Concessioni del Tirreno
ASTM GROUP

MOTORWAY SERVICE CHARTER

2026



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01

THE COMPANY



MESSAGE FROM MANAGEMENT

Dear User,

With this Service Charter we want to provide you with a document that is easy and quick to consult and that can contribute to a better understanding of the route we operate. The Service Charter is updated annually, in compliance with Ministry of Infrastructure and Transport Directive 102/09, in the belief that it can, above all, provide a periodic opportunity to review the service, improve our organisation and communicate our value to the outside world. A Service Charter, therefore, is seen as an instrument for management, information, and communication of objectives to create dialogue with motorway customers and other stakeholders.

A basic security requirement is the adoption of driving behaviour that respects the Motorway Code and is always in line with the various contextual factors that change during the journey, such as weather conditions, traffic levels and the characteristics of the infrastructure.

We trust, therefore, that this Service Charter can contribute to bringing the Company closer and closer to its users, making them more informed and aware of our objective to provide, for both people and vehicles, ever better services. To this end, we also consider it useful to receive contributions from our users, with the aim of maintaining a dynamic structure, ever closer to the needs of travellers.

This edition is also updated in accordance with ART Resolution No. 132/2024, in force since 27 September 2024, as amended and supplemented by ART Resolution No. 211/2025.

Happy travels

ABOUT US

Società di Progetto Concessioni del Tirreno S.p.A. was established on 9 December 2021, following the awarding of the tender called by the then MIMS (current MIT - Ministry of Infrastructures and Transport) for management of the A12 Sestri Levante-Livorno, A11/A12 Viareggio-Lucca, A15 La Spezia and A10 Savona- Ventimiglia (French border) motorway sections.

Previously, the two sections were managed by SALT S.p.A and Autostrada dei Fiori S.p.A. respectively. (both also belonging to the ASTM Group).

A12 Sestri Levante - Livorno

The A12 Sestri Levante-Livorno, A11/A12 Viareggio- Lucca, A15 junction to La Spezia motorway section is about 155 km long, and passes through the Ligurian provinces of Genoa and La Spezia, and the Tuscan provinces of Massa Carrara, Lucca, Pisa and Livorno.

The main section (A12) starts in Sestri Levante (GE), at the A12 km 48+831, and ends at the Livorno junction at km 174+443.

It also includes the 20-km long A11 Viareggio-Massarosa-Lucca West interconnection, the A15 branch road to La Spezia (about 7 km) and the final part of the Florence-Pisa-Livorno Trunk Road and its connection with the ordinary road and motorway network for a total of 5.9 km.

A10 Savona-Ventimiglia

The A10 Savona-Ventimiglia motorway section (French border) stretches 113.3 km through the Ligurian provinces of Savona and Imperia.

The section managed starts in Savona, at the A10 km 44+721 (at the Savona junction and entrance to the Autostrada dei Fiori A6 section Torino-Savona motorway), and connects with the French motorway network under the Cima Giralda border tunnel (A10 km 158+107) via the A8 VINCI Autoroutes - ESCOTA towards Nice, Marseille and Lyon.

In addition to the main route, the Concessionaire manages minor structures connecting with the external road system:

- Sanremo motorway bypass to State Road SS 1 Aurelia, for the section between the Arma di Taggia and Sanremo San Martino junctions - length 4.6 km;
- Motorway bypass to State Road SS 1 Aurelia between Finale Ligure and Marina di Andora, for the section between the junctions of Albenga and Villanova d'Albenga - length 2.9 km;
- Ventimiglia - Fanghetto - Tenda connecting road, for the section between the Ventimiglia junction on the A10 and State Road SS Colle di Tenda - length 3.0 km.

The main purpose of all company activities is to provide the best possible service in terms of mobility and assistance. This is why most of company resources - i.e. toll collection staff, technical maintenance and emergency personnel, and traffic wardens - work directly on the motorway, 24/7/365.

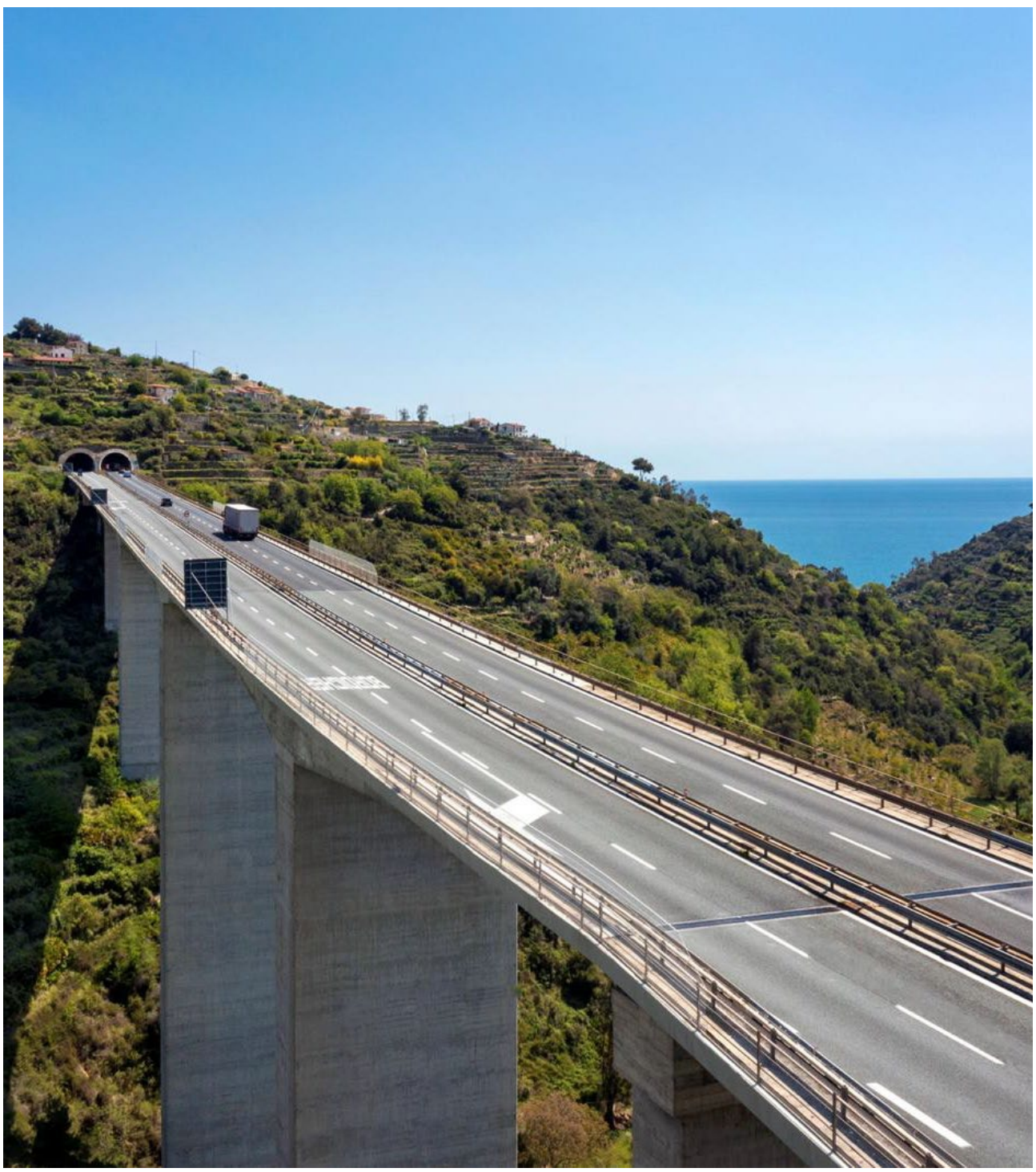
The Company carries out its infrastructure operation and management activities with the help of other institutions and enterprises, each one responsible for their specific tasks:

- The Traffic Police, mainly active on the motorway.
- The Fire Brigade.
- The 118 Service (emergency service), which guarantees the rapid deployment of men and vehicles for medical rescue.
- Oil companies and catering companies, which provide fuel and refreshment services at service areas.
- ACI, VAI and IMA SERVIZI for roar rescue services.

The Operational Control Centre (COC) for the A12 section is located at the Lido di Camaiore offices, while for the A10 Savona-Ventimiglia section it is located at the Imperia offices.

Both Centres are equipped with the most modern management and control technologies for data collection and information on anything taking place on the motorway and at the service areas. It is also in charge of dispatching information and/or instructions to operators and customers, following decisions taken in accordance with current procedures.

For operational purposes, there are 2 traffic centres per section, reporting to the La Spezia and Viareggio motorway stations for the A12, and to the Albenga and Ventimiglia stations for the A10.



The Company is part of the ASTM Group, which also controls the following motorway Concessionaires:

- SATAP Società Autostrada Torino-Alessandria-Piacenza S.p.A.: A4 Torino-Milano section
- Autostrada dei Fiori S.p.A.
- SALT p.A.
- SAV Società Autostrade Valdostane S.p.A.
- AT-CN Società Autostrada Asti-Cuneo S.p.A.
- Autovia Padana S.p.A.
- SITAF Società Italiana Traforo Autostradale del Frejus S.p.A. (Torino-Bardonecchia - Frejus Tunnel)
- TE Tangenziale Est Esterna Milano S.p.A.

ASTM Group owns significant shareholdings also in the following other concessionaires:

- SITRASB Società Italiana Traforo del Gran San Bernardo S.p.A.



THE NETWORK

A12 SECTION

The **A12 section** starts in Sestri Levante, at the junction, and ends at the Livorno junction. It also extends from the interconnection with the A15 section to the city of La Spezia at km 108+472, and from the interconnection with the A11 section to the Lucca Ovest junction at km 66+950.



Some motorway stations do not allow the transit of exceptional vehicles and transports, due to critical issues on ordinary roads. For further information on this matter, refer to the table on page 42.

Information signs indicating the beginning and end of the section managed help customers to identify the A12 section managed by Concessioni del Tirreno S.p.A.

There are 14 junctions along the A12 section:

Sestri Nord (junction only, not the station), Deiva Marina, Carrodano-Levanto, Brugnato-Borghetto V., Albiano - Ceparana, La Spezia, Sarzana, Carrara, Massa, Versilia, Viareggio Camaiore, Pisa centre, Livorno, Massarosa, Lucca Ovest.

The Sestri Levante and Pisa Nord motorway stations are managed by Autostrade per l'Italia.

The Albiano Ceparana motorway exit is only accessible from the north (Genoa) direction and allows access to the motorway only from the south (Livorno) direction.

Other transport methods in the area served by the A12

The **port of La Spezia** (urp@adspmarligureorientale.it) can be reached from many different junctions, as it extends over a wide industrial and military coastal strip. The main axis is the A15 motorway, after the La Spezia tollbooth, and from there it is possible to follow different branches: the Santo Stefano Magra port area, the Lerici-Porto junction LA15 in Lerici's direction and in La Spezia downtown's direction.

