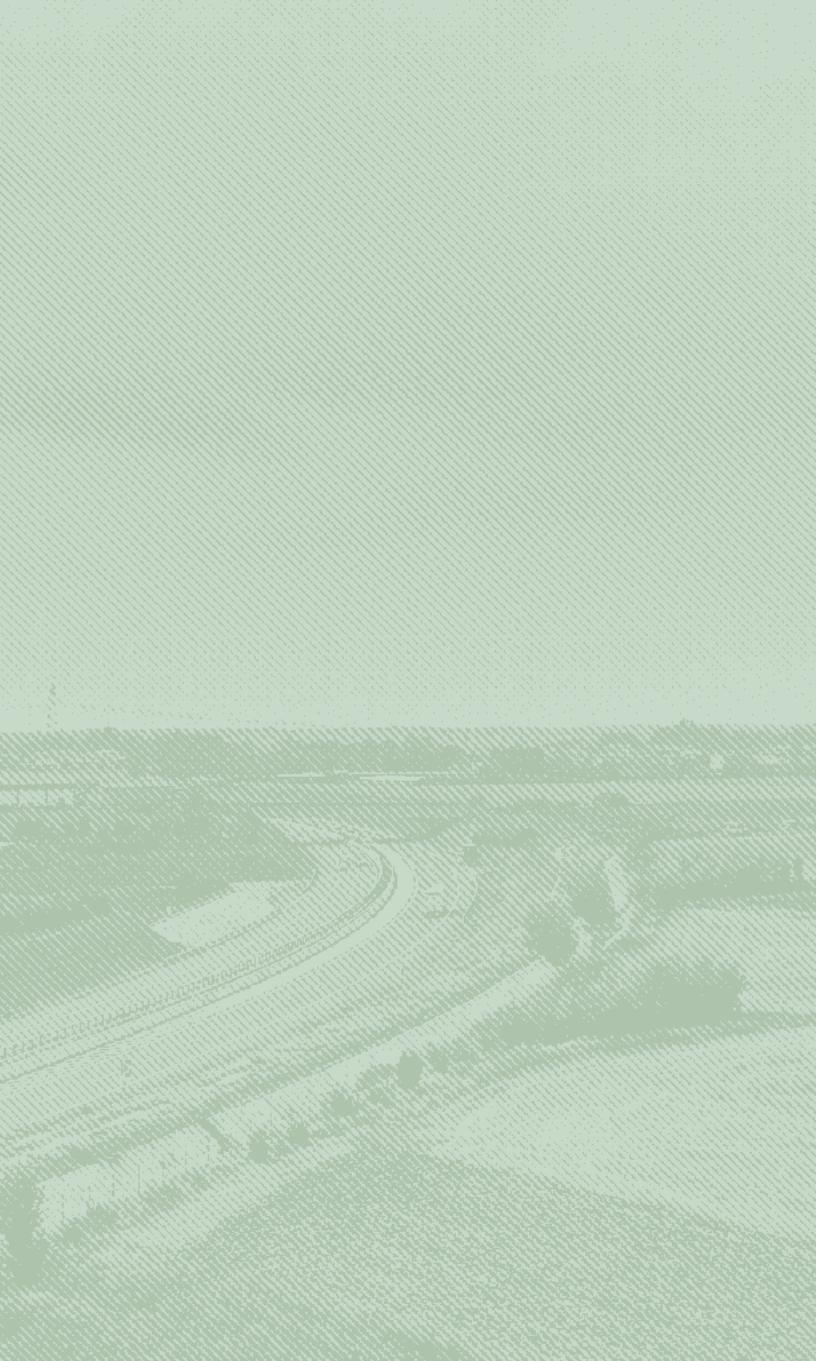


Service charter



Autostrada
Pedemontana
Lombarda



“

Autostrada Pedemontana Lombarda is a useful infrastructure for the region, with sustainable and cutting-edge technology.

It is a tool for improving road transport flows, both private and freight, to reduce traffic congestion and save time.

It is designed and managed with the aim of providing quality service and ever-increasing safety.

It is a great opportunity for Lombardy, a region that has always been at the centre of innovation, always the place where the future is created.

”

Luigi Roth

President of Autostrada Pedemontana Lombarda

Summary

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01

**Autostrada
Pedemontana
Lombarda**

Information note

Autostrada Pedemontana Lombarda presents its new 2025 Service Charter, a comprehensive document describing the activities and services offered to users to ensure the highest levels of safety and quality of service in accordance with Article 32 of the Concession Agreement and Directive No. 102 of 19 February 2009 of the Ministry of Infrastructure and Transport, drawn up in accordance with the guidelines of the Transport Regulatory Authority defined in Resolution No. 132/2024.

The Service Charter describes Autostrada Pedemontana Lombarda motorway network in a clear and transparent manner, responding to the fundamental principles that companies providing services to the public must guarantee, including: detailed information for users; adoption of specific quality standards; simplification of procedures; relations with users and service evaluation.

The Service Charter also describes the **barrier-free toll collection system, Free Flow®**, presenting all the payment methods available to users.

In order to continue offering the highest levels of service efficiency and to ensure active quality control, Autostrada Pedemontana Lombarda promotes dialogue with users, who can request assistance, report any disservices or make suggestions via the call centre, website, email or in person at the Assistance Points throughout the area (see pages 68-69).

Autostrada Pedemontana Lombarda and its network

Autostrada Pedemontana Lombarda S.p.A. is the motorway concessionaire established with the aim of promoting, studying, designing, building and managing the project that will make the Lombardy road system increasingly integrated and efficient, connecting the **provinces of Varese, Como, Monza and Brianza**, and touching the metropolitan city of Milan.

The Autostrada Pedemontana Lombarda motorway network includes:



TANGENZIALE DI COMO
APPROX. 4,3 km*



MAIN AXIS
APPROX. 88,5 km*
(TO DATE, APPROX. 30.2 KM
HAVE BEEN COMPLETED)

