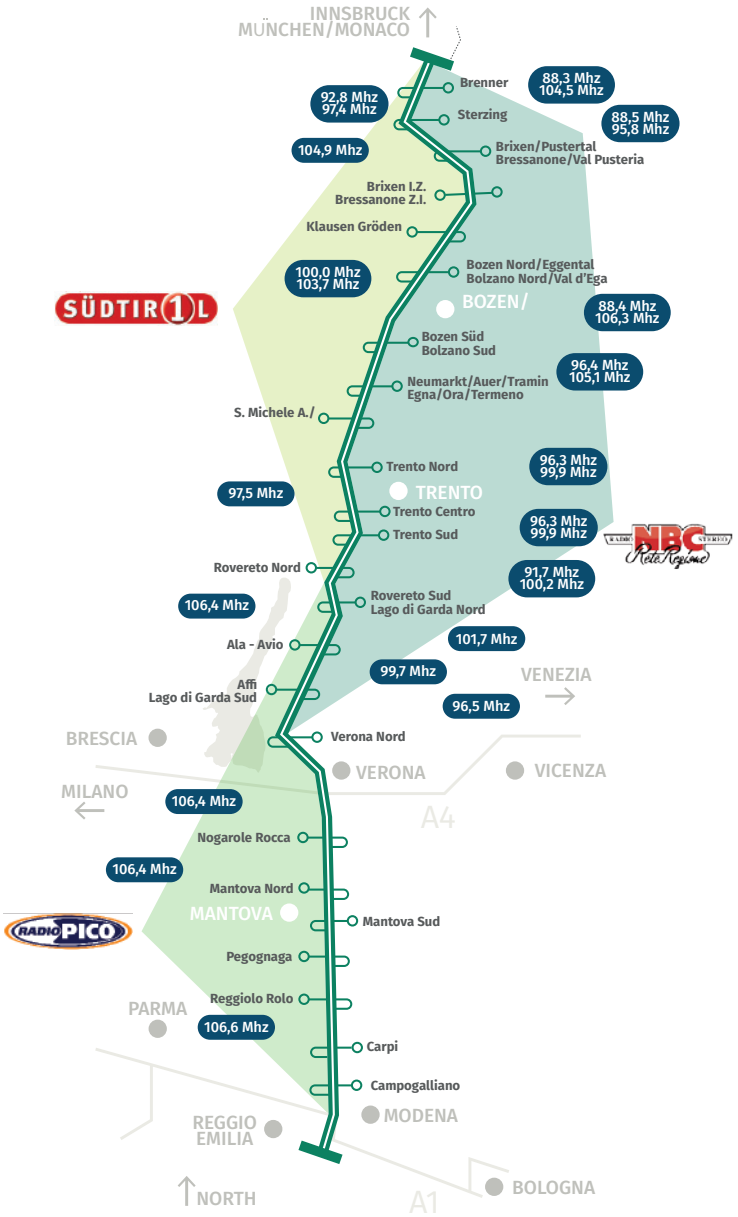
Radio frequency signs can be found along the motorway and are summarised in the picture on page 59. Users can also receive the information brought by ISORADIO and CCISS (Road Safety Information Coordination Centre), which are also broadcast daily by "Onda Verde Viaggiare informati" and the RAI 1, 2 and 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.

TELEVIDEO - Teletext service which informs drivers on traffic and services – online version also available.

SERVICE CENTER - Dedicated information and service helpdesk as seen on page 83.

Radio frequencies



TOLLS AND SERVICE CENTRES

TOLL

Tolls are determined using the mark-up method and are established by an Interministerial Decree of the Ministry of Infrastructure, working in tandem with the Ministry of Economy and Finance. From 2021 to 2025 no increases were recorded, while from 1 January 2026 a tariff update of 1.46% was decreed.