When coming from north, to reach the **port of Marina di Carrara** (urp@adspmarligureorientale.it), take the Carrara exit on the A12, turn right and follow the signs for Marina di Carrara, then turn left at the traffic lights on the seafront, and continue for about 4 km. When coming from south, from the Massa exit on the A12, follow the signs for Marina di Massa/mare. When you reach the seafront turn right and continue for about 6 km.

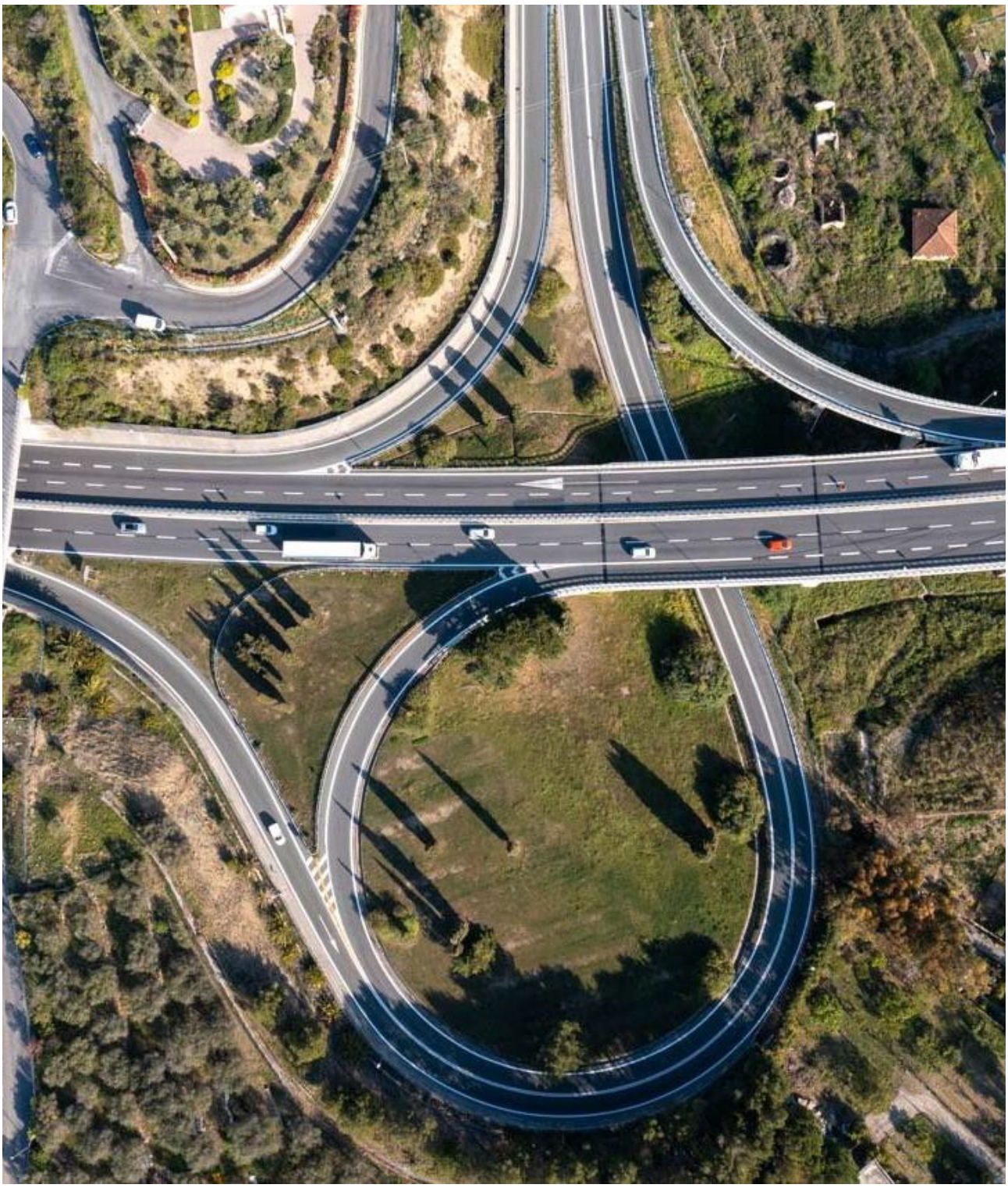
The **port of Livorno** (www.portialtotirreno.it/i-porti/porto-di-livorno/) can be reached from the A12 Genoa-Livorno-Rosignano motorway by taking the Livorno exit or from the A11-A12 Florence-Pisa-Livorno motorway (both are connected to the A1 section, and, via the A1, to the Brenner Pass). After the exit, take the State Road SS1 and follow the signs for "Porto di Livorno" or "Autorità Portuale" (Port Authority). The port of Livorno is also connected to the FI-PI-LI Connection Road.

Pisa International Airport (www.pisa-airport.com/it/) has direct access to the Firenze-Pisa motorway (Pisa Centro-Aeroporto exit), the A12 Genova-Rosignano motorway (Pisa Centro exit), the A11 Firenze-Pisa Nord motorway (via the Pisa Nord junction with the A12) and State Road SS1 Aurelia.

Alternative Routes

Alternative routes to the A12 Sestri Levante-Livorno, A11 and A15 are:

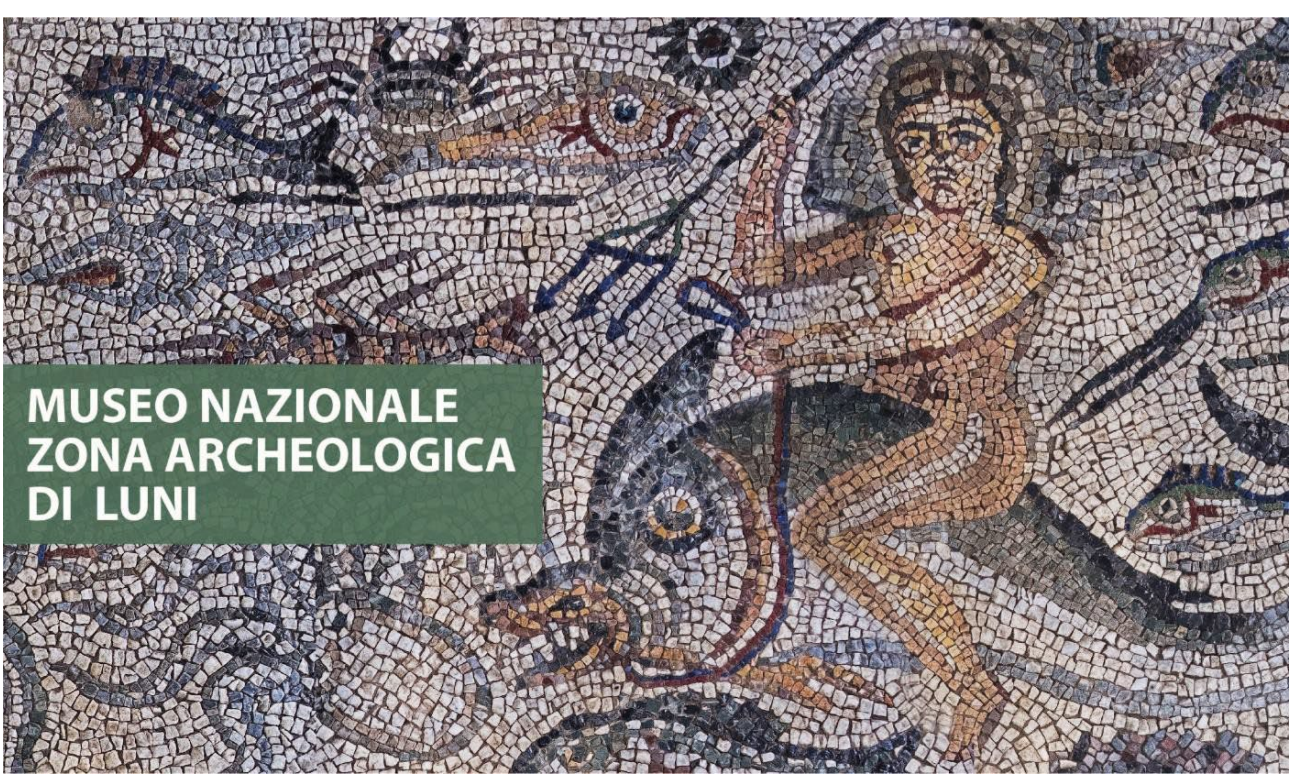
- State Road SS 1 Aurelia that runs along the coast and has a parallel direction to the motorway.
- State Road SS 439 Sarzanese Valdera towards Volterra
- FI-PI-LI Connection Road.



The Luni Archaeological Area National Museum

On 18 May 2019, a direct connection was inaugurated between the A12 motorway and the National Archaeological Museum of Luni, the leading archaeological institution in Levante Ligure in terms of size and scientific importance. The section between the motorway tollbooths of Sarzana and Carrara is home to the Luni National Archaeological Museum and archaeological area, which have become even more accessible and usable to visitors thanks to the connection to the A12 motorway through the "Antica Luni" rest areas and the interconnecting footbridge. This pedestrian, bike and panoramic footbridge leads in just a few minutes from the rest areas to the archaeological site, making the site's historical and archaeological heritage fully accessible directly from the motorway, allowing visitors to visit the remains of the ancient Roman colony of Luna, the city also mentioned by Dante in the 16th canto of Paradise. The scenic walkway is topped by a 20-metre-high backlit tower, clad in white marble with a steel and concrete structure, recalling the shape of the lighthouse that once indicated the route to sailors. There is also a multimedia tunnel, the Luni Experience, with sounds and images representing the history of the ancient city of Luna, from whose port ships sailed laden with precious Carrara marble used in the construction of the most important monuments of ancient Rome and Roman times. The innovative complex described allows the visitor to enjoy the recently renovated and culturally interesting visitor routes in a simple way.

The interventions were carried out with the cooperation of the Ministry of Culture, the Regional Museums Directorate of Liguria and the municipalities concerned. This one-of-a-kind project for Italy combines the promotion of this area with the most modern road transport systems and traffic safety.



A10 SECTION

The **A10 section** begins in Savona, at the A10 km 44+721 (at the Savona junction and entrance to the Autostrada dei Fiori - A6 Torino-Savona motorway). After 113.3 km, it connects with the French motorway network under the Cima Giralda border tunnel (A10 km 158+107), via the A8 VINCI Autoroutes-ESCOTA towards Nice, Marseilles and Lyon.



The lack of an emergency lane on the A10 section is mitigated by the presence of numerous lay-bys and car parking areas.