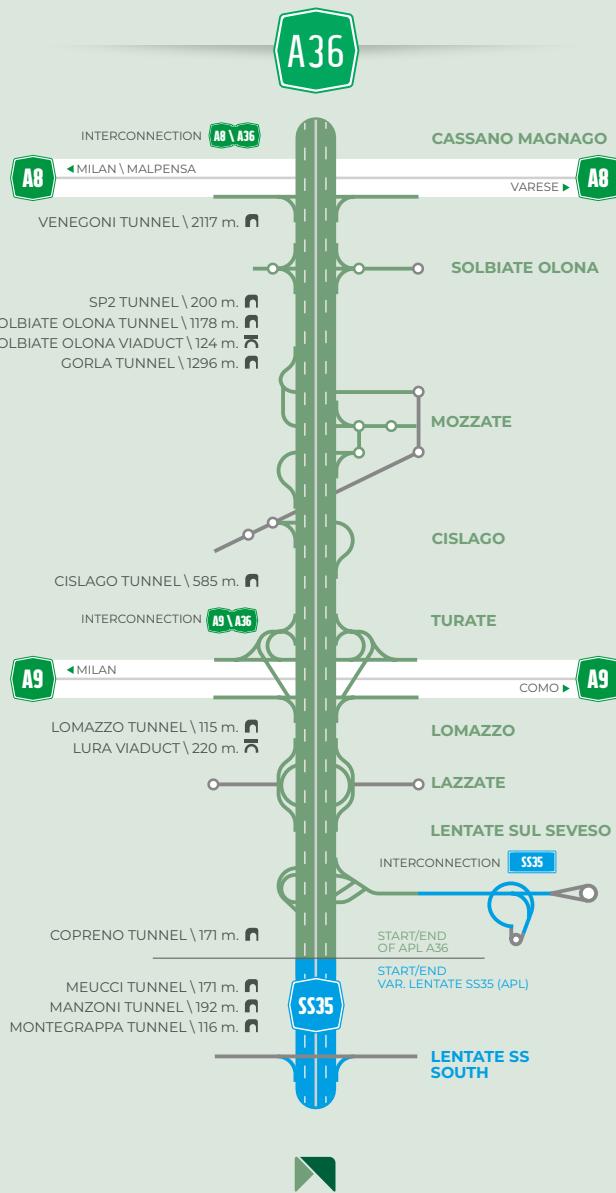


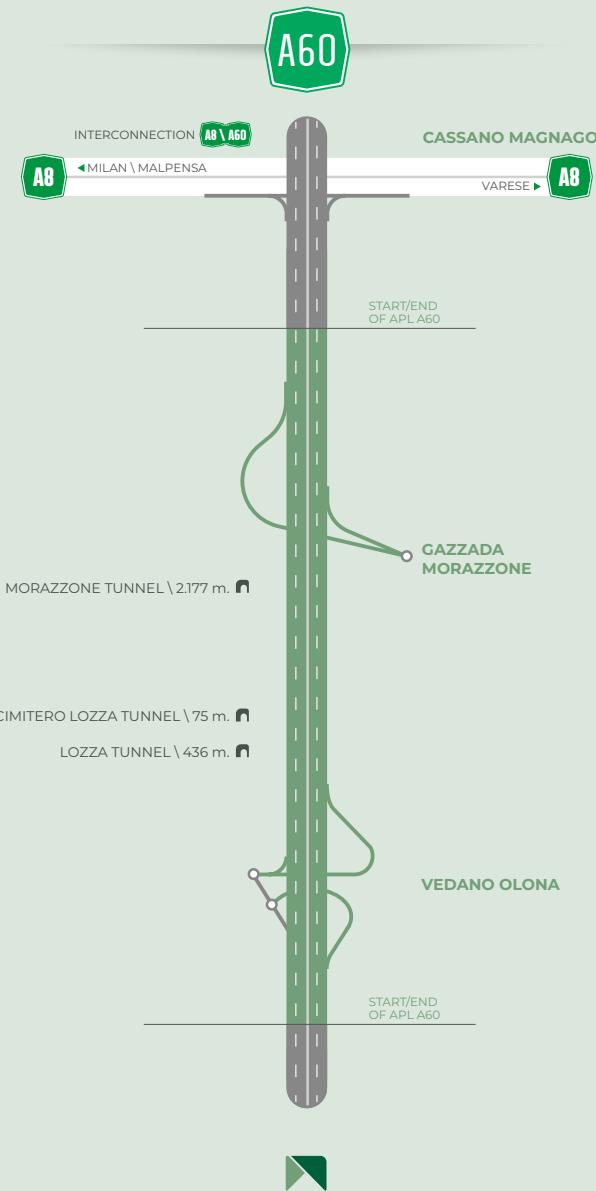
TANGENZIALE DI VARESE
APPROX. 7,0 km*

The Company's main shareholder is the Regione Lombardia, with a 74.15% stake. The other partner is Milano Serravalle – Milano Tangenziali S.p.A., with a 25.85% stake.

* Toll kilometre. This definition refers to the length of the route comprising the toll motorway, part of the junctions and related works. This figure is a conventional number agreed with the grantor.







The Autostrada Pedemontana Lombarda is a **functional, innovative and sustainable infrastructure**. Designed for a **reduced environmental impact**, it runs almost entirely through trenches and tunnels.

It is a **technologically innovative** motorway: the first in Italy to use the Free Flow® system for toll payment. Thanks to this technology, **the average distance between junctions is reduced to approximately 5 km**, compared to approximately 15 km on traditional motorways, allowing users to travel only the distance strictly necessary for their journeys. This not only **improves traffic flow**, but also helps **to reduce pollutant emissions**. A higher number of junctions does not mean greater land consumption, which is actually lower than that of other motorways.

Integrating the motorway into the territory

The territory crossed by the Autostrada Pedemontana Lombarda is complex and densely populated, characterised by industrial and agricultural development and a network of small towns, medium-sized cities and large cities. In this 'endless city', the completed project and the one still under construction involve interventions designed to offer smooth and fast connections.

In addition to the road network, the following are also part of the project:

- **environmental mitigation** works, i.e. widespread interventions to reduce the visual and auditory impact of the motorway, such as green barriers and soundabsorbing barriers

- **environmental compensation** works, i.e. environmental enhancement measures in the municipalities affected by the transformations and construction sites, such as parks, reforestation, equipped green areas and cycle paths, which enhance the surrounding natural environment, making it safe and usable.

Protecting and respecting the environment

Autostrada Pedemontana Lombarda's environmental policy is geared towards the concrete development of relevant initiatives aimed at **reducing energy consumption** and mitigating the **environmental impact of the project**. Environmental mitigation measures are therefore not intended simply to shield the road from view, but represent an **opportunity to rebuild the environment and landscape**. In addition to mitigation works, Autostrada Pedemontana Lombarda has contributed to the implementation of **23 special environmental projects** in as many municipalities crossed by the project.

Core values and principles

The fundamental principles and values described here, adopted by Autostrada Pedemontana Lombarda in its activities, refer to those indicated in the Directive of the Ministry of Infrastructure and Transport of 19 February 2009 ("Directive for the adoption of the Motorway Service Charter"), which motorway concessionaires must comply with when providing services to users.



Equality

Autostrada Pedemontana Lombarda carries out its activities in accordance with the principle of equal rights for users, without distinction of sex, race, language, religion or political opinion. Autostrada Pedemontana Lombarda also undertakes to ensure equal treatment, under the same conditions of service provision, both between different geographical areas and between different categories of users.

Impartiality

Autostrada Pedemontana Lombarda undertakes to carry out the activities covered by the Concession in an objective, fair and impartial manner.

Continuity

Autostrada Pedemontana Lombarda undertakes to maintain the functionality of the motorway infrastructure managed under concession through timely maintenance and repair. Exceptions are cases of interruption or irregular operation due force majeure or otherwise not attributable to the concessionaire. It makes resources and technologies available to convey to the public key information on road conditions and motorway traffic along the sections it manages.

Participation

Autostrada Pedemontana Lombarda recognises its users' right to receive high-quality services. For this reason, it promotes the widest possible dissemination of information through numerous channels, regarding the control and verification of the functionality of the services provided.

Efficiency and effectiveness

Autostrada Pedemontana Lombarda provides the services covered by the concession efficiently, i.e. diligently, and effectively, striving to support its users. It is constantly committed to maintaining and improving the efficiency and effectiveness of all the services it offers.

Courtesy and transparency

Autostrada Pedemontana Lombarda is committed to ensuring that its employees conduct their business with the utmost courtesy towards the public and guarantees maximum availability and accessibility of information on the services it provides.

Privacy protection

Autostrada Pedemontana Lombarda is committed to ensuring the privacy of its users. Every user has the right to be informed about how their personal data is processed in clear, simple and understandable language and to give their free, differentiated and revocable consent in relation to the various possibilities for the use of their data, including by authorised third parties.

The role of personnel

Autostrada Pedemontana Lombarda staff are committed to offering the best mobility service in maximum safety and to meeting users' needs and expectations in an effective, efficient and timely manner. Achieving user satisfaction is the goal towards which everyone's efforts converge every day.





02

Toll
collection
system

Free Flow® tolling system

To determine the toll, the **Free Flow® collection system** introduced by Autostrada Pedemontana Lombarda uses **technological portals**, i.e. metal infrastructures covering the entire carriageway, on which instruments are installed to detect passing vehicles - cameras, classifiers, antennas, illuminators, etc. As vehicles pass, the portals record their number plates, assign them to the relevant volume classes* and calculate the tolls. The toll portals are located on each individual section between two junctions and detect the passage of vehicles on all lanes and in all situations.

What is the toll and how is it calculated?

The motorway toll is the **amount** paid by the **user to use the motorway**. The proceeds from the toll are the source of revenue needed by concession companies to finance investments, operating and maintenance costs and improvements to the motorway network.

The criteria for calculating tolls for the Italian motorway network are established by **specific sector regulations**, governed by the Transport Regulation Authority (ART) and incorporated into existing agreements between concession companies and the granting authority. The motorway toll is determined by multiplying the concessionaire's unit rate per kilometre by the kilometres

*This is a classification of vehicles based on their volumetric dimensions, calculated by the system using a scan transverse to the direction of travel.

travelled, plus any surcharges and taxes provided for by current legislation.

The unit rate is commensurate with the type of vehicle used according to the classification criteria. Unlike almost all other concessionaires, Autostrada Pedemontana Lombarda does not round tolls up or down to the nearest 10 euro cents. Autostrada Pedemontana Lombarda determines vehicle classes on a **volumetric basis**.

The classes are as follows:

CLASS 1 \ LIGHT
Motorcycles and motor vehicles



CLASS 2 \ HEAVY
Motor vehicles with trailers, vans



CLASS 3 \ HEAVY
Vans, lorries and coaches



CLASS 4 \ HEAVY
Trucks and class 3 vehicles with trailers



The unit rate takes into account the costs of construction, management and maintenance of the motorway sections.





The cost of the toll for travel along the managed network can be consulted on the website www.pedemontana.com under the heading '**Calculate toll**'.

The following are the tariff increases over the last 5 years:

2021	2022	2023	2024	2025
0,00%	0,00%	0,00%	2,30%	0,00%

The tariff increase for the 2024 financial year corresponds to the projected inflation rate indicated in the update to the Economic and Financial Document (NADEF) approved by the Council of Ministers on 27/09/2023.

When and how to pay the toll

The toll for all journeys made on the same calendar day must be paid within the following 15 calendar days, choosing from the various payment methods that Autostrada Pedemontana Lombarda makes available to its users, namely the **automatic payment systems** (electronic toll collection, Conto Targa, Ricaricabile Pedemontana) or **other payment systems** (website, Pedemontana Lombarda app, poste.it website, post office counters, Intesa Sanpaolo Group ATMs, internet banking, assistance points).