TARIFFE DI PEDAGGIO *valid from 1 January 2026*

	Category	CATEGORY TOLL KM	Law 102/09, Article 19, 9b (former article 1c1, 1021, Law 296/09)*	Law from 30 July 2010 no 122, Article 5, paragraph 4*	Unit per km excl. VAT	Unit per km + 22% VAT
MOUNTAIN TOLL	A	0,05623	0,0030	0,0030	0,06223	**0,07592**
	B	0,05769	0,0030	0,0030	0,06369	**0,07770**
	3	0,06634	0,0090	0,0090	0,08434	**0,10289**
	4	0,10958	0,0090	0,0090	0,12758	**0,15565**
	5	0,13264	0,0090	0,0090	0,15064	**0,18378**
FLATLAND TOLL	A	0,04656	0,0030	0,0030	0,05256	**0,06412**
	B	0,04780	0,0030	0,0030	0,05380	**0,06564**
	3	0,05496	0,0090	0,0090	0,07296	**0,08901**
	4	0,09083	0,0090	0,0090	0,10883	**0,13277**
	5	0,10993	0,0090	0,0090	0,12793	**0,15607**

* ANAS share



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.

Tolls are calculated by multiplying the kms driven by the unit per km and then adding VAT. The value is rounded up or down by 10 cents.

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.

Toll station	entrances	reversible*	exits
Brennero	4	3	13
Vipiteno**	1	3	4
Bressanone**	4		7
Bressanone z.i ***	2		2
Chiusa	2	1	4
Bolzano Nord	2		5
Bolzano Sud	4		8
Egna Ora	2	1	5
San Michele	2	1	5
Trento Nord	2	1	5
Trento Centro (entry only)	3		
Trento Sud	3		5
Rovereto Nord	2	1	4
Rovereto Sud	4		6
Ala Avio	1	1	1
Affi	4		9
Verona Nord	4		7
Nogarole Rocca	2		4
Mantova Nord	3		6
Mantova Sud	2	1	4
Pegognaga	2	1	3
Reggiolo Rolo	2	1	4
Carpi	3		6
Campogalliano	3		6
TOTALE	**63**	**15**	**123**

In 2025, the events that led to the closure of one lane for more than 24 hours amounted to a total of 49.

* Lanes that can be used either as entry or exit.
** Including entry and exit for vehicles working on construction sites not open to the public.
*** Entry available only in the northbound direction – exit available only in the south-bound direction.

JOINING AND LEAVING THE MOTORWAY AND PAYMENT METHODS

JOINING THE MOTORWAY





At the motorway entrance toll booth, motorway users 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 motorway users 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 Sì, 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 toll collection



Some lanes are exclusively dedicated to electronic toll collection by way of a toll tag fitted on the vehicle.

Electronic and automatic toll collection (cards only)



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

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.** Motorway users are advised to use the Remote Lane Monitoring (MRP) system to contact an operator for audio/video assistance in resolving the problem.

SERVICE CENTRES

Viacard and electronic toll collection

Unpaid tolls

Toll billing

Concessionary rates

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

Bressanone - Bolzano Süd - Trento Nord/Interporto - Affi - Mantova Nord - Carpi

page 83



UNPAID TOLLS

Motorway users 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). Motorway users 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.*).

page 84

TOLL INVOICING

Request your invoice by filling out the relevant form (downloadable from the company's website or available at the Service Centres). Attach the original receipt(s) and send it to: *Autostrada del Brennero Settore Esazione - Via Berlino, 10 - 38121 Trento.* The toll receipt received when exiting after paying a tollbooth operator or using the lanes is not valid for fiscal purposes.

TOLL REIMBURSEMENT

In the event that a toll is paid in excess of the amount due, the motorway user may request a reimbursement by filling out a web form available on the company's website.

www.autobrennero.it/en

FACILITATIONS

BrennerPass 20%

COMMUTER DISCOUNT
The A22 and commuters

Urban-Pass BZ

NO TOLLS AT SPECIFIC TIMES
between Bolzano Nord and Bolzano Sud

Urban-Pass TN

NO TOLLS AT SPECIFIC TIMES
between Trento Nord and Rovereto Sud



www.autobrennero.it/en

CONCESSIONARY RATES

To qualify for the concessionary rates, you must have a valid **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 (or students) on the A22 between Brennero and Campogalliano driving a light vehicle, excluding any sections interconnecting with the A1 or A4 and any intermediate sections between the selected points.

brennerpass@autobrennero.it

URBAN PASS

URBAN-PASS TRENTO: 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.