Some motorway stations do not allow the transit of exceptional vehicles and transports, due to critical issues on ordinary roads. For further information on this matter, refer to the table on page 42.

Information signs, containing the company's logo and name, and indicating the beginning and end of the section managed help customers to identify the A10 section managed by Concessioni del Tirreno S.p.A.

There are 14 motorway stations along the A10 section:

Spotorno, Orco Feglino, Finale Ligure, Pietra Ligure, Borghetto Santo Spirito, Albenga, Andora, San Bartolomeo, Imperia est, Imperia ovest, Arma di Taggia, Sanremo ovest, Bordighera, Ventimiglia.

The company Autostrade per l'Italia manages the Savona motorway tollbooth.

The Feglino junction can only be used to enter the motorway by vehicles heading toward Genoa,
and to exit the motorway by vehicles arriving from Genoa.

The toll paid at the State Border Barrier also includes the French section connecting the State Border - Roquebrune, which is managed by the concessionaire Vinci Autoroutes-ESCOTA.



Other transport methods in the area served by the A10

From the port of Vado Ligure (www.portsofgenoa.com/it/porto-di-savona.html), located between the Savona and Spotorno junctions, maritime connections are available to Sardinia and Corsica. The port is about 8 km from Savona and Spotorno.

Continuing in the direction of Genoa, you can reach the Cristoforo Colombo Airport (www.airport.genova.it) - Genova Aeroporto exit - easily accessible from the two Rivieras (Ponente and Levante) and neighbouring regions. The Genova Airport junction is 43 km from Savona, 105 km from Imperia, 138 km from Sanremo and 150 km from Ventimiglia.

In the opposite direction, on French territory, there is Nice Airport (www.nice.aeroport.fr), around 51 km from Ventimiglia, 67 km from Sanremo, 91 km from Imperia and 159 km from Savona.

Alternative Routes

Alternative routes to the A10 Savona-Ventimiglia (French border) are:

- A6 from Savona, A32 and Frejus Tunnel in case of general disruptions. on the coastal route for vehicles to/from France.
- State Road SS 1 Aurelia that runs along the coast and has a parallel direction to the motorway, with its Vado Ligure, Albenga and Sanremo variants.
- Provincial Road SP 582 Colle San Bernardo road from Albenga for vehicles to/from Piedmont.
- Provincial Road SP 453 Valle Arroscia from Albenga for vehicles to/from Pieve di Teco and State Road SS 28.
- Provincial Road SS 28 from Imperia for vehicles to/from Piedmont.
- State Road SS 20 to Ventimiglia for vehicles from/to Cuneo, A33 from Cuneo.

ENHANCEMENT PLANS

Concessioni del Tirreno is committed to the maintenance and/or modernisation of the managed network, with significant interventions to maintain and improve safety and the level of services offered.



A10 section - Noise abatement barriers - Municipality of Pietra Ligure

Every Friday,

- the company website: www.concessionideltirreno.it
- Facebook page: https://www.facebook.com/ConcessioniDelTirreno
- the dedicated Telegram channel "A12 CdT" (https://t.me/A12CdT) and "A10 CdT" (http://t.me/A10CdT)
- and the dedicated WhatsApp channels "A12 CdT" (https://cutt.ly/WhatsAppA12CdT) and "A10 CdT" (https://cutt.ly/WhatsAppA10CdT);

report any planned route, junction and Service Station closures along the A12 and A10 sections for the following week.

These messages remain online until the relevant areas are reopened.

A12 SECTION

Infrastructure of the **A12 section** dates back to November 1964, with works beginning on the construction sites for the initial Sestri Levante - Livorno section, and opening of the Viareggio - Pisa Centro segment in June 1967.

The main structures included in the infrastructure modernisation plans by the company are as follows:

- Noise abatement measures
- Completion works to adapt the safety barriers
- Flyover adaptation works, pursuant to NTC 2018
- Toll collection systems technological updates



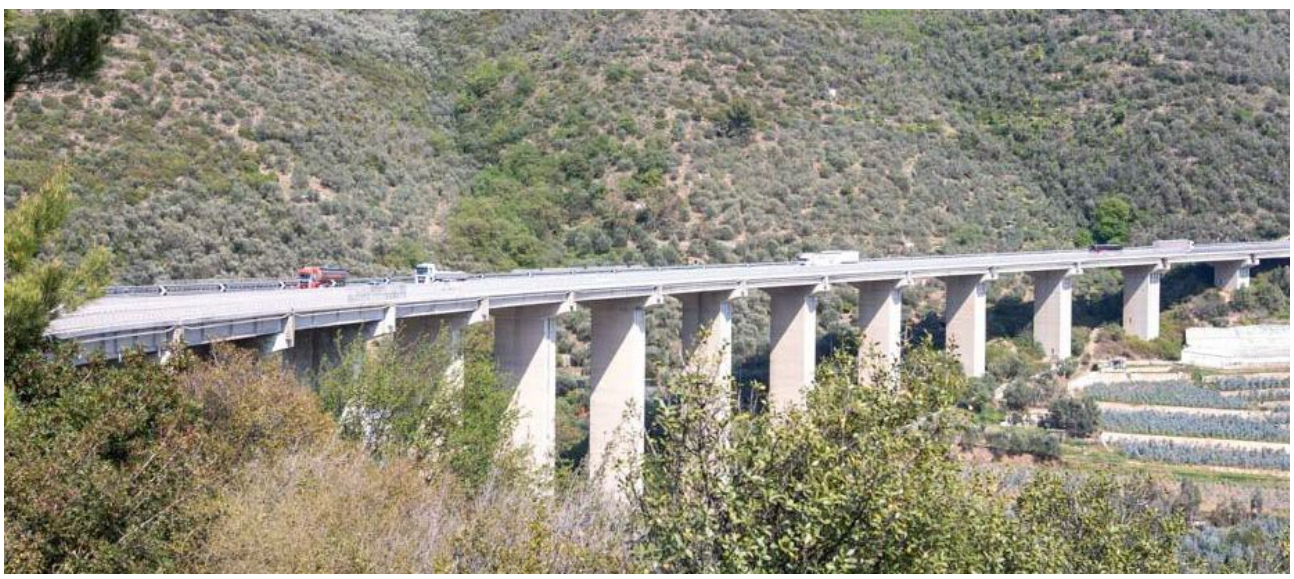
A10 SECTION

Infrastructure on the **A10 section** was built in the 1960s and completed in the early 1970s. Due to the particular orography and the many structures that characterise it, it is not possible today to think of its general upgrading.

Technological and structural innovations have been set in place to improve security and make the service more usable.

The main structures included in the infrastructure modernisation plans by the company are as follows:

- Adaptation of tunnels longer than 500 m to EU Directive 2004/54/EC
- Completion works to adapt the safety barriers
- Construction of the new Vado Ligure junction
- Flyover adaptation works, pursuant to NTC 2018
- Construction of the new exit ramp on Via della Repubblica at the San Martino junction, along the variant to State Road 1 Aurelia in Sanremo
- Adaptation of lighting, ventilation and video surveillance systems in the tunnels of the Albenga, Sanremo and Ventimiglia variants
- Noise abatement measures
- Infrastructure upgrades



THE FUNDAMENTAL PRINCIPLES

This section presents the fundamental principles of the activities entrusted to motorway concessionaires (in terms of access to and maintenance of the infrastructure) as part of a general system aimed at protecting citizens who use motorway infrastructure.

Equality

Concessioni del Tirreno carries out its activities respecting the principle of equal rights of customers, without any distinction on grounds of sex, race, language, religion and political opinions.

Concessioni del Tirreno also undertakes to ensure equal treatment, under the same conditions of the service provided, both between different geographical areas and between different categories of users.

Impartiality

Concessioni del Tirreno undertakes to carry out its licensed activities in an objective, fair and impartial manner.

Continuity

Concessioni del Tirreno is committed to maintaining the functionality of the motorway infrastructure operated under concession through timely maintenance and repair. Exceptions are cases of interruption or irregular operation due to force majeure and/or in any case not attributable to the concessionaire.

Concessioni del Tirreno makes available resources and technology to transmit to the public the main information on traffic and road conditions for the motorway sections under concession.

Equity Investments

Concessioni del Tirreno recognises that it is the right of its users to benefit from qualitatively efficient services. That is why it encourages the broadest range of information among its customers, also through third parties, about the control and verification of the services it provides.

Efficiency and Effectiveness

Concessioni del Tirreno provides its licensed activities efficiently, i.e. with diligence, and effectively, i.e. ensuring they are as useful as possible for its users. Moreover, Concessioni del Tirreno is committed to maintaining and improving the efficiency and effectiveness of the services offered.

