

# 2021

## SERVICE CHARTER

### REGIONAL DEPARTMENT

- Presentation**
- The Service Charter is the tool that communicates the principles and policy commitments that characterise Trenitalia's efforts to improve performance and customer satisfaction.
- Each Regional Department has its own Charter that can be found at [www.trenitalia.com](http://www.trenitalia.com) under "Your Region" in the "Regional Transport" section.
- The Charter is divided into the following sections:
- Fundamental Principles**
- **Fundamental Principles:** this section describes the principles followed by Trenitalia in designing and providing its services: travel safety; passenger safety; equal rights; service continuity; engagement; efficiency and effectiveness; service quality.
- Services**
- Brief information on **services** provided: the railway range provided in the Region is summarised, determined by a Service Contract stipulated between the Region and Trenitalia.
- Objectives**
- **Objectives:** the objectives set out in the Service Contract that the Regional Department aims to achieve for the year 2021 are described in this section. The pursued objectives concern: Promptness and regularity; Sales Accessibility; Cleanliness and Comfort; Other indicators.
- Relational aspects**
- **Relational aspects** with Trenitalia: the ways in which the customer can come into contact with Trenitalia are indicated.
- Passenger protection**
- **Passenger protection:** this section represents a summary of the sales regulations; for further and more complete information, please consult specific hyper-texts which refer to the specific section on the website [www.trenitalia.com](http://www.trenitalia.com). This section also specifies the ways in which to lodge a complaint.
- The rights and obligations**
- **The rights and obligations** of passengers: the section refers to the rights and obligations of passengers in railway transport that are defined at European level by Regulation (EC) n. 1371/2007 concerning the rights and obligations of passengers in railway transport.
- Customer Satisfaction**
- Market research and **Customer Satisfaction:** the section indicates the results of market research periodically conducted by Trenitalia to analyse the level of satisfaction of its customers in relation to the various stages of the journey.