If you have an automatic payment system, which is particularly useful for those who travel frequently on the motorway, the charge will be debited when passing under

the portals. If other systems are used, it is important to remember the 15 consecutive calendar days deadline.

Failure to pay the toll in accordance with the procedures and rates in force will result, pursuant to Article 176, paragraphs 11-21 of the Highway Code, in the application of an **administrative penalty** between €87 and €344, as well as the deduction of 2 points from the driver's licence, as provided for in Article 126-bis of the Highway Code. **Late payment of the toll** does not exclude the application of penalties.

Automatic payment systems

Electronic toll collection

The technological systems located on the Free Flow® portals of the Autostrada Pedemontana Lombarda network detect the presence of the electronic toll collection device (called OBU - On Board Unit). They automatically associate it with the holder of an automatic and deferred toll payment service contract.



The systems also accept and detect on-board units that comply with European electronic toll collection standards.

Holders of an automatic and deferred toll payment service contract who intend to use the Autostrada Pedemontana Lombarda motorway network with a vehicle with a number plate associated with its on-board device, using Free Flow® portals acknowledges and accepts that:



1. **the detection systems** located on the portals **identify the onboard device via radio** for the purpose of **charging the toll** in accordance with the terms and conditions of the contract between the customer and the third-party company providing the payment service
2. **the on-board device is active, functioning and correctly positioned** inside the vehicle when passing through the Free Flow® portals of the Autostrada Pedemontana Lombarda motorway network, as required by technical and contractual standards or conditions of use

Furthermore, by using the Free Flow® portals, the customer:

3. **consents to Autostrada Pedemontana Lombarda, in cases of failure to detect the on-board device by radio, associating the transits detected by the number plate linked to the device with the customer's payment service contract in order to charge the amount due**

In cases where the on-board device is not detected by radio, when transits are detected by number plate, the customer, if the automatic and deferred toll payment service provider so provides, may, at any time and at no additional cost, request the exclusion of these transits detected by number plate from the association and charging of the relevant tolls through their operator. When the customer communicates their request or instruction for exclusion, in the manner provided for procedures, the information systems of Autostrada Pedemontana Lombarda will record it (after a technical delay) and from that moment on, in the event of failure to detect the on-board device via radio, it will still be possible to charge the toll for the transit detected by reading the number plate, in accordance with the general rules of the own toll collection system. The customer will therefore be required to pay the toll to Autostrada Pedemontana Lombarda in accordance with the general rules laid down by the company.

The general conditions of use of the Autostrada Pedemontana Lombarda motorway network and of automatic toll payment automatic toll payment via on-board equipment are detailed and made available to users on the website www.pedemontana.com and on the websites of the individual operators of the automatic and deferred toll payment services valid on the network.

The electronic toll collection services provided by Telepass, DKV Euro Service, Unipol Move, TollTickets and AS 24 are active on the Autostrada Pedemontana Lombarda network. Further information on the service is available on the website www.pedemontana.com in the **Electronic Toll Collection** section.

Conto Targa

Conto Targa is a service that allows you to pay tolls accrued on the Autostrada Pedemontana Lombarda motorway by **direct debit from your credit card or bank account**.

Activation is free of charge. Once the service is activated, users no longer have to worry about paying each individual toll: the system will automatically charge the amount due.

You can register and activate your Conto Targa account exclusively online directly from the website

www.pedemontana.com in the **Conto Targa** section, by authenticating yourself and signing the contract electronically using an OTP code. A list of your journeys and the cost of tolls is always available in your reserved area.

The benefits available to those who activate a Conto Targa account can be found in the **Offers and Promotions** section.



Ricaricabile Pedemontana

This is the service that allows you to

pay Tolls accrued on the Autostrada Pedemontana Lombarda by **topping up an "electronic wallet" linked to a vehicle's number plate**. The toll amount is automatically deducted each time the vehicle passes through.

To activate the service, you must register for free on the website www.pedemontana.com or on the **Pedemontana Lombarda App**, or at the **Punto Verde** in Mozzate or one of the other authorised service points, and make an initial top-up.





Top-ups can be made:

- by **credit card** online or **Satispay** at www.pedemontana.com
- via the **Pedemontana Lombarda app**, where **pagoPA** services and **Satispay** can also be used
- in **cash**, by credit card or debit card at the **Punto Verde** in Mozzate or at one of the other authorised service points
- by credit card online at www.poste.it

Other methods of payment:

Website

The toll can be paid online, by credit card or prepaid card or **Satispay**, in the section **Pay tolls** section of the website www.pedemontana.com. After a quick registration, required only on your first visit, you can quickly settle toll payments



and reminders, and also top up the **Ricaricabile Pedemontana** service.

You can view the **list of journeys** made by **completing the registration in the Profile section under Complete registration to view journeys**.

Important: to activate the **email transit notification service**, you must **tick the box directly in the Profile section of the reserved area**. It is a simple **reminder** that is sent by e-mail approximately every 10 days, reminding you that the toll must be paid within 15 calendar days of the date of transit. The service can be activated or deactivated at any time.

In the **Pay Toll** section of the website, you can also pay using the **pagoPA** platform and download the payment notice to be settled using the methods indicated by midnight on the day the notice is issued.

You can also use the **Pedemontana Lombarda App** services with the same login credentials used for the website.

Payment by credit card and prepaid card does **not incur any additional fees** on top of the toll amount.

Pedemontana Lombarda App

The **Pedemontana Lombarda App** can be downloaded free of charge from the AppStore (Apple iOS) and Google Play (Android). In a few simple steps, it allows you to pay the toll, settle payment reminders and top up the **Ricaricabile Pedemontana** service. The app also allows you to manage payments by accessing the **pagoPA** and **Satispay** platforms.



When you log in for the first time, you will **need to register by entering a few essential details**; subsequently, the application will automatically recognise your user profile and the associated vehicle number plates each time you log in. You can also use the same credentials to access the toll payment service on the website www.pedemontana.com under the heading '**Paga il pedaggio**' (Pay toll). Payment by credit card and prepaid card does not incur any additional fees on top of the toll amount.

Poste Italiane

The toll can be paid by debit card, credit card or prepaid card




in the **Pay Online** section of the website www.poste.it. After a quick registration process, which is only necessary on your first visit, you can quickly pay tolls, settle payment reminders and top up the **Ricaricabile Pedemontana** service.

Alternatively all payment transactions can be made in cash, by debit card, credit card or prepaid card at **Italian post offices**.

ATMs and internet banking of the Intesa Sanpaolo Group

It is possible to **pay tolls for Italian number plates, using debit cards** issued by any bank, at the **Intesa Sanpaolo's ATMs** by accessing the CBILL service (www.cbill.it). To make the payment, you must provide the **vehicle's registration number**. Intesa Sanpaolo Group account holders can also use the same service with prepaid



cards and Nextcard cards. A transaction fee of €0.50 is charged for this service.

Intesa Sanpaolo Group account holders can pay tolls for vehicles with Italian number plates via **Internet** by accessing their personal area on the Institute's website via the CBILL service (www.cbill.it). The vehicle's registration number must be provided for payment. A transaction fee of €0.50 applies.

Service points

All payment transactions can be made in **cash, by debit card, credit card or prepaid card** at authorised **assistance points**:



- **Punto Verde** in Mozzate (CO) on the A36 motorway
- Courtesy Points in Milan Serravalle-Milano Tangenziali S.p.A.
- other authorised operators listed on the website www.pedemontana.com under the heading **Service Points**
- the centre of the Ticino Section of the Swiss Touring Club in Lugano (via alla Chiesa 10 – 6802 – Rivera)
- the headquarters of the Ticino Section of the Swiss Touring Club in Mendrisio (Corso Bello 11 – 6850 – Mendrisio – Switzerland).

We accept Visa and Mastercard credit cards. For online payments, you can also use Satispay.



Frequent user promotions

For updated information on current promotions, visit the **Offers and Promotions** section on the website www.pedemontana.com



The **20% frequent user discount** for the A36 motorway is generally renewed **every six months**. This promotion is exclusively for **users with automatic payment systems** (electronic toll collection services and Conto Targa) and offers a 20% discount on tolls generated **from the 6th day of transit**. Within the same calendar month, regardless of the number of journeys made on the same day.



TANGENZIALE
DI VARESE

Autostrada Pedemontana Lombarda has introduced a **one-year trial for frequent users** of A60 Tangenziale di Varese motorway, starting on **1 March 2025**. The trial offers **50% discounts for class 1 vehicles** (cars and motorcycles) and class 2 vehicles (cars with trailers and vans): users with an automatic toll payment method (electronic toll collection or licence plate account) will be eligible for the discount. The 50% discount on tolls will start from the 10th day of transit in the month and will be warranted for all transits made during the same month, including those prior to the threshold for accessing the discount.