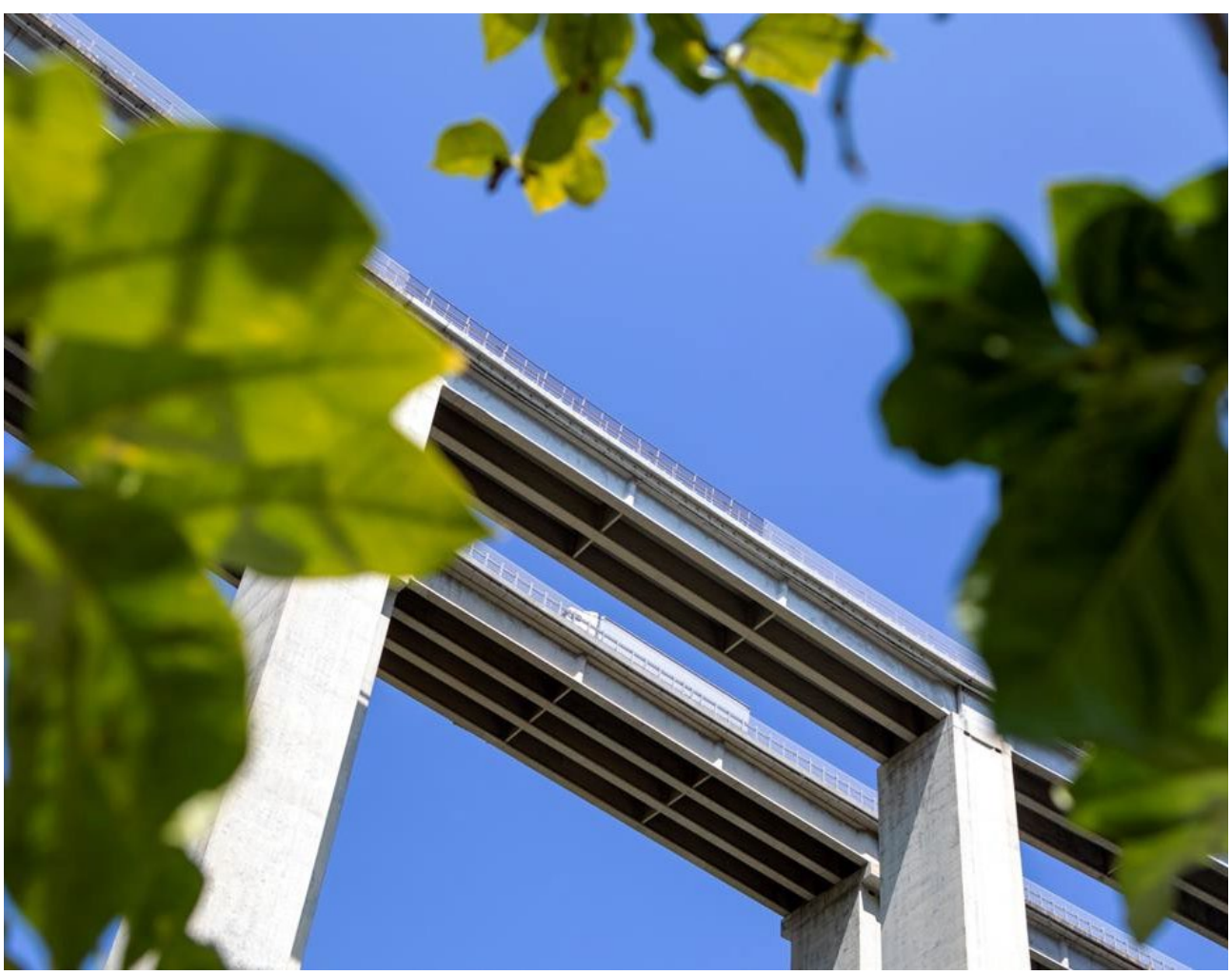
Courtesy and Transparency

Concessioni del Tirreno undertakes to conduct its business with the utmost courtesy on the part of its employees in their relations with the public and to ensure the maximum availability and accessibility of information on the activities it provides.

Confidentiality

Concessioni del Tirreno is committed to guaranteeing the confidentiality of its customers. Customers have the right to be informed about the manner in which their personal data is processed, in simple and comprehensible language, and to express free, differentiated and revocable consent in relation to the various possibilities of data use, including by authorised third parties.

The Privacy Policy is published on our website.



TOLLS

Toll revenues represent the instrument for balancing the financial plan underlying the Concession, and, practically speaking, constitute the main source of income needed to cover the investments made during the construction phase, the related financial charges, operating costs, maintenance costs, and improvements carried out during the concession period, and the return on invested capital.

The toll is calculated by multiplying the unit rate (per km) due to Concessioni del Tirreno, increased by the amount due to ANAS (Law 102/2009), by the number of km, considering, in addition to the km between tollbooth and tollgate, also the km of any junctions, access link roads, and free highway sections before and after the tollbooth, built and managed by the concessionaire.

The VAT rate in force must be added to the amount thus obtained, rounded up or down to the nearest 10 euro cents.

It should be noted that the unit rate is commensurate with the infrastructure's characteristics (lowland or mountain motorway, when characterised by numerous viaducts and tunnels, such as Concessioni del Tirreno) and the type of vehicle used, according to the classification system currently in force in Italy, and known as the "Axle-Shape" system.

For toll collection purposes, Concessioni del Tirreno is interconnected with almost all other Italian concessionaires, and in France with VINCI Autoroutes-ESCOTA.



Under this system, vehicles are divided into five classes using two measures:

- The *"Shape"*, i.e. the height of the vehicle measured at the axis of the front wheels. This criterion applies to all two-axle vehicles and is used to establish the first two classes.

- The *"Axles"* i.e. the number of axles on the vehicle. This criterion applies to all vehicles and convoys with three or more axles and is used to establish the remaining three classes.

Classification of vehicles		
Category	*Characteristics*	*Examples*
A	2-axle with height of first ≤ 1.3 m	
B	2-axle with height first > 1.3 m	
3	3-axle	
4	4-axle	
5	5-axle or more	

Customers without entry tickets

If the ticket is not presented at the exit station, the toll is calculated, by law, from the farthest station. The customer, however, has the option of self-certifying the entry station by declaring it directly to the toll collector with whom s/he speaks at the exit station or, following the issuance of an Unpaid Toll Report at the automatic lane or self-service toll booth, by filling in the form on the website. Concessioni del Tirreno reserves the right to accept self-certification of the entry toll booth and to carry out subsequent checks on the truthfulness of the declaration. In the event of non-payment of that indicated, the relative documents will be forwarded to the Traffic Police for the subsequent notification of administrative fines pursuant to Article 176, paragraphs 11 and 21 of the Traffic Code, for breach of the obligation to pay the motorway toll (which provides for the payment of a sum of between € 87.00 and € 344.00 and the deduction of 2 points from the driving licence of the actual offender).

HOW TO PAY THE TOLL

The toll can be paid with:

- The dynamic electronic toll system that can be used in all stations at the gates marked by yellow road markings and the appropriate sign, which are also authorised for motorbike transit.

- Viacard or account-related debit cards, which can be used at all gates, both with a tool collector and automatic, excluding those dedicated to electronic toll collection.

- All accepted Credit Cards (Visa, Mastercard, American Express), also with the “contactless” payment option, and the Fast-Pay ATM, which can be used at all doors, except for dedicated Electronic Toll Gates.

- With regard to Postepay, not all cards issued by Poste Italiane can be used to pay the tolls, even when linked to one of the credit circuit accepted (Visa, Mastercard, etc.).

- "Prepaid" or "top-up" cards are not accepted.

- In cash, at tollbooths manned by toll collectors and at self-service checkouts.

All lane types are equipped with magnetic band readers as well as "Contactless" card readers.



European Electronic Toll Service

Purpose of this project - drawn up in compliance with Directive 2004/52/EC, the related Resolution 2009/750/EC and Directive (EU) 2019/520 of the European Parliament and of the Council, taking into account the increase in international motorway traffic - is to implement toll payment systems without vehicle stops along all European motorways. The project included the upgrading of existing facilities to bring them in line with European standards, and mainly consisted of consisted in adapting communication systems between the vehicle and toll collection units. In addition to the standard Telepass service provider, which will continue to operate, other Electronic Toll Service Providers have been added, which are accredited to provide services related to the European Electronic Toll Service "EETS" and the Heavy Goods Vehicle Toll Interoperability Service "SIT-MP".

The Electronic Toll Service Providers and the related types of service offered are summarised below:

Electronic Toll Service Provider and Type of Service	
Telepass S.p.A.	Standard
DKV Euro Service GmbH	European Electronic Toll Service (EETS)
DKV Euro Service GmbH	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
Axxès SAS	European Electronic Toll Service (EETS)
Axxès SAS	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
UnipolTech S.p.A.	European Electronic Toll Service (EETS)
UnipolTech S.p.A.	Toll Interoperable Service – Heavy Vehicles (SIT-MP)
Tolltickets GmbH	European Electronic Toll Service (EETS)
AS 24 ITALIA S.R.L	Toll Interoperable Service – Heavy Vehicles (SIT-MP)

In some cases, it may happen that the toll (in whole or in part) is not paid at the time of transit due to lack of money, misreading of cards, insufficient credit, etc. In the event of any anomaly in toll collection, under no circumstances may reverse and, in the case of automatic doors, you must press the service request button and wait for the operator's response. A non-payment report will be issued for the toll due and not paid, which may be paid, without any surcharge, no later than 15 days from the date of issue. After the deadline, the amount due will be increased by assessment and postage charges.

In the case of non-payment as above, the documents may be forwarded to the Reports Office of the competent Traffic Police Section for consequent official notification of the administrative fines referred to in Article 176(11,21) of the Traffic Code, for the ascertained breach of the obligation to pay the motorway toll (which provides for an administrative fine in accordance with the Traffic Code and the deduction of 2 points from the driving licence of the actual offender).

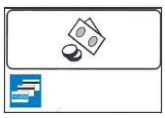
When approaching stations, or whenever road workers are present, be mindful of speed limits, signs and traffic lights. For safety reasons, customers are forbidden from crossing lanes on foot.

The signs indicating the type of outbound lanes that can be found at motorway stations are specified below.

In most stations, updating of the new signs has already been completed or is nearing completion.

Payment options in the different lane types

"Contactless" card readers have been installed in the automated lanes, allowing for payment to be made using credit cards with microchips issued under the Visa, Mastercard and Maestro circuits

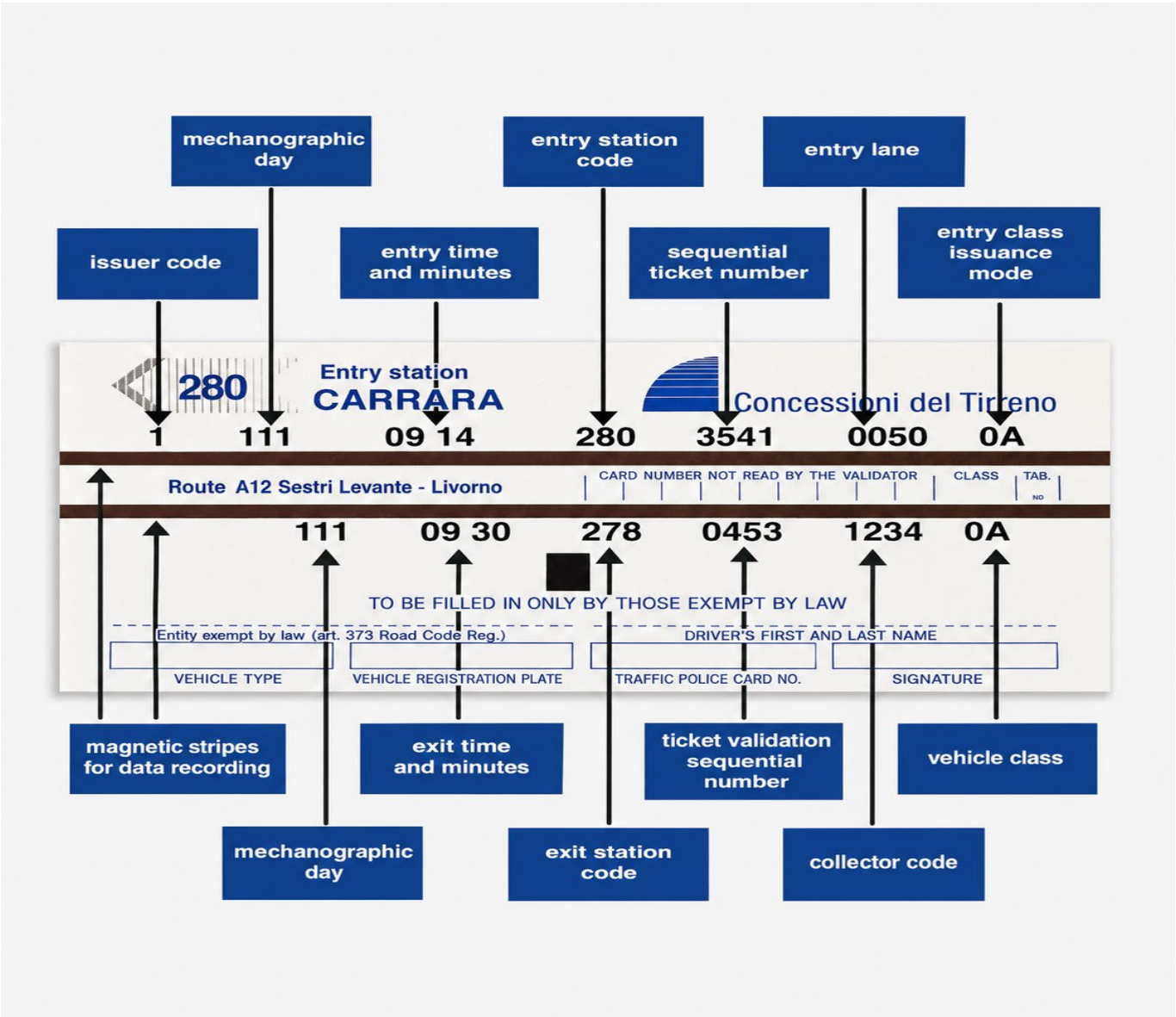
vertical signs	type of lane	horizontal signs	payment with
	operator		cash, Viacard, credit cards, Fastpay ATM
	automatic cashier		cash, Viacard, credit cards, Fastpay ATM
	cards		Viacard, credit cards, Fastpay ATM
	electronic toll collection		Telepass, European Electronic Toll Service (EETS), Interoperable Heavy Vehicle Electronic Toll Service (SIT-MP)
	cards and electronic toll collection		Viacard, credit cards, Fastpay ATM, Telepass, European Electronic Toll Service (EETS), Heavy Goods Vehicle Toll Interoperability Service (SIT-MP)
	automatic cashier and electronic toll collection		cash, Viacard, credit cards, Fastpay ATM, Telepass, European Electronic Toll Service (EETS), Interoperable Heavy Vehicle Electronic Toll Service (SIT-MP)