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 AREAS AND DRIVER SERVICES

SERVICE AREAS

SOUTHBOUND *from Brennero to Modena*

For further updates visit
www.autobrennero.it/en

KM	SERVICE AREAS								P				OPERATOR														
1+300	Plessi Museum				6 +24 TESLA	✓		4	83	13	5	non oil	Lanz	06:00-22:00			3	3	✓			✓		✓		
												museo				1	5	6									
20+000	Trens Ovest							1	21	13	1	non oil	Plose grill	h24		1	3	6	✓								
												oil	Esso														
41+700	Plose Ovest	✓					✓	2	26	11	2	non oil	Nuevo Foodland	h24	11:30-14:30 18:00-21:00	1	6	8	✓	1		✓				
												oil	Tamoil														
63+600	Sciliar Ovest				4			1	15	6	1	non oil	Sarni	h24		1	5	5	✓	2		✓					
												oil	Sarni oil														
95+900	Laimburg Ovest	✓	✓				✓	2	40	14	2	non oil	Autogrill	h24		1	6	7	✓	2		✓	✓				
												oil	Esso														
129+000	Paganella Ovest	✓	✓	✓	6			3	64	19*	2	non oil	Hermes	h24	11:30-15:00 18:00-21:30	1	5	10	✓	3	✓	✓	✓				
												oil	Eni			1	3	4		1					✓	✓	
159+700	Nogaredo Ovest	✓		✓	4			2	21	12	2	non oil	Hermes	h24		1	2	4	✓	1		✓					
												oil	Q8				3	3								✓	
187+000	Adige Ovest	✓	✓	✓		✓	✓	3	68	9	2	non oil	Autogrill	h24	11:00-15:00 18:00-22:00	1	10	12	✓	2		✓					
												oil	Sarni oil				5	4		1					✓		
208+000	Garda Ovest	✓	✓		4	✓	✓	2	38	11	0	non oil	Nuevo Foodland	h24	11:30-14:30 18:00-21:00	1	5	8	✓	3		✓					
												oil	Esso														
240+800	Povegliano Ovest	✓	✓	✓			✓	2	28	14	1	non oil	Autogrill	h24	11:00-15:00 18:00-22:00	1	3	5	✓	1		✓					
												oil	Tamoil													✓**	
267+900	Po Ovest	✓	✓	✓	6		✓	3	47	14	2	non oil	Sarni	h24	11:30-14:30 18:00-21:00	1	7	10	✓								
												oil	Sarni oil			1	3	4		5							
309+000	Campogalliano Ovest	✓	✓		4	✓	✓	5	91	108	2	non oil	Chef Express	h24	11:30-14:30 18:00-21:00	1	5	5	✓	2		✓					
												oil	ENI			1	3	4							✓	✓	

**HGV parking area is currently undergoing construction works.

** During the night, rom 10:00 pm to 6:00 am, LPG dispensing is suspended.

SERVICE AREAS

NORTHBOUND *from Modena to Brennero*

For further updates visit
www.autobrennero.it/en

KM	SERVICE AREAS											OPERATOR												ATM		GPL	
309+000	Campogalliano Est	✓		✓	4		✓	3	44	25	2	non oil	Hermes	h24		1	4	5	✓			✓					
												oil	ENI			1	4	4		2						✓	✓
267+900	Po Est	✓					✓	4	62	14	2	non oil	Autogrill	h24	11:30-14:30 18:00-21:00	1	11	12	✓			✓					
												oil	Q8			1	3	4		1							
240+800	Povegliano Est	✓			4		✓	2	33	11	1	non oil	Nuevo Foodland	h24		1	4	4	✓	1		✓					
												oil	Esso													✓**	
208+000	Garda Est	✓	✓	✓	4	✓	✓	4	56	19	3	non oil	Hermes	h24	11:30-14:30 18:00-21:00	2	5	5	✓	2	✓	✓					
												oil	Tamoil													✓**	
187+000	Adige Est	✓					✓	2	17	15	0	non oil	Autogrill	h24		1	3	4	✓	2		✓					
												oil	ENI														
159+700	Nogaredo Est	✓			4		✓	2	19	4	2	non oil	Hermes	h24		1	6	6	✓			✓		✓			
												oil	Q8														✓
129+000	Paganella Est				6		✓	5	105	0*	5	non oil	Hermes	h24	11:30-15:00 18:00-21:30	1	10	12	✓			✓		✓			
												oil	Tamoil													✓	✓
95+900	Laimburg Est	✓	✓	✓		✓	✓	3	62	7	2	non oil	Autogrill	h24	11:00-15:00 18:00-22:00	1	5	8	✓	2		✓					
												oil	Tamoil			1	3	3		2							
63+600	Isarco Est	✓			4			2	11	5	2	non oil	Sarni	h24		1	4	7	✓			✓		✓			
												oil	ENI														
41+700	Plose Est	✓					✓	2	46	12	2	non oil	Nuevo Foodland	h24	11:00-15:00 18:00-22:00	1	4	5	✓			✓					
												oil	EWO fuel			1	3	2		5							
20+000	Trens Est							1	32	6	2	non oil	Plose grill	h24		1	4	5									
												oil	APS fuel														
1+300	Plessi Museum				6 +24 TESLA	✓		4	83	13	5	non oil	Lanz	06:00-22:00			3	3	✓			✓		✓			
												museo				1	5	6									