A **one-year trial aimed at frequent users** of the A60 Tangenziale di Varese is being extended, according to the same mode, on A59 Tangenziale di Como starting from **1 April 2025**. The trial **offers 50% discounts for class 1 vehicles** (cars and motorcycles) and **class 2 vehicles** (cars with trailers and vans): users equipped with an automatic method will be able to take advantage of the discount. toll payment (electronic toll collection or licence plate account). The 50% discount on tolls will start on the 10th day of transit in the month and will be warranted for all transits made during the same month, including those prior to the threshold for accessing the discount.

The discounts on the A59 and A 60 cannot be combined, but are discounts on the Tangenziale di Como and Tangenziale di Varese cannot be combined, but are limited to the relevant section.

Other promotions

Autostrada Pedemontana Lombarda participates in the initiative dedicated to motorcyclists promoted by the Ministry of Infrastructure and Transport, which entitles travelers equipped with an electronic toll collection device to a 30% discount on highway tolls. The discount, which can only be used in conjunction with the registered license plate and cannot be combined with other promotions already in progress, is valid from June 1st, 2025, and will remain valid throughout 2025. To sign up, contact your electronic toll collection service provider.



Non-payment of the toll

In the event of **non-payment of the toll** within 15 calendar days of the date of transit, for users with vehicles with **italian number plates**, the Company will initiate **debt collection procedures** by sending reminder letters.

The **payment reminder** will bear an identification number and contain the vehicle detail (number plate and class), transit data (date, time, basic route*), the amount to be paid (toll and various assessment charges – Article 176, paragraph 11-bis of the Highway Code) and the payment methods.

If the user fails to pay the reminder, the case is referred to a **debt collection agency**, which sends the user a request for payment of the toll and the administrative costs incurred for the recovery.

Payment of the amount indicated in the reminder letter does not exclude or limit in any way the initiation of proceedings to ascertain the violation of the obligation to pay the toll provided for in Article 176, paragraph 11, of the Highway Code.

For users with **foreign-registered vehicles or residing abroad**, debt collection activities are carried out entirely by specialised companies, which send requests for payment of the toll and administrative costs incurred for recovery. The files of users still pending, i.e. those for which the payment deadline has passed without payment, may in any case be subject to further action by Autostrada

* A basic section is defined as a segment of the motorway network between one entry or exit point and the next.



Pedemontana Lombarda for the enforced recovery of the debt.

These activities include: warning letters sent to insolvent users, followed by payment orders pursuant to Royal Decree 639/1910 or, where applicable, payment order proceedings pursuant to Articles 633 et seq. of the Code of Civil Procedure.

In the event of persistent unlawful conduct involving



nonpayment of tolls, if the conditions are met, it is also possible to file a complaint or lawsuit for the offence of fraudulent insolvency referred to in Article 641 of the Criminal Code.

Payment reminder

The **toll payment reminder** shows an identification number and the vehicle details (number plate and class), the transit details transit details (date, time, portal crossed), the amount to be paid (toll and various assessment charges, Article 176, paragraph 11- bis of the Highway Code), the payment methods and the strict deadlines for payment.

How to pay the payment reminder

The balance of a payment reminder can be paid:

- by means of a **pagoPA payment notice** made out to Autostrada Pedemontana Lombarda S.p.A. and attached to the reminder letter
- by **credit card or prepaid card or Satispay via the Pedemontana Lombarda app or on the website www.pedemontana.com in the Pay toll or Pay reminder section.**

In these sections, you can also make the payment by accessing the **pagoPA** platform and downloading the payment notice to be settled using the methods indicated by the due date shown



- with **debit cards** at all ATMs of banks belonging to the CBI Consortium (www.cbill.it), using the **CBILL** service, by entering the reminder number indicated on the payment slip.

In the case of payment at Intesa Sanpaolo Group branches with a debit card issued by any bank, the commission charged to the user is €0.50.

For all other banks, please refer to the individual contractual agreements

- via the **internet banking** services of banks belonging to the CBI Consortium that offer the **CBILL** online payment service (www.cbill.it).

For Intesa Sanpaolo Group account holders, the commission charged to the user is €0.50; for other users, the commission is linked to the contractual agreements stipulated with their banks

- by **credit card, debit card and cash at the Punto Verde in Mozzate (CO)** on the A36 motorway, at the **service points in Milano Serravalle – Milano Tangenziali** or at other authorised facilities, as indicated on the website www.pedemontana.com in the **Assistance Points** section

- by **debit card, credit card or prepaid card** by connecting to the **Paga Online** section on the website www.poste.it

- by debit card, credit card or prepaid card at **all Italian post offices**



Toll collection assistance

Call center +39 02 39.460.460

The helpline for information regarding toll payments or reminders is available Monday to Friday, excluding public holidays, **from 8:30 a.m. to 5:30 p.m.**

Outside these hours, an automated answering service is available. Callers are responsible for the cost of the call.

Punto Verde, Mozzate (CO)

The **Punto Verde** is located at the **Mozzate (CO)** junction on the A36 motorway and provides assistance on the motorway service. In particular, at the **Punto Verde** you can:

- receive information on the Free Flow® toll collection system and the motorway network under management
- receive information on the use of the infrastructure and the services provided
- pay motorway tolls and payment reminders;
- activate the **Telepass Family** service
- receive assistance on the automatic payment system **Conto Targa**
- activate and top up the **Ricaricabile Pedemontana** service
- receive travel assistance
- receive commercial information and informational material

Il **Punto Verde** is open Monday to Friday, except public holidays, **from 9:30 a.m. to 12:30 p.m. and from 1:30 p.m. to 6:30 p.m.**

Courtesy Points of Milano Serravalle - Milano Tangenziali

The Courtesy Points of Milano Serravalle - Milano Tangenziali are located at:

- **A7 motorway**, next to the Radio Information Centre building near the MilanWest toll booth at the entrance to the A7 Milan - Genoa motorway (towards Genoa)
- **Milan North Ring Road A52** before the Sesto San Giovanni toll booth in the direction of the A1 motorway

The Milan Serravalle - Milan Tangenziali Courtesy Points provide assistance with toll payments, reminders, automatic payment systems (e.g. Telepass, Conto Targa, Ricaricabile Pedemontana) and provide immediate information on motorway services.

Courtesy Points are normally open every day, including holidays, from 7:00 a.m. to 8:00 p.m. Other operators authorised by Autostrada Pedemontana Lombarda can be found on the website www.pedemontana.com in the **Assistance Points** section.

Invoicing

The toll payment receipt is not valid for tax purposes. To **request an invoice for motorway journeys** made on the relevant sections, pursuant to Article 21 of Presidential Decree No. 633 of 26 October 1972, it is necessary **to fill in the request form and send it** to Autostrada Pedemontana Lombarda S.p.A. For more information on billing requests, visit the website www.pedemontana.com under **Pay tolls** and **Billing**.





03

Travel
informations

Terms of use of the infrastructure

Autostrada Pedemontana Lombarda is a sustainable infrastructure featuring cutting-edge technology, designed and managed with the aim of providing quality service and safety for those who use it.

The entire concession network is **monitored 24 hours a day** by the **Traffic Police**, the **Traffic Service and Maintenance Teams**, as well as by colour television images captured by **over 450 cameras** installed along the infrastructure. These are fixed and adjustable cameras, which aim to ensure total coverage of the tunnel sections and are equipped with systems for automatic analysis of vehicle traffic: they process the images (AID system) and report possible hazardous conditions.

The numerous **variable message signs** installed along the concession network and on the access ramps help to increase safety and improve communication along the routes, providing **real-time information** on traffic conditions, scheduled activities and the toll collection system. For real-time information on events **in tunnels**, there are also **information panels** and other **arrow-cross panels** for timely notification of which lanes are available.



The continuous presence of personnel, together with an extensive network of sensors dedicated to monitoring the infrastructure, aims to guarantee users a reliable, high-quality service.

In particular, along the main axis of the sections in operation, the constant technological updating of the sensors allows for the **timely acquisition of parameters related to weather conditions** (e.g. air temperature, relative humidity, wind direction and intensity) **and road surface** conditions (e.g. asphalt temperature, salt concentration, freezing temperature), which are useful for developing forecast models and planning or implementing specific infrastructure prevention and treatment services.

The infrastructure junctions, as well as the motorway axis, are equipped with **lighting systems installed on guardrails** and **New Jersey barriers**, which can be activated in the event of fog or poor visibility. This provides a luminous **optical guide** that highlights the boundaries of the carriageway, complementing 'passive' signage (reflectors), which is subject to adverse weather conditions in terms of efficiency.

A technology for the **acoustic recognition of critical events inside the tunnel**, such as the use of horns, braking, sudden impacts, tyre blowouts, etc. (AKUT® system), has been undergoing testing for a few months.

This technology uses Artificial Intelligence to analyse audio signals from microphones in the tunnel and ensures the detection of critical events regardless of visibility conditions. This new solution integrates with the camera image



processing system of the camera images, serving the safety of the tunnels in the network managed by Autostrada Pedemontana Lombarda.