For further information, the "Toll Office" can be reached via telephone at 0183 7070, Monday to Friday from 2 p.m. to 5 p.m.

TRAVEL DOCUMENTS

The motorway can be accessed from a station on the interconnected network, making it possible to cross contiguous stretches of motorway operated by different companies, paying just once at your destination.

Ordinary Ticket



The ticket uses a magnetic strip to register data on the entry station, the day, the time and the entry class. This data is needed to properly calculate and make the toll payment at the exit station. For these reasons, the customer is asked to take a few minimum precautions - being careful to avoid losing or damaging the ticket during the journey, placing it in a place easily within reach, without folding it and without exposing it to heat or magnets.

Transit Certificate

EXAMPLE

CONCESSIONI DEL TIRRENO S.p.A.

TRANSIT CERTIFICATE
TRANSIT CERTIFICATE

PAYMENT METHODS
PAYMENT METHODS

CASH

DATE and TIME:	02 April 2024	3:45 pm
ENTRY:	AULLA	156
EXIT:	LA SPEZIA	278
CATEGORY:	A	
LANE:	50	
TOLL CHARGER:	000783	

TOLL € 2.80

INVALID DOCUMENT FOR TAX PURPOSES
INVALID DOCUMENT FOR TAX PURPOSES

The invoice will only be issued upon the customer's request, to be submitted in the manner indicated on www.concessionideltirreno.it.

NOTICE

Your data will be processed by Concessioni del Tirreno S.p.A. as Data Controller pursuant to EU Regulation 2016/679
Information available at www.concessionideltirreno.it/privacy.

NOTICE

Your personal data will be processed by Concessioni del Tirreno S.p.A. as Data Controller, pursuant to EU Regulation 2016/679
Information available at www.concessionideltirreno.it/privacy.

Manual lane
transit certificate

EXAMPLE

CONCESSIONI DEL TIRRENO S.p.A.

TRANSIT CERTIFICATE
TRANSIT CERTIFICATE

PAYMENT METHODS
PAYMENT METHODS

CREDIT CARD

DATE and TIME: ENTRY:	SPOTORNO	02/04/2024 3:45 pm 482
EXIT:	ANDORA	487
CATEGORY:		A 74
LANE: TOLL CHARGER:		000783

TOLL € 5.50

INVALID DOCUMENT FOR TAX PURPOSES
INVALID DOCUMENT FOR TAX PURPOSES

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Information available at www.concessionideltirreno.it/privacy.

Automatic lane
transit certificate

The customer can request a proof-of-payment receipt at both manual and self-service tollgates.

Both certificates are not valid for tax purposes.

Invoicing of tolls paid in cash or with credit/debit cards must be requested by writing to Concessioni del Tirreno S.p.A. - Fatturazione Pedaggi, as specified on page 31.

The request must be accompanied by the original transit certificates attached to the appropriate form, downloadable at www.concessionideltirreno.it/en/forms, "Services" section, under "Forms"

Unpaid Toll Report (RMPP)

When a toll is not paid (either in full or in part), an unpaid toll ticket is issued.

An Unpaid Toll Ticket can be paid within 15 days from the date of transit without any surcharge, in cash at tollbooths, and in cash and/or with a credit or debit card at the User Relations Centres.

It can also be paid at toll stations and service centres of other companies participating in the Reciprocity Agreement:

- SATAP Società Autostrada Torino-Alessandria-Piacenza S.p.A.
- Autostrada dei Fiori S.p.A.
- Autostrada Milano Serravalle Milano Tangenziali S.p.A.
- SALT p.A.
- SAV Società Autostrade Valdostane S.p.A.
- AT-CN Società Autostrada Asti-Cuneo S.p.A.
- Autovia Padana S.p.A.
- SITAF Società Italiana Traforo Autostradale del Frejus S.p.A. (Torino-Bardonecchia - Frejus Tunnel)
- Società di progetto BreBeMi S.p.A.
- TE Tangenziale Esterna S.p.A.

In the case of non-payment as above, the documents may be forwarded to the Reports Office of the competent Traffic Police Section for consequent official notification of the administrative fines referred to in Article 176 (11,21) of the Traffic Code, for the ascertained breach of the obligation to pay the motorway toll (which provides for an administrative fine in accordance with the Traffic Code and the deduction of 2 points from the driving licence of the actual offender).

Invoicing of unpaid toll tickets can be requested through the appropriate form, after paying the toll.

EXAMPLE

CONCESSIONI DEL TIRRENO S.p.A.

UNPAID TOLL TICKET
THE TOLL DUE HAS NOT BEEN PAID ENTIRELY
OR IN PART
UNPAID TOLL TICKET
THE TOLL DUE HAS NOT BEEN PAID
ENTIRELY OR PART

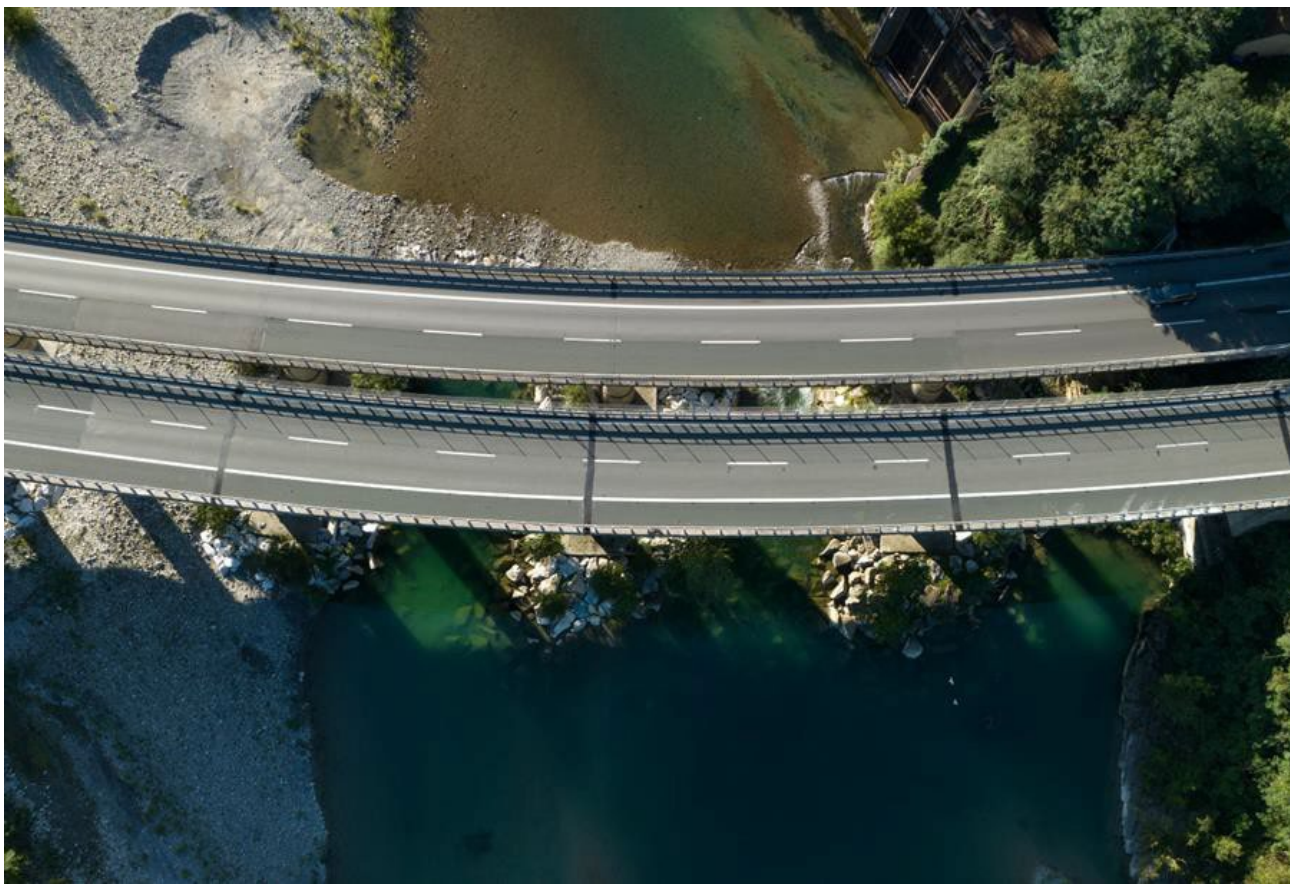
UNPAID TOLL TICKET No.		528505456
Unpaid toll ticket No.		
AMOUNT		€ 4.80
Amount to be paid		
LICENCE PLATE		XY123YW
Licence plate		
DATE and TIME:		02/04/2024 3:45 pm
ENTRY:	IMPERIA EST	489
EXIT:	BORGHETTO S.S.	497
LANE:		76
TOLL CATEGORY:		A

TOTAL TOLL AMOUNT:	€ 4.80
PARTIAL AMOUNT PAID IN CASH:	€ 4.80
PARTIAL AMOUNT PAID WITH CARD:	€ 0.00
BALANCE TO BE PAID:	€ 0.00

NOTICE

The toll must be paid within the next 15 days at motorway stations of the Concessioni del Tirreno - A10 section, or by wire transfer on postal account 1069845533 made out to "Concessioni del Tirreno S.p.A.", indicating in the reason for payment the VEHICLE'S LICENCE PLATE and the UNPAID TOLL TICKET NUMBER shown at the top of this receipt.
If payment is made after the 15th day, the amount of the toll shall be plus € 2.58 for collection costs.
Failure to pay the amount due will result in forced recovery of the debt with increased expenses.