**HGV parking area is currently undergoing construction works.

** During the night, rom 10:00 pm to 6:00 am, LPG dispensing is suspended.

PARKING AREAS

HEAVY GOODS VEHICLES

For further updates visit
www.autobrennero.it/en

AT PLESSI MUSEUM

1+300	Plessi Museum*			6+24 TESLA	✓		4	83	13	5	non oil	Lanz	06:00-22:00			3	3	✓		✓	✓		
											museo				1	5	6						

AT SERVICE AREA

309+000	Campogalliano Ovest	✓	✓		4	✓	✓	5	91	108	2	non oil	Chef Express	h24	11:30-14:30 18:00-21:00	1	5	5	✓	2	✓			
												oil	ENI			1	3	4					✓	✓

DEDICATED REST AREAS

1+300	ex dogana Ovest **	2	18	78	0		✓				
1+800	Brennero Casa Lupo		4	44			at ex dogana				
15+700	AUTOPORTO Sadobre	2	25	450	10	bar restaurant and shop	✓	✓	✓	petrol diesel LNG bio-LNG CNG	de-icing facility ATM hotel
85+327	Bolzano sud / Firmian	2	87	74	3	Vending machines	✓			✓	hydrogen production and distribution plant
131+739	Trento Nord / Interporto			218	8	Vending machines	✓				
166+739	Rovereto Sud			91	7	Vending machines	✓	✓	✓		information point

* Accessible from both carriageways
** Southbound carriageway only

CHARGING POINTS

km	
1+300	**PLESSI MUSEUM - BRENNER PASS** 24 Tesla-dedicated charging points **4 ultra-fast charging points (180kW)** 2 AC charging point (22 kW)
km 15+700	**AUTOPORTO SADOBRE** **4 ultra-fast charging points**
km 38+031	**Toll station BRESSANONE - VAL PUSTERIA** 4 multi-standard fast charging points (50kW)
km 63+600	**Service area ISARCO EST** **4 ultra-fast charging points (180kW)**
km 63+600	**Service area SCILIAR OVEST** **4 ultra-fast charging points (180kW)**
km 128+913	**Service area PAGANELLA EST** **4 ultra-fast charging points (180kW)** 2 multi-standard fast charging point (50kW)
km 129+004	**Service area PAGANELLA OVEST** **4 ultra-fast charging points (180kW)** 2 multi-standard fast charging point (50kW)
km 159+690	**Service area NOGAREDO EST** 4 multi-standard fast charging points (50kW)
km 159+690	**Service area NOGAREDO OVEST** 4 multi-standard fast charging points (50kW)
km 166+739	**Toll station ROVERETO SUD** 6 multi-standard fast charging points (50kW)
km 206+669	**Toll station AFFI** 24 Tesla-dedicated charging points 4 multi-standard fast charging points (50kW)
km 208+000	**Service area GARDA EST** **4 ultra-fast charging points (180kW)**
km 208+000	**Service area GARDA OVEST** **4 ultra-fast charging points (180kW)**
km 240+800	**Service area POVEGLIANO EST** **4 ultra-fast charging points (180kW)**
km 256+181	**Toll station MANTOVA NORD** 2 multi-standard fast charging points (50kW) 2 AC charging point (22kW)
km 268+603	**Service area PO OVEST** 4 multi-standard fast charging points (50kW) 2 AC charging point (22kW)
km 309+00	**Service area CAMPOGALLIANO EST** **4 ultra-fast charging points (180kW)**
km 309+00	**Service area CAMPOGALLIANO OVEST** **4 ultra-fast charging points (180kW)**