Users must observe **responsible and prudent driving behaviour**. They must not constitute a danger or obstruction to traffic, so that road safety is safeguarded in all circumstances. Individual behaviours. The user's obligations are set out in the Highway Code.

Speed limits

Section A + B1



The speed limit along the entire length of the motorway is **130 km/h**, except for the section connecting with the SS 35 Milan - Meda in an easterly direction, where the speed limit is 80 km/h.



Tangenziale di Como A59

The speed limit along the entire length of the ring road is **110 km/h**, except for the terminal sections where speed limits are restricted by the layout of the road.



Tangenziale di Varese A60

The speed limit along the entire length of the ring road is **110 km/h**, except for the sections near the Gazzada Schianno and Vedano Olona junctions, where there is a speed limit.

Network support

The entire concession network is monitored **24 hours a day** by traffic police patrols, traffic control services, maintenance teams and **more than 450 cameras installed along the infrastructure**.

Traffic assistants

To ensure maximum safety for users, the role of **traffic assistant** has been established, whose duties are governed by a memorandum of understanding with the Ministry of the Interior. Traffic assistants provide assistance in difficulties; they issue alerts for serious traffic disruptions and provide support to the Traffic Police. **Available 24 hours a day, 365 days a year**, they are equipped with vehicles fitted with emergency response equipment and variable message signs. In the event of accidents without injuries, they directly record the event and then transmit it to the competent traffic police subsection.

Traffic Police

The Traffic Police is responsible for monitoring and controlling traffic safety; **preventing and investigating traffic violations; recording road accidents; and organising and carrying out traffic control services**.

The Traffic Police is also responsible for prosecuting offences committed on motorways. The traffic police service is normally provided by operational units attached to sub-sections. Patrols are coordinated by the COPS - Traffic Police Operations Centre in Novate Milanese (MI), which is interconnected with the **Grandate Radio Information Centre**.

Emergency management

There are **132 SOS columns** throughout the motorway network, 26 of which are located along the motorway, normally spaced 2 km apart. 83 columns are located in tunnels approximately every 150 metres, another 12 columns are located on escape routes and 11 on bypasses, also inside tunnels. In the event of an emergency, users can **use the SOS columns to connect directly to the Grandate Radio Information Centre**, which will coordinate rescue operations.

Mechanical assistance

The **Grandate Radio Information Centre** coordinates light and heavy mechanical rescue operations through authorised workshops with affiliated organisations.

Medical assistance

All **urgent and emergency medical requests** can be made by calling the single **free number 112**. The **Grandate Radio Information Centre** guarantees constant contact with service operators.

Location along the route

Users can determine their location using **the signs that show the number of kilometres travelled**, as well as those that indicate the sequential number of the overpasses. If necessary, these indications can be a useful reference to communicate to the emergency services.



Information channels

Autostrada Pedemontana Lombarda provides comprehensive and **timely updates on traffic and road conditions, as well as tolls applicable to different sections**. The same timeliness of updates applies to information relating to events that may affect travel, and indicates possible alternative routes through the following channels:

Variable message signs - VMS

Variable message signs help to increase safety and improve communication along the sections. They provide **real-time information on road conditions**, active construction sites, **planned activities** such as **closures**, and hazard or restriction warnings.



There are 34 signs installed along the network. For real-time information on events inside, at the entrance and exit of tunnels, **there are 13 information panels and other arrow-cross panels at the entrances and inside the tunnels** to indicate which lanes are available. In the presence of regular traffic, the information transmitted consists of **informative messages** such as driving safety advice and general motorway information.

Vertical signage for toll payment

In addition to the standard signs required by the Highway Code, **vertical road signs** are installed along the entire motorway and near the entrances and exits of the sections to inform users that they are travelling on **a barrier-free toll motorway**. The signs specify the times and methods for paying the toll.

Website www.pedemontana.com

The website www.pedemontana.com provides all the information regarding **the route, the company** Autostrada Pedemontana Lombarda S.p.A., the management and use of the motorway infrastructure and services provided, traffic restrictions, **ordinances, tolls and payment methods, promotions** and all activities relating to the motorway network managed.

Radio Information Centre (CRI)

The Grandate **Radio Information Centre** (CRI), which **operates 24 hours a day, monitors motorway traffic conditions**: it forwards emergency requests to the relevant authorities (breakdown service, traffic police, Carabinieri, ambulance service, fire brigade, etc.) depending on the type of assistance required.

Radio

All those travelling on the Autostrada Pedemontana Lombarda network can obtain up-to-date information on traffic conditions, road conditions and any difficulties in motorway services through **radio announcements provided by Radiotraffic, Radio Number One and CCISS** (Road Safety Information Coordination Centre).

Punto Verde

The **Punto Verde** is located at the **Mozzate (CO) junction on the A36 motorway** and provides assistance on the motorway service. In particular, at the Punto Verde you can:

- receive information on the Free Flow® toll collection system and the motorway network under management
- receive information on the use of the infrastructure and the services provided
- pay motorway tolls and payment reminders;
- activate the **Telepass Family** service
- receive assistance with the automatic payment system **Conto Targa**
- activate and top up the **Pedemontana rechargeable** service
- receive travel assistance
- receive commercial information and informational material

The **Punto Verde** is open Monday to Friday, except public holidays, **from 9:30 a.m. to 12:30 p.m. and from 1:30 p.m. to 6:30 p.m.**

Contact Centre Info and Traffic

The telephone portal can be reached from Italy by calling the tollfree number **800.840.708**, available 24 hours a day, 7 days a week, 365 days a year, or from abroad by calling **+39 011 0886 464**.



The service is provided in **Italian and English** by suitably trained operators, with preliminary support from an automatic answering machine.

The **Contact Centre** can provide **general information on the use and management of infrastructure and services**, as well as adequate assistance for persons with reduced mobility (PRM) and their companions.

Technological systems

Among the technological solutions employed, together with the **Free Flow®** toll system, which eliminates traditional toll booths, the motorway **integrates digital technologies to optimise the management and monitoring of road infrastructure**. The motorway is equipped with **monitoring and control devices** that make road network management more efficient and responsive, **improving safety and reducing travel times**.

Lighting

All junctions on the motorway infrastructure are illuminated.

In the event of particular weather conditions, such as fog, a lighting system is also activated at junctions and along the motorway, thus increasing safety.

Tunnels are equipped with permanent and backup lighting systems, which guarantee the correct level of lighting based on external conditions, as well as side lighting systems. LED technology has been used for the A36 tunnels. Tunnels longer than 1,000 metres are also equipped with a ventilation system to combat the spread of smoke in the event of a fire.

Weather sensors

Along the main axis of the sections in operation, the **constant technological updating of the sensors** allows for the timely acquisition of **numerous parameters related to weather conditions**, such as air temperature, relative humidity, wind direction and intensity, etc., and **road surface** conditions, such as asphalt temperature, salt concentration, freezing temperature, etc., which are useful for developing forecast models and planning and implementing specific infrastructure prevention and treatment services.

Cameras

There are **458 fixed and adjustable cameras** installed along the route, which also provide full coverage of the tunnel sections. The cameras are equipped with systems for automatic vehicle traffic analysis, through image processing (AID system) and the reporting of possible hazardous conditions. Of the 458 cameras installed along the route, 279 are on the A36 (Cassano Magnago - Lentate sul

Seveso), 86 on the A59 (Tangenziale di Como), 86 on the A60 (Tangenziale di Varese) and 7 on the Lentate bypass (Lentate sul Seveso - Lentate Sud).

SOS columns

The **SOS columns** allow users to contact the **Autostrada Pedemontana Lombarda** Radio Information Centre in case of emergency and are also located in open sections approximately every 2 km.

AKUT® system

The **AKUT® system** is currently being tested. This technology **recognises critical events inside tunnels**, such as horns, braking, sudden impacts and tyre blowouts. This technology, which integrates with the **AID (Automatic Incident Detection) system for processing camera images**, uses artificial intelligence to analyse audio signals from microphones in the tunnel and detect critical events regardless of visibility conditions.

Pavement

The road surface of the main outdoor axes is made of a **draining and sound-absorbing bituminous surface**, which guarantees excellent driving comfort in all situations and high grip characteristics. The motorway is subject to constant wear and tear due to traffic, weather and atmospheric agents; Autostrada Pedemontana Lombarda is committed to keeping it in perfect working order. For this reason, it is constantly monitored by a team of specialists responsible for the maintenance plan. This activity is also supported by **certified official testing laboratories**. In addition, the use of new materials and construction techniques increases the durability

and efficiency of infrastructure, enabling the creation of safer and faster roads.