Unpaid Toll Ticket
for the amount due



TOLL INVOICING

Invoicing

The transit certificate is a payment receipt, but it is not valid for tax purposes. You may request the invoice of a receipt issued by one of Concessioni del Tirreno stations at the following address:

- **Concessioni del Tirreno S.p.A. Tratta A12 - Fatturazione Pedaggi**
  Via Don Enrico Tazzoli, 9 - 55041 Lido di Camaiore (LU) - Italy
- **Concessioni del Tirreno S.p.A. Tratta A10 - Fatturazione Pedaggi**
  Via della Repubblica, 46 - 18100 Imperia, Italy

or directly to an operator of the User Relations Centres.

If the customer has travelled on both sections, invoices must be requested separately for each section by filling out two different forms, one for the A12 section and one for the A10 section.

When requesting an invoice for the first time, just fill out a request with the following data:

- Company name with residence or domicile of the customer
- Tax ID or VAT number
- Certified email address
- SDI code
- Transit date, entry station, exit station
- Vehicle category, toll

The total amount of the tolls must be specified at the end of the list.

The forms can be downloaded from www.concessionideltirreno.it/en/forms, "Services" section under "Forms".

The invoice request must be accompanied by the original transit certificates (receipts) (Finance Ministry Decree 20/07/79) and signed, to indicate responsibility.

USER RELATIONS CENTRE

Direct assistance from qualified personnel is available at these offices.

Operators are available for:

- Solving any disruptions encountered.
- Providing information on the traffic situation.
- Providing travel-related assistance and information.
- Providing support on how to use the different payment options correctly.
- Carrying out toll reimbursement practices.

In addition, Unpaid Toll Tickets issued by the Concessionaire can be processed at these offices, along with those issued by the other Companies adhering to the Reciprocity Agreement:

- SATAP Società Autostrada Torino-Alessandria-Piacenza S.p.A.
- Autostrada dei Fiori S.p.A.
- Autostrada Milano Serravalle Milano Tangenziali S.p.A.
- SALT p.A.
- SAV Società Autostrade Valdostane S.p.A.
- AT-CN Società Autostrada Asti-Cuneo S.p.A.
- Autovia Padana S.p.A.
- SITAF Società Italiana Traforo Autostradale del Frejus S.p.A. (Torino-Bardonecchia - Frejus Tunnel)
- Società di progetto BreBeMi S.p.A.
- TE Tangenziale Esterna S.p.A.

Concessioni del Tirreno User Relations Centres are located at:

- **La Spezia** motorway station - Phone **0183 7077378**
- **Lucca Ovest** motorway station - Phone **0183 7077376**
- **Lido di Camaiore** office - Phone **0183 7077377**
- **Albenga** motorway station - Phone **0183 7075705**

The updated opening hours, as well as any changes to the service, can be found at **www.concessionideltirreno.it**



MOBILITY

The service is essentially based on:

- The infrastructure: the motorway, with its civil works and systems.
- The staff: they manage all activities, both direct and indirect, that make up and guarantee the service.

The behaviour of motorway customers also contributes to the success of the service.

The mobility service includes activities carried out in order to:

- Ensure that the motorway section and its appurtenances can be travelled on safely and in compliance with the Traffic Code.
- Restore the provision of the service itself in the event of a disruptive event, which limits the regular flow of traffic or reduces safety.
- Ensure the availability of an organisation capable of providing assistance (intervention of Concessioni del Tirreno personnel and rescue vehicles in the event of a disruption) and adequate information at all times

The calendar of traffic bans is published at www.concessionideltirreno.it, in the "On the road A12" or "On the road A10" section, under "Traffic Inhibition Measures and Restrictions".



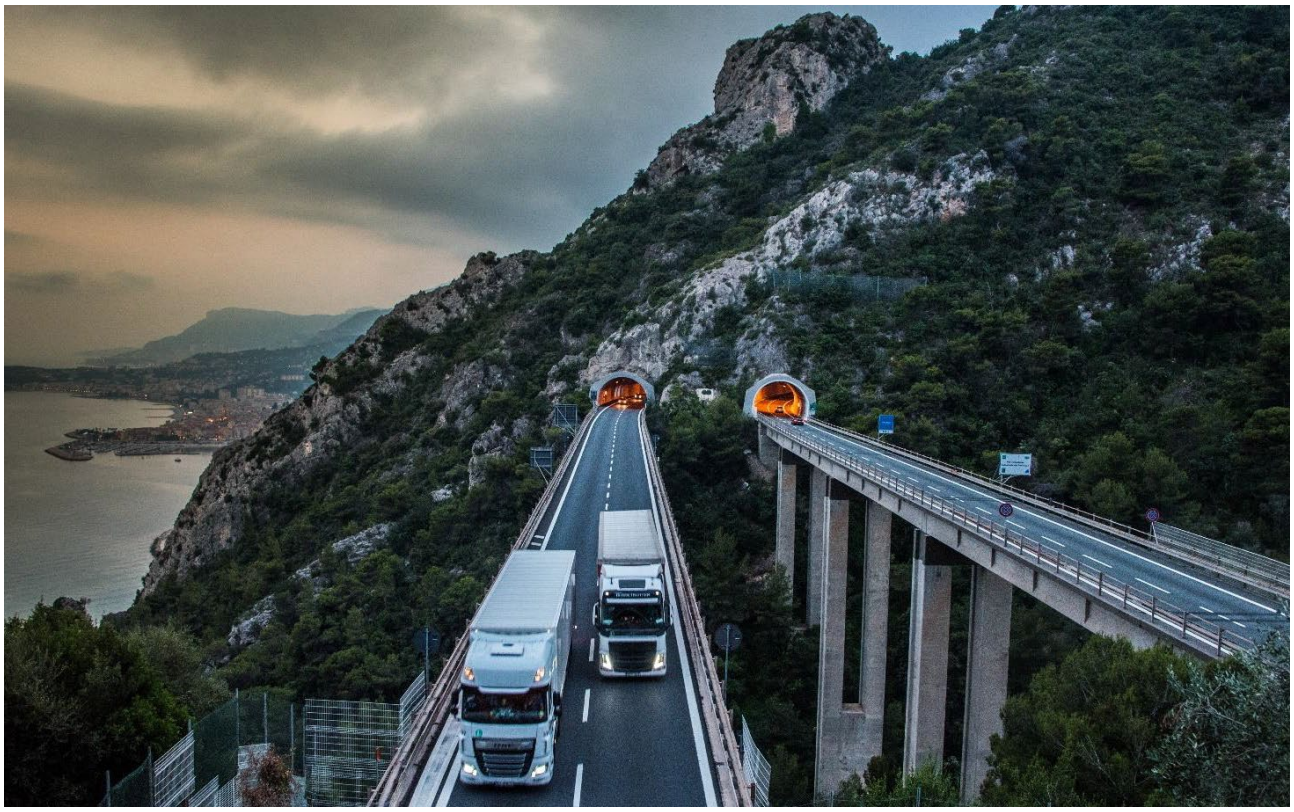
The Operational Control Centres (COC)

Indispensable for the operation of the entire motorway, the Operational Control Centres (COCs) of the two sections are active 24/7 at the Lido di Camaiore offices, for the A12 Sestri Levante-Livorno, A11/A12 Viareggio-Lucca, A15 branch to La Spezia and at the Imperia Headquarters for the Savona-Ventimiglia section.

They are equipped with advanced equipment and technology and constitute an essential information and control structure for operators and travellers.

Through a special computer system, the Operational Control Centres:

- They manage events by updating information to users with variable message signs and reports to information agencies;
- they coordinate rescue operations on the managed routes;
- In the event of an emergency, process telephone requests for information from users.
- They report any system and structural faults to the competent technicians;



The Operational Control Centres carry out constant video surveillance of the motorway, with cameras along the road, and monitor data from weather stations located along the motorway itself.



Traffic management

This activity, which involves various components of the company, is mainly carried out by the Traffic and Safety Service, whose staff work in the traffic centres.

The surveillance and emergency service is carried out by Traffic Wardens.

Information on traffic and road flows is provided to the Operational Control Centre, which registers and dispatches it to the competent company functions and, in the event of a fault or disruption, requests the intervention of the company's internal staff and/or external entities, as appropriate.

Rescue management

- **Roadside Assistance**

When receiving a distress called from a SOS telephone or other means, the Operational Control Centre activates the 24/7 service, which is entrusted to specialised external operators (currently ACI 803 116; Europe Assistance-Vai 803 803; IMA SERVIZI 800 613 613).

In order to guarantee rapid rescue times, the Company, for the A10 section only, has taken charge of maintaining internal mechanical rescue centres located at the Finale Ligure and Bordighera toll stations (areas characterised by the presence of long tunnels and viaducts).





- **Medical Rescue**

After receiving a distress call, the Operational Control Centres report the emergency to the Health Emergency System, which manages ambulance and, if necessary, helicopter interventions.

In order to facilitate rescue operations by helicopter, as far as space permits, landing pads were set up at some of the junctions:

- A12: Versilia station - Pisa Centro station - Tessarolo Nord parking area
- A10: Bordighera - Imperia East - San Bartolomeo



- **Fire Rescue**

After receiving a distress call, the Operational Control Centres report the emergency to the Fire Brigade, which handles the relevant intervention.

Traffic assistance

Traffic Wardens intervene to assist users in difficulty and in cooperation with other institutional bodies in the event of road accidents or other emergency situations. Supported by the Operational Control Centre, they patrol the motorway sections 24/7, with operational vehicles equipped with variable message boards and for traffic restoration.



Winter operations

In order to ensure suitable safety and traffic conditions even during the winter period, in adverse weather conditions, the Company organised the winter operations service.