Costs and updates can be found at www.autobrennero.it/en

Download the rEVcharge App:
find charging points along the A22 and manage charging directly from your smartphone



Autostrada del Brennero SpA - Brennerautobahn AG

Via Berlino, 10 - 38121 Trento
Phone 0461 212611

Share capital (fully paid up) € 55,472,175
Trento Business Registry/Tax Identification No. 00210880225
VAT Registration IT00210880225

www.autobrennero.it/en
a22@autobrennero.it - a22@pec.autobrennero.it

FREEPHONE
800-279940

FREEPHONE FROM GERMANY AUSTRIA NETHERLANDS
00-800-22022022

safety | innovation | sustainability

ASSISTANCE

TRAFFIC AND INCIDENT

ROAD, TRAFFIC AND WEATHER INFO / EMERGENCIES

User Assistance Centre (CAU)

Phone **+39 0461 980085 / +39 0461 212851**
Freephone:
- **800 279940** (Italy only)
- **00 800 22022022** from Germany/Austria/Netherlands

INFO ROAD POLICE

Motorway Operations Centre (COA)

Phone **+39 0461 212992 - 212993**
dipps207.1000@pecps.poliziadistato.it

Road Police Sub-departments. Jurisdiction and contacts:

Road Police Sub-Phoneepartment of VIPITENO
jurisdiction: from the border to the Station of Egna/Ora
Phone **+39 0472 761711**
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.207.031a@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**
dipps.204.051a@pecps.poliziadistato.it

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

SERVICE CENTRES

SERVICES PROVIDED AND OFFICE

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

Bressanone
at the motorway station
centro.servizi.bressanone@autobrennero.it

Bolzano Sud
at the motorway station
centro.servizi.bz@autobrennero.it

Trento nord at the customs Interport
Via Innsbruck 19 (ground floor, “Blocco A”)
38121 Roncafort di Gardolo (TN)
centro.servizi.tn@autobrennero.it

Affi
at the motorway station
centro.servizi.affi@autobrennero.it

Mantova Nord
at the motorway station
centro.servizi.mn@autobrennero.it

Carpi
at the motorway station
centro.servizi.carpi@autobrennero.it

SINGLE NUMBER: **+39 0461 212620**

Monday to Friday:
8.30 - 12.30 / 14.00 - 17.00
Saturday, Sunday and holidays: closed

NON-PAYMENT OF TOLLS

Phone **+39 0461 212610**
rmpp@autobrennero.it

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

Fill in the form:
www.autobrennero.it/toll-payment/

REPORTS, ALERTS OR REQUESTS FOR INFORMATION

We will reply during working days in a reasonable time in line with the type of requests we received. The company will reply to complaints within 10 working days in at least 85% of cases.

Modalità di richiesta
Fill in the form:
www.autobrennero.it/en/highlightlings-and-complain
mail: a22@autobrennero.it

posta: AUTOSTRADA DEL BRENNERO SpA
Via Berlino, 10 - 38121 TRENTO

Compulsory data:
name, surname, email.

INFO ON CONCESSIONARY RATES

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

REFUNDS & BILLING

ufficio.rimborsi@autobrennero.it

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



USEFUL NUMBERS

CAU - User Assistance Centre
Freephone
800 279940
Freephone from Germany/Austria/Netherlands
00 800 22022022

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

Road Police
Motorway Operations Centre (COA)
Phone **+39 0461 212992 - 212993**

Assistance for PRM
People with Reduced Mobility
Freephone
800302722

113	118	115	112
Road police	Medical service	Fire-fighters	Single emergency number (where active)

www.autobrennero.it/en