Pavement inspections are carried out systematically to verify that performance in terms of load-bearing capacity, regularity, grip and ability to drain rainwater. In particular, in addition to **constant visual checks** of the condition of the pavement, **IRI (International Roughness Index)** tests are carried out to investigate regularity; **CAT (Coefficient of Transverse Adhesion)** tests are carried out to determine adhesion, and permeability tests are carried out to check the drainage capacity of the pavement. The results of all these tests, in combination with the maintenance plan, guide and direct maintenance work.

Exceptional transport

Article 10 of the Highway Code defines exceptional vehicles and exceptional transport conditions in relation to the size and weight limits of vehicles permitted on the road, as defined in Articles 61 and 62 below. **Exceptional transits on the relevant sections (A59, A60, A36 and Lentate bypass) are subject to authorisation** measures that define the requirements deemed appropriate for the protection of road infrastructure and traffic safety. To request authorisation for exceptional transport transit, users can consult the information available on the website www.teonline.it.





04

Travel
safety

Tips and recommendations for road safety

In compliance with the rules of the Highway Code, **users must observe responsible and prudent driving behaviour**. In particular:

- they must check the **condition of the vehicle before travelling**, checking the efficiency of the tyres, the correct functioning of the lighting and braking systems, and ensuring that the windows and number plates are clean
- **must not drive under the influence of alcohol or drugs**
- **must refrain from using mobile phones, smartphones and other mobile devices** while driving, unless using Bluetooth or a hands-free kit
- **must comply with speed limits** and pay the utmost attention to driving
- **must maintain a safe distance and adjust speed**, also in relation to weather conditions along the route; fasten seat belts and keep low beam headlights on at all times; travel in the righthand lane, using the left-hand lane only for overtaking
- **must comply with the requirement to have 'winter tyres or snow chains on board'** on motorway sections subject to specific regulations
- **must not throw litter**, including cigarette butts, either while driving or when stationary
- while driving, **do not search for objects** in your pockets, drawers or bag, and do not retrieve objects that have fallen inside the passenger compartment
- **must use approved car seats** for children under 12 years of age or less than 150 cm tall

Motorway safety

Autostrada Pedemontana Lombarda is committed to ensuring the highest safety standards along its routes and guaranteeing safe travel for its users.

In the event of an emergency, please follow the instructions below:

- activate your hazard **warning lights** and pull over, where possible, to the right-hand side of the carriageway, stopping in the emergency lane or, preferably, **reaching a lay-by**
- exit the vehicle **on the side not exposed to traffic**, where possible, and only after putting on a **high-visibility jacket** and quickly retrieving any safety devices Requesting assistance (Single Emergency Number 112)
- once outside the vehicle, place the **emergency triangle** to make yourself visible, walking behind the guardrail or in any case staying on **the side not exposed to traffic**, and move to a safe area away from traffic to contact the emergency services and wait for their arrival



The use of **SOS columns** allows the **Radio Information Centre** to provide immediate direct assistance by automatically acquiring the location of the call.

- Inform the emergency services of the exact location of the breakdown, indicating:
 - if you are stopped on the main road, the name of the motorway (e.g. A36), the direction of travel (e.g. towards Milan), and the kilometre marker (indicated on signs with black numbers on a white background and positioned every 100 metres along the left-hand side





of the motorway axis, the number of the overpass if you are near it (square signs with a brown background and white numbers) or the reference of the exit you have passed or the next

- if you are stopped on a motorway ramp, always indicate the name of the junction shown on the entrance/exit signs, specifying the destination of your journey before stopping or, alternatively, the kilometre marker, where present

Tunnel safety

The tunnels on the Autostrada Pedemontana Lombarda are equipped with the most modern safety devices, but it is important to remember that even the most sophisticated technology cannot replace the sense of responsibility of travellers. Periodically, Autostrada Pedemontana Lombarda, as required by law, **carries out safety drills** in tunnels with the aim of verifying the effectiveness and efficiency of the systems and the synergy between the concessionaire and the emergency services.

In accordance with the Highway Code, it is important to be aware of the devices and signs present in the tunnel and the behaviour to adopt.

In the event of **queues or sudden slowdowns**:

- switch on your hazard warning lights
- Keep a safe distance from the vehicle in front of you.
- stop the vehicle and turn off the engine if traffic is blocked. DO NOT reverse
- stay in your vehicle and wait for the all-clear



If **red lights (lanterns) or red crosses are active at the entrance to the tunnel** (whether due to a simple traffic jam or an accident):

- do not enter the tunnel if the fixed lights are on or red crosses at the tunnel entrance
- turn off the engine and wait for the all-clear without leaving the vehicle



In the event of a **vehicle breakdown**:

- activate your hazard lights
- pull over into the emergency lane or reach the first lay-by
- wear a high-visibility jacket
- place the warning triangle to make yourself visible, staying on the side not exposed to traffic.
- reach the nearest SOS column identified by illuminated signs and call the **Radio Information Centre**, provide the necessary information and wait for instructions



In the event of an **accident**:

- activate your hazard warning lights;
- as far as possible, stop the vehicle on the right-hand side of the carriageway
- turn off the engine
- put on your high-visibility jacket
- go to the nearest SOS column indicated by the illuminated signs and call the **Radio Information Centre**, providing the necessary information, and wait for instructions



In the event of **fire or smoke in your vehicle**:

- near tunnel entrances or exits, try not to stop inside the tunnel if possible
- activate your hazard lights
- turn off the engine
- wear a high-visibility jacket
- go to the nearest SOS column, which can be identified by illuminated signs, and call the **Radio Information Centre**, providing the necessary information and waiting for instructions



In the event of **evacuation via an emergency exit or bypass (serious fire)**:

- abandon the vehicle
- locate the nearest emergency exit or bypass following the signs and emergency lighting, and get to safety via:
 1. emergency exit: go through the two doors, reach the stairs and climb to the surface
 2. bypass: cross the connection to go to the adjacent tunnel, paying close attention to traffic when exiting
- if necessary, contact the **Radio Information Centre** using the SOS column, provide the necessary information, and wait for instructions.



In the event of **maintenance in the tunnel**:

- follow the instructions and warnings displayed on the variable message signs (VMS) inside and outside the tunnel.
- follow the directions on the arrow-cross signs (traffic may be flowing in both directions)
- observe the roadworks signs



Maintenance

The concessionaire plans **periodic maintenance work and takes immediate action in the event of extraordinary maintenance requirements**, thanks to dedicated maintenance teams. It improves existing technologies and develops new ones, applied to infrastructure and plant engineering, to optimise service levels and increase road safety.



Winter services

To ensure safety and traffic flow in adverse weather conditions during the winter period (15 November – 15 April), when winter equipment is mandatory on board vehicles along all routes under its jurisdiction, Autostrada Pedemontana Lombarda guarantees:

- **a dedicated weather service** that provides 24-hour weather forecasts
- **the prevention of ice formation and snow clearance** to allow regular traffic flow on the network, in accordance with the winter management plan agreed with the relevant local authorities

Horizontal and vertical signage

Maintenance activities include monitoring and maintaining road signs to ensure adequate safety for road users. The motorway network is equipped with **horizontal and vertical signage**, in accordance with the Highway Code and its implementing regulations, made with high-performance materials. Road markings are periodically **checked using reflectometers** and the **condition of vertical signs is verified**.

Safety barriers

Autostrada Pedemontana Lombarda **monitors the safety barriers along the infrastructure**. If damaged, they are repaired or replaced.

Inspection of engineering structures

Autostrada Pedemontana Lombarda carries out inspection and monitoring activities on "engineering structures", i.e. it applies constant **monitoring, involving rigorous procedures, of all structures** (overpasses, bridges, viaducts, tunnels, etc.)

present on the infrastructure, using internal staff and, when necessary, specialised companies.

Landscaping and maintenance

Autostrada Pedemontana Lombarda is responsible for the **maintenance of green areas**. The companies in charge carry out constant maintenance of the grass and tree species.

Integrated management system

Autostrada Pedemontana Lombarda adopts an approach to internal and external management processes that complies with **established international standards**. In particular, it has established an **integrated management system** certified by an independent third party, in accordance with voluntary international standards for quality, the environment, worker safety and information security. It also applies voluntary standards for energy management and road traffic safety.

The certifications obtained and maintained support Autostrada Pedemontana Lombarda in the process of **updating and improving the services it offers**.