Since 2006, in the event of a heavy snowfall, Protocols between the Ministries of Infrastructure and Transport, the Ministry of the Interior, Aiscat and the Road Hauliers' Associations provide, as in the rest of Europe, for the temporary halt of heavy vehicles in specially designated areas.

Viabilità Italia provides support, coordination and constant updates on traffic situations throughout the country.

Frost and ice prevention is done using suitable equipment to disperse the appropriate mixtures (e.g. calcium and sodium chloride), according to established procedures.

The aforementioned fluxes, and the equipment used to spread them, the blades and the snowploughs, are warehoused along the motorway section.

Construction site planning

Construction sites are indispensable in ensuring that infrastructure is constantly maintained and adjusted to offer the best safety conditions for travellers.

The scheduling of construction sites involving lane splitting and/or carriageway diversion is of great importance for effective traffic management.

To the extent possible, work is scheduled according to the following management principles:

- Prioritising off-peak periods.
- Providing prior notification of construction sites with an impact on mobility.
- Suspending work in the presence of heavy traffic and reopening lanes closed for work when conditions safely permit it.
- Removing construction sites during periods of very heavy traffic and on weekends.

The Company's strong commitment to implementing programmes that continuously increase infrastructure safety requires, for the current year, the installation of construction sites that cannot be removed during peak traffic periods.

To this end, adequate information is ensured through the available channels of communication for users and the general public.

Planning the activities throughout the year allows less construction sites during the summer and other peak traffic periods, such as holidays and weekends.

Exceptional vehicles or transport

Customers interested in applying for and obtaining authorisations for exceptional vehicles or transports may:

- Call the TE Office at **0584 909 280/281** for transits on the A12 route or alternatively by e-mail de.te.a12@cdtspa.it

- Call TECS at 011 91415236 (during office hours) or, alternatively, consult **www.concessionideltirreno.it** on the page relating to exceptional vehicles and transports for transits on the A10 section.

It is also possible to obtain authorisations for motorway sections operated by other interconnected concessionaire companies.

Authorisation requests can be made through **www.teonline.it**, after signing the Autornet contract, by sending an application to the Mirama **(info@mirama.it)** or to Magatek Srl (for users of the EASY TRANSPORT/MAGATEK software). Hauliers can still apply through the website, after filling in the required data for authentication. Applicants can check the application progress online.



At some of the Company's motorway stations, there are traffic restrictions imposed by slip roads, as detailed in the table below:

A12 Sestri Levante-Livorno section

Station	Vehicles
Deiva Marina	No exceptional transits allowed
Carrodano-Levanto	No exceptional transits allowed
Brugnato-Borghetto Vara	No exceptional transits allowed
Albiano-Ceparana	No exceptional transits allowed
Carrara	No exceptional incoming transits allowed
Versilia	No exceptional incoming transits allowed
Massarosa	No exceptional transits allowed

A10 Savona-Ventimiglia Stretch

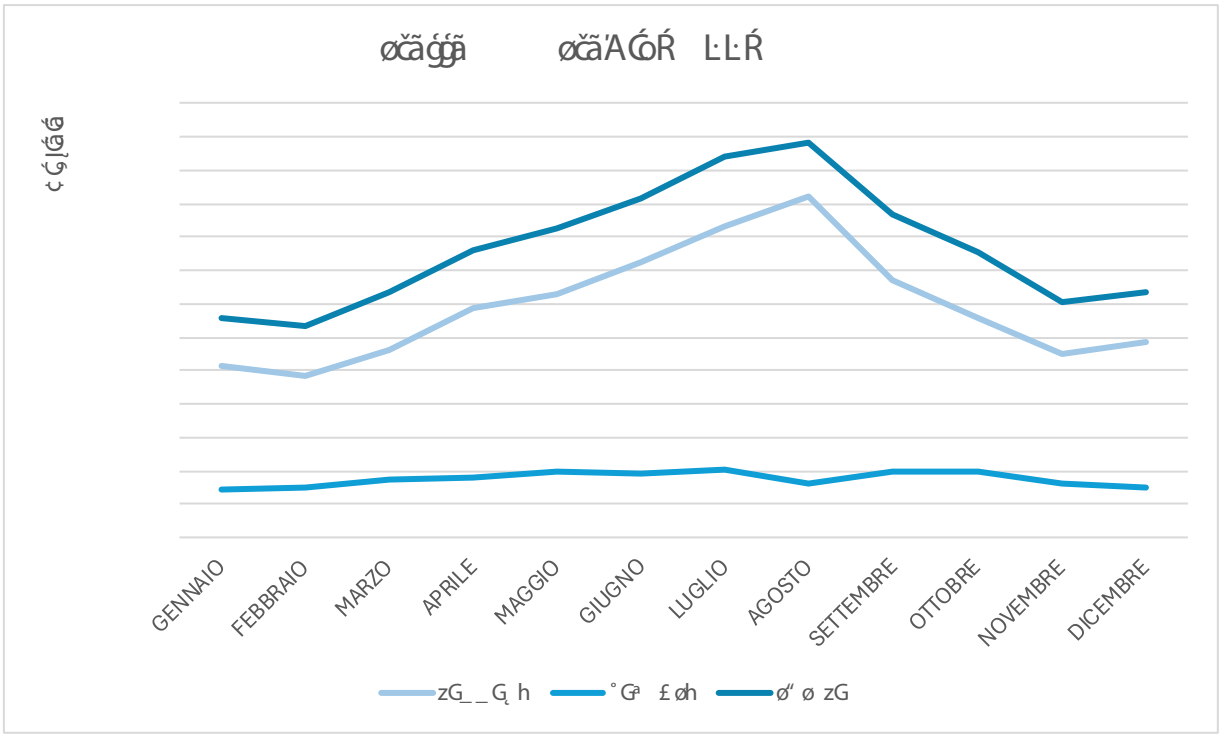
Station	Vehicles
Spotorno	No exceptional transits allowed
Feglino	No exceptional transits allowed
Finale Ligure	No exceptional transits allowed
Borghetto S.S.	No exceptional incoming transits allowed, except for technical escorts
Sanremo	No exceptional transits allowed Exit prohibited for vehicles weighing > 16 tonnes towards Via Padre Semeria
Bordighera	No exceptional transits allowed Exit prohibited for vehicles weighing > 3.5 tonnes to Bordighera

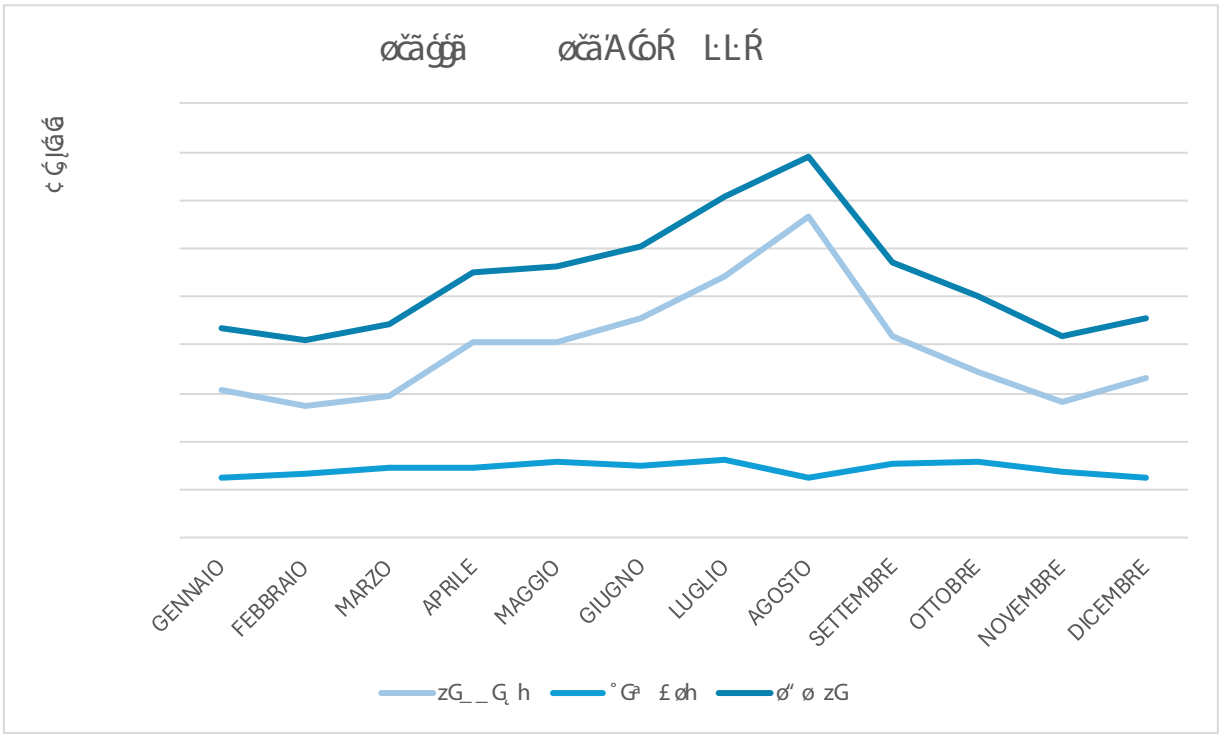
Note:
Exceptional vehicles or transports are considered those whose dimensions (length, width, height) and/or weight exceed the limits set out in Articles 10, 61 and 62 of the HIGHWAY CODE (Legislative Decree 285 of 30.04.92, and subsequent amendments and integrations) and governed by the IMPLEMENTING REGULATION (Presidential Decree 495 of 16.12.1992 and subsequent amendments and integrations).

Further up-to-date information can be found at
www.concessionideltirreno.it.



Traffic Flows





The charts above, referring to the year 2025, show real traffic periods throughout the year on the A12 and A10 sections.

Security Interventions and Results

Concessioni del Tirreno is constantly striving to improve safety levels through initiatives aimed at reducing, on the one hand, the likelihood of accidents and, on the other hand, the consequences of accidents on vehicles and people.

In 2024, the Company implemented important measures in this regard, including:

- Implementation of safety installations in tunnels longer than 500 m
- Seismic upgrading of viaducts
- Adaptation of new sections of safety barriers
- Structural consolidation of tunnel linings



A10 section - High containment safety barriers

MAINTENANCE

Maintenance is an essential activity that allows motorway infrastructure and facilities to be maintained and kept in good conditions.

Planning and controlling maintenance processes serves the main purpose of ensuring infrastructure and facility service compliance with predefined conditions, including requirements arising from laws and regulations.

The following pages highlight the main areas on which maintenance activities are focused.

Structures

Due to the orography of the area through which it passes, the two sections are characterised by the presence of numerous viaducts, tunnels and overpasses, without considering the external roads connected to the motorway and managed by the company.

The structures require intensive control activities, carried out also with special equipment - *by-bridge* - operating from the roadway.

Based on this inspection, both preventive and conservative maintenance work is planned. The presence of numerous viaducts also entails the systematic maintenance of their expansion joints and their periodic replacement.





A10 section - Mortola tunnel maintenance



A10 section - Lagoscuro viaduct maintenance



A10 section - Lagoscuro viaduct high containment barriers

Road surface

To ensure optimum driving comfort in all situations (especially in the rain) and high grip characteristics, a drainage and sound-absorbing asphalt surface is used, which promotes water run-off and at the same time reduces tyre rolling noise.

This type of conglomerate is used on open-air sections because, in tunnels, it could create dangerous situations in the event of spills; moreover, it is not suitable for tracks characterised by snow and freezing events, which make prevention and abatement treatments less effective.

On the A12 section and the A10 section, 100% of open sections are constructed with a sound-absorbing and draining bituminous surface.

Safety barriers

The barriers installed comply with current safety regulations. However, a gradual renovation project is being implemented to replace the barriers positioned on viaducts, in the traffic island, and on embankments, with new types that meet the most stringent Italian and EU safety regulations.

Given the amount of equipment to be renewed, this project will continue also in the coming years.

Signs

Horizontal and vertical signs are made of highly reflective materials. This makes both signs and stripes detectable in any kind of environmental conditions.

Road markings are touched up once a year, and a dynamic survey of their condition (retro-reflectivity) is carried out.

Variable message boards

Variable message boards are installed along the motorway sections and on neighbouring interconnected motorways.

Motorway stations are equipped with variable message boards to provide information to users before they enter the motorway.

The A10 section also has VMBs in service stations and parking areas.

In addition, variable message trolleys are available for both sections, which are positioned along the motorway route as required.

These systems are controlled directly by the Operational Control Centres (COC).

Pictograms make information understandable even by foreign users.

PMVs may also be present at the entrance, inside and at the exit of tunnels longer than 500 m. These specific VMBs provide timely information by means of written text to report any anomalies, while the practicability of each lane is represented through the use of: a green arrow (free lane) or a red cross in the shape of an "X" (non motorable lane).

Observing these pictograms is especially important, as the presence of the double red X sign, and red traffic lights, where present, means that entry into the tunnel is prohibited.

Rescue Operating System

SOS telephones are installed along the motorway route to call medical assistance, mechanical assistance and fire rescue units. A phonic connection to the relevant Operational Control Centre (COC) can also be activated from all SOS telephones, through which operators can communicate.

Lighting Systems

Current lighting systems are equipped with high-pressure sodium lamps or LED technology luminaries. All tunnels longer than 250 m are also equipped with reinforcement circuits at the entrance, to help the driver's eye adjust when passing from outside to inside the tunnel.

In line with the strategic decision to use the most advanced technology available, a renovation programme is underway to improve the efficiency of the installations with the adoption of LED lamps.

Ventilation Systems

All tunnels longer than 1,000 m on the two sections are equipped with longitudinal mechanical ventilation systems to expel the fumes and gases produced by vehicles from the tunnels, and to protect users in the event of fire by pushing smoke and heat in the opposite direction.

Weather and Traffic Data Collection

Weather and traffic data stations are active along the motorway.

Weather data stations, located on the most significant points along the motorway, provide the COC with the following parameters available in real time: air and pavement temperature, air humidity, wind direction and speed (average and maximum), rain intensity, and asphalt conditions with alarms, in order to prevent the formation of ice.

Traffic data stations provide the following parameters in real time: Traffic intensity, with classification into six vehicle categories and average vehicle flow speed.

CCTV Cameras

Traffic monitoring cameras are installed along the two sections, both outdoors and in tunnels. The images taken by these cameras are transferred to the COCs.

Toll Collection Systems

For almost all stations, a dedicated electronic toll lane is available at the exit, and in some stations when entering the motorway.

Every station allows payment with Viacard, Fast-Pay ATM and approved credit cards, both in the automatic and manual toll collection lanes (except for dedicated Electronic Toll Collection lanes). Each station is equipped also with at least one lane with the European Electronic Toll Service available.

For more information on "How to pay the toll", see page 23.

Static and dynamic weighing systems

On both motorway sections, systems are in place to allow real-time, continuous detection of the weight of vehicles in transit, signalling vehicles with masses exceeding the limits permitted by the Highway Code.

Moreover, the A12 section is equipped with a static weighing systems at the former Sestri Levante highway tollbooth, while the A10 section is equipped with 2 static weighing systems at the Ventimiglia truck terminal, and at the Borsana Nord parking area.



TRAVELLER INFORMATION

Before the journey

Before embarking on a journey, or entering the route managed by Concessioni del Tirreno, customers users who wish to know about the mobility situation or weather conditions, or simply would like general information on the use and management of the infrastructure and services, may consult:

- The general information service on the traffic situation provided through C.C.I.S. bulletins - Green Wave broadcast via radio and available on the associated website Homepage
- www.concessionideltirreno.it, which provides images transmitted by cameras located along the two sections and, on the interactive map, the travel times to/from the main section destinations.
- The website also provides a “live chat” service, namely a real-time communication channel that connects web users with Via Nord Ovest operators;
- The website also shows any notices about construction sites that may create traffic delays, in particular situations, under Media - A12 Press Releases and A10 Press Releases.
- At the number +39 0183 7075330 (for the A10);
- Toll-free number 803.333 (from Italy) or the landline number with international dialling code 011 19517874 (from abroad), active 24/7.
- Staff on duty at motorway stations.
- operators of the Customer Relations Centres (CRU)
- https://www.facebook.com/ConcessioniDelTirreno;
- Telegram channels "A12 CdT" (https://t.me/A12CdT) and "A10 CdT" (http://t.me/A10CdT).

- WhatsApp channels "A12 CdT" (https://cutt.ly/WhatsAppA12CdT) and "A10 CdT" (https://cutt.ly/WhatsAppA10CdT).

During the journey

The following services are available to customers transiting along the motorway section:

- Local information (construction sites, accidents, traffic jams), by means of Variable Message Boards (VMBs) placed at the entrance to all motorway stations and along the entire motorway axis. For the A10 section, even on the VMBs in service stations and parking areas.

- Information regarding travel times are available also on the VMBs at the entrance of the motorway stations, if no priority safety messages are present.

- Support from Traffic Police and Concessioni del Tirreno staff in operation along the motorway.



During the journey

Traffic and emergency information is, in any case, provided to users with prompt and adequate updates through:

a) Mobile or fixed panels, including variable message boards (VMBs).
b) The dedicated section of the website, "Traffic disturbances / Emergencies in progress", which can be reached via a special link on the home page.



Some examples of pictograms displayed on VMB


queue


section closed exit obligatory


work in progress


accident


strong wind


ice



fog



snow

Variable message boards allow for the display of information that must be summarised in a limited number of characters (see the examples below).

The publication of messages follows a hierarchy that prioritises publication of danger messages such as, for example, traffic jams, obstacles or accidents.

While en route, in order to avoid distracting drivers, it is not possible to publish messages with alternating text.

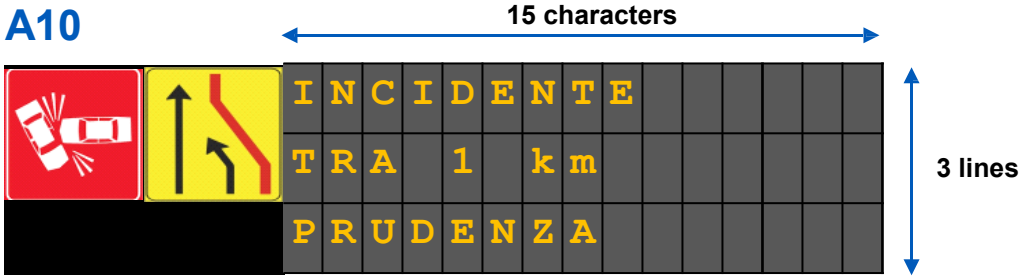
VARIABLE MESSAGE BOARDS EN ROUTE: EXAMPLES AND AVAILABILITY OF CHARACTERS

A12



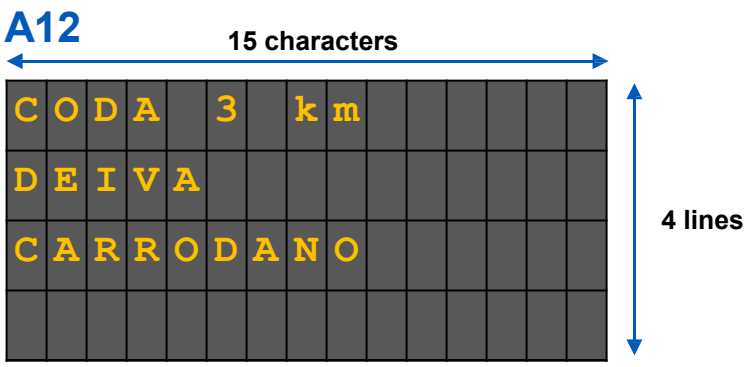
THE MESSAGE INDICATES THE PRESENCE OF A 3-KM QUEUE BETWEEN THE DEIVA MARINA STATION AND THE CARRODANO STATION, BECAUSE OF A ROAD CONSTRUCTION SITE.

A10

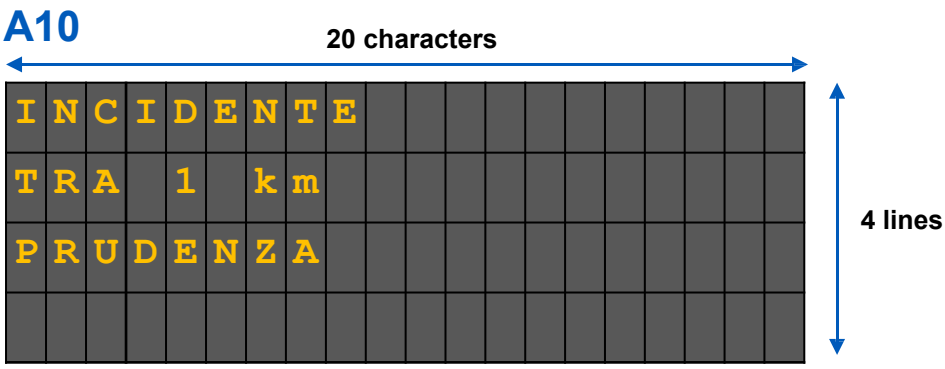


THE MESSAGE INDICATES AN ACCIDENT 1 KM AHEAD ON THE SECTION, IN THE SAME CARRIAGEWAY, WITH CONSEQUENT DETOUR ON THE OVERTAKING LANE

VARIABLE MESSAGE BOARDS EN ROUTE: EXAMPLES AND AVAILABILITY OF CHARACTERS