They also testify to the **company's willingness to monitor the consumption and environmental impact generated by its activities; the working conditions of its technicians and operators; and user safety, understood as both physical road traffic safety and the management of the information entrusted to it**. During the certification and surveillance process carried out by the IMQ institute, Autostrada Pedemontana Lombarda obtained certifications of compliance with standards relating to:



- **Quality management** systems UNI EN ISO 9001:2015
- **Environmental management** systems UNI EN ISO 14001:2015
- **Occupational Health and Safety Management** systems UNI ISO 45001:2018
- **Information security management** systems ISO/IEC 27001:2022

Certifications are available on www.pedemontana.com

The certifications also apply to peripheral offices:

- **Maintenance centre and Punto Verde**
Via Gorla snc - 22076 Mozzate (CO)
- **Radio Information Centre**
Via Madonna del Noce snc - 22070 Grandate (CO)
- **Maintenance centre**
Via Firenze snc - 22079 Villa Guardia (CO)
- **Maintenance centre**
Strada Statale 712 - 21040 Vedano Olona (VA)

The main information on the management system is available to the public and published on the website www.pedemontana.com

The quality indicators of the service certificate

Regulations require motorways to meet certain service standards. The quality indicators listed are experimental in nature and comply with the provisions of Directive No. 102 of 19 February 2009 of the Ministry of Infrastructure and Transport. **Quality indicators are monitored on an annual basis.** The table below shows the results achieved in 2024 compared to the criteria set by the Grantor.

UNIT OF MEASUREMENT

REFERENCE STANDARD



BASIC FACTOR: TRAVEL SAFETY

NOTICE PERIOD FOR COMMUNICATIONS, BY MEANS OF ORDERS*, RELATING TO CONSTRUCTION SITES LASTING >5 DAYS

NOTICE TIME (HOURS) IN 85% OF CASES

24 HOURS

The factor quantifies the advance notice of communications to users for construction sites lasting more than 5 days.

BASIC FACTOR: REGULARITY OF SERVICE

HORIZONTAL ROAD MARKINGS RETROREFLECTION**

(RL) RETRO-REFLECTION (MCD LX-1 M-2)

100

This is a measure of the ability of road markings to reflect light and therefore be visible.

BASIC FACTOR: INFORMATION TO USERS

RESPONSE TIME TO PROPOSALS AND COMPLAINTS VIA EMAIL

RESPONSE TIME (DAYS) IN 85% OF CASES

10 GIORNI LAVORATIVI

This parameter investigates the ability to respond to user requests and complaints: 85% of requests must be processed within 10 days.

**Referring to 2024,
all the standards indicated have been met.**

We would like to point out that the quality indicators identified by the Grantor CAL - Concessioni Autostradali Lombarde in accordance with the ART tariff systems are not currently applicable, as the approval process for the Financial Plan is currently being finalised.

* Excluding additions/extensions to ordinances.

** The data refers exclusively to measurements taken on the carriageway along the continuous emergency lane. Tunnels, service areas, appurtenances and construction sites, and compliance with the standard is verified (excluding the winter operations period) for 90% of minimum 20 km sections, in accordance with the Single Concession Agreement between the granting company Concessioni Autostradali Lombarde S.p.A. and the concessionaire Autostrada Pedemontana Lombarda S.p.A.





05

Contact
Autostrada
Pedemontana
Lombarda

Useful contact

Milan office

The registered office of Autostrada Pedemontana Lombarda is located at Via Benigno Crespi 17, 20159 Milan (MI)



Mozzate office

The operational headquarters of Autostrada Pedemontana Lombarda, located at the **Maintenance Centre in Mozzate** (CO), Via Gorla snc, 22076 Mozzate (CO)

Grandate office

The Grandate (CO) office houses the **Autostrada Pedemontana Lombarda Radio Information Centre** Via Madonna Del Noce snc, 22070 Grandate (CO)

Tel: +39 02 6774 121 \ Fax: +39 02 6774 1256
(Monday to Friday from 8.30 a.m. to 5.30 p.m.)
posta@pedemontana.com \ pedemontana@pec.it
www.pedemontana.com

Call Centre

Tel. **+39 02 39 460 460** is available Monday to Friday, except on public holidays, from 8.30 a.m. to 5.30 p.m. Outside these hours, an automatic answering service is available.

Contact Center Info e Viabilità

The toll-free number **800.840.708** for Italy or the number **+39 011 0886 464** from abroad are available 24 hours a day, 7 days a week, 365 days a year.

Punto Verde

At the Mozzate (CO) junction on the A36 motorway: open Monday to Friday, except public holidays, from 9.30 a.m. to 12.30 p.m. and from 1.30 p.m. to 6.30 p.m.

Online

Contact section on the website www.pedemontana.com

e-mail

- for information, assistance, reports and requests regarding tolls and payment systems: pedaggi@pedemontana.com
- for information, assistance, reports and requests regarding payment reminders: solleciti@pedemontana.com
- for information and assistance regarding the Conto Targa account: contotarga@pedemontana.com
- for the transmission of Conto Targa contracts with digital signatures and requests for any changes to the contract (activation and/or deactivation of number plates, change of IBAN, change of address, etc.): contratticontotarga@pedemontana.com
- for information on penalties for unpaid tolls: sanzioni@pedemontana.com

Ufficio trasporti eccezionali

Tel. +39 02 575941 - Fax +39 02 8240 919
(Monday to Friday from 9.00 am to 12.30 pm)
www.teonline.it





Assistance points in the area



Autostrada
Pedemontana
Lombarda

Punto Verde on the motorway
Mozzate (CO) junction on the A36
Open Monday to Friday,
except public holidays,
9.30am-12.30pm \ 1.30pm-6.30pm

2

ENI service area

Varese - Via Ledro 18
Monday to Friday 8:00 a.m. to 12:00 p.m. / 2:00 p.m. to 6:00 p.m. Saturday 7:30 a.m. to 12:00 p.m. / 2:00 p.m. to 6:00 p.m.

3

IP Service Area

Luisago (CO) - Via Risorgimento 9
Monday to Saturday 7.30am-12.30pm / 2.30pm-7pm

4

ENI Service Area

Como - Via Ambrosoli 11
Monday to Friday 7.30am-12pm / 2pm-7pm Saturday and Sunday 8am-1pm / 2pm-6pm

5

Q8 Service Area

Lentate sul Seveso (MB) - Copreno district - SS dei Giovi, 262
Monday to Friday 7.30am-12.15pm / 2.30pm-7pm
Saturday 7.30am-12.30pm

6

A7 Motorway Courtesy Point

Radio Information Centre - Milan West Barrier, A7 Milan-Genoa entrance (towards Genoa)
Open every day, including holidays
7:00 a.m. to 11:00 a.m. \ 12:00 p.m. to 4:00 p.m.

7

IP Service Station

Lurate Caccivio (CO) - Via Repubblica 5
Monday to Saturday 7:00 a.m. to 7:00 p.m.

8

Emme2enne S.r.l. Service Area

Vertemate con Minoprio (CO) - Via Nazionale 16
Monday to Friday 7:00 a.m. to 7:00 p.m., Saturday 7:00 a.m. to 6:00 p.m.

9

Tangenziale Nord A52 Courtesy Point

Before the Sesto S. Giovanni barrier towards the A1 motorway
Open every day, including holidays,
7:00 a.m. to 11:00 a.m. \ 12:00 p.m. to 4:00 p.m.



Swiss Touring Club - Ticino Section

Via alla Chiesa, 10 - Rivera (Ticino) - Switzerland
www.tcs-ticino.ch - tel.+41 919359135



Swiss Touring Club - Ticino Section

Corso Bello, 11 - Mendrisio (Ticino) - Switzerland
www.tcs-ticino.ch - tel.+41 916460844

Emergency services

Traffic police, Carabinieri, fire brigade, medical emergency 112 – Single number for the Lombardy Region.



Information channels – emergencies

The entire concession network is monitored 24 hours a day by traffic police patrols, traffic control services, maintenance teams and colour CCTV cameras installed along the infrastructure.

In the event of illness, breakdown, malfunction or accident on the motorway network, the following channels are available to request rescue and mechanical or medical assistance:

Health emergencies, accidents and other dangerous situations

All telephone requests for medical emergencies, accidents and any other dangerous situations can be made by the user to the **emergency number 112**.

The **Radio Information Centre** guarantees constant contact with service operators and the Traffic Police Operations Centre (COPS). To receive direct assistance and be immediately located by the Radio Information Centre, there are 132 SOS columns throughout the motorway network:

- 26 along the route, spaced approximately 2 km apart
- 83 in tunnels, located approximately every 150 metres
- 12 located in tunnel escape routes
- 11 at bypasses inside tunnels

In case of emergency, by using the SOS columns, users can connect directly with the Autostrada Pedemontana Lombarda **Radio Information Centre**, which will immediately forward the request for assistance to the emergency management authorities.

Mechanical assistance

The mechanical assistance service along the motorway network under concession to Autostrada Pedemontana Lombarda is governed by specific regulations for the provision of the service in question.

- In all cases where the **broken-down vehicle is not safely positioned in a lay-by**, it is recommended that you immediately contact the **emergency number 112** or the **Radio Information Centre** via the **SOS columns** to allow for timely intervention by the emergency services.
- To request mechanical assistance for broken-down vehicles that are **safely positioned** in a lay-by, please use the contact details below for organisations affiliated with Autostrada Pedemontana Lombarda for assistance within the concession network:

ACI GLOBAL SERVIZI	TOLL-FREE NUMBER 803.116
EUROPE ASSISTANCE VAI	TOLL-FREE NUMBER 803.803
IMA SERVIZI SCARL	TOLL-FREE NUMBER 800.427.539



Complaint procedures

All complaints regarding tolls, reminders, collection, payment systems, traffic information, infrastructure, traffic, mobility and user relations **must be submitted in writing**, in Italian or English, using one of the following methods:

- **by post** addressed to Autostrada Pedemontana Lombarda S.p.A., via Benigno Crespi, 17 – 20159 Milan (MI), clearly indicating '**Complaint**' in the subject line.
- **via the website** www.pedemontana.com – accessible, even without registration, from the dedicated **Complaints** link on the home page
- **by e-mail**, writing to the dedicated address reclami@pedemontana.com
- **by registered letter**, addressed to Autostrada Pedemontana Lombarda S.p.A., Via Benigno Crespi, 17 – 20159 Milan (MI), indicating '**Complaint**' in the subject line
- **via certified email (PEC)** to the dedicated address reclamipedemontana@pec.it

Minimum requirements for the complaint to be processed

Only complaints that include at least the following can be examined:

- a) **the identification details of the user** (name, surname, address) or of any representative, attaching in this case the power of attorney and an identity document of the user
- b) **the identification details of the journeys made or planned** (point of entry, point of exit, date and time slot of

passage, vehicle registration number) or a copy of the toll payment receipt

- c) **a description of the problem indicating the inconsistency of the service** with one or more requirements defined by European, national or regulatory legislation or, where applicable, by the Service Charter

In the event of complaints lacking one of these elements, Autostrada Pedemontana Lombarda will inform the user that the complaint is inadmissible and offer the possibility of resubmitting it once it is complete.

Response times to complaints

Autostrada Pedemontana Lombarda guarantees a response to the complaint as soon as possible and in any case **within 10 working days of receipt**. For the purposes of the **complaint response deadline**:

- a) if the complaint is submitted by **email/certified email** or **via the website**, the complaint is considered to have been **sent and received on the day of dispatch**
- b) if the complaint is submitted by **registered mail**, it is considered to have been **sent on the day of dispatch** and **received on the day of delivery** to Autostrada Pedemontana Lombarda
- c) if the complaint is submitted by **ordinary post**, it is considered to have been sent on the **day of dispatch** and received on the **day it is registered** by Autostrada Pedemontana Lombarda in its systems, which must take place promptly and in any case **within five days** of delivery.

Compensation

Automatic compensation

In the event of failure to respond to the complaint within the terms set out in the Service Charter, or in the event of an unjustified response, the user is entitled to receive **automatic compensation**. This is **commensurate**, even in the case of a subscription, **with the sum of the tolls paid by the user for the route, including repeated journeys, to which the complaint refers**.

The refund is calculated as follows:

30%	IN THE CASE OF A RESPONSE PROVIDED BETWEEN THE THIRTY-FIRST AND SIXTIETH DAY FROM RECEIPT OF THE COMPLAINT
50%	IN THE EVENT OF A RESPONSE BEYOND THE SIXTIETH DAY AND IN THE EVENT OF NO RESPONSE

Autostrada Pedemontana Lombarda undertakes, after verifying the minimum requirements for formalising the complaint, to manage the compensation claim.

The compensation claim can only be processed automatically, without a prior request from the user, **only if all the elements necessary for the payment of compensation are present**. In the absence of these elements, an Autostrada Pedemontana Lombarda operator will contact the user to obtain all the data necessary for the correct management of the claim.

Compensation will be paid within thirty days of the successful completion of the investigation.



In any case, users may, only for the above-mentioned automatic compensation requests, send an e-mail to reclami@pedemontana.com or a certified e-mail to reclamipedemontana@pec.it, indicating in the subject line, if available, the numerical code assigned to the complaint and reported in the confirmation email upon receipt. They may also refer to, or attach a copy of the complaint, if received by ordinary or registered mail. Together with the request, **it is necessary to send documentation certifying payment of the toll and the identity of the applicant** (attaching the applicant's identity card or proxy if the applicant is different from the toll holder, accompanied by an identity document).

Compensation not due

Compensation **is not due** in cases where:

1. the **complaint is not submitted by the user in accordance with the procedures and minimum requirements** set out in the Service Charter
2. the **user has already been compensated** in accordance with the conditions set out in the Service Charter for a similar complaint concerning the same journey

Mandatory attempt at conciliation

In the event of no response to the complaint or a response deemed unsatisfactory, by **Resolution No. 21/2023**, the **Transport Regulatory Authority** approved the regulations, in their first implementation, governing the procedures **for non-judicial settlement of disputes between economic operators managing transport networks**, infrastructure and services and users or consumers, pursuant to Article 10 of Law No. 118 of 5 August 2022, which applies to conciliation requests submitted after 27 February 2023.

For these disputes, **it is not possible to bring legal proceedings until a mandatory attempt at conciliation** has been made before one of the parties indicated in Article 4 of the Resolution.

As provided for in Article 6 of the Resolution, users may submit a request for conciliation if they have already submitted a complaint or a request for reimbursement

or compensation, in the forms and manner indicated by the concessionaire, and has received a response that it considers unsatisfactory or **has not received a response within 30 days**.

The full text of Resolution No. 21/2023 is available on the Authority's website www.autorita-trasporti.it. Users are still entitled to submit a complaint, request or report to the Transport Authority regarding compliance with quality and tariff levels. Transport Regulation Authority regarding compliance with quality and tariff levels.

Refunds

Autostrada Pedemontana Lombarda undertakes, after verifying the validity of the claim, to refund all cases where the toll paid was higher than the amount due, or not due. For refund requests, please send an e-mail to pedaggi@pedemontana.com, indicating '**Refund**' in the subject line.

The request must **be accompanied by documentation certifying payment** of the toll and the identity of the applicant (attaching the applicant's identity card or proxy if the applicant is not the toll holder, accompanied by an identity document of the delegating party and the delegate). In the case of payments not made by credit card, the email must also include the bank details for the refund.

After verifying all the elements, the team handling the case will process the refund **within thirty days of the successful completion of the investigation**.



Claim for damages

If you believe you have suffered damage on the motorway network managed by Autostrada Pedemontana Lombarda S.p.A. as a result of an accident attributable to the Company, you can submit a claim for damages by:

- **registered letter with return** receipt addressed to:
Autostrada Pedemontana Lombarda S.p.A., Gestione Sinistri, via Benigno Crespi 17, 20159 Milan (MI)
- **certified email** topedemontana@pec.it, indicating in the subject line: **Claims Management**

For further information, you can:

- send an e-mail to posta@pedemontana.com. Indicate in the subject line: **Claims Management**
- call +39 02 6774121 from Monday to Thursday from 9:00 a.m. to 12:00 p.m.

Post-journey information and personal data

In compliance with regulations on the protection of individuals with regard to the processing of personal data, after the journey, the user may obtain information regarding:

- a) **date and time of passage**
- b) **route taken and distance travelled in kilometres**
- c) **sections travelled with an indication of the concessionaires* involved and the toll paid**, with details the unit rate** applied for each basic section*** travelled (specify if additional ART rate adjustments are applied)

All information is available:

- a) **on the receipt issued at the time of toll payment**, only for users who have activated a payment account via the **Pay Toll** web form or via the **Pedemontana Lombarda App**, after registering with all the necessary data to view the complete details of their journeys (function available within their **Profile**)
- b) **on the monthly invoice**, available in the Reserved Area for users who have activated the **Conto Targa** service
- c) **on the receipt issued upon payment of the toll at authorised Service Points** (list available at www.pedemontana.com), after requesting it by showing

* Autostrada Pedemontana Lombarda provides a toll collection service only for journeys falling under the jurisdiction of Autostrade per l'Italia made on the interconnection ramps between the Tangenziale di Como (A59) and the A9 motorway.

** For all sections under concession to Autostrada Pedemontana Lombarda, the flat rate for lowland areas applies, as defined according to the tariff modulation established by the Transport Regulation Authority.

*** A basic section is defined as a segment of the motorway network between one entry or exit point and the next.



documentation proving the legal availability of the vehicle and the identity of the applicant. In the case of payment on behalf of others, a proxy issued by the owner of the vehicle and the identity documents of the proxy and the principal are required.

- d) **upon request**, for all users who use other available payment services, or are recipients of toll payment reminders

To request this information, if it is not already included in the documentation in the user's possession, an email must be sent to pedaggi@pedemontana.com, indicating the vehicle registration number and the journey or period of interest.

The request must also be accompanied by documentation certifying the legal availability of the vehicle and the identity of the applicant. In the case of a request made on behalf of a third party, a proxy issued by the owner of the vehicle is required, as well as the identity documents of the proxy and the principal.





**Autostrada
Pedemontana Lombarda**
Via Benigno Crespi 17
20159 Milano (MI)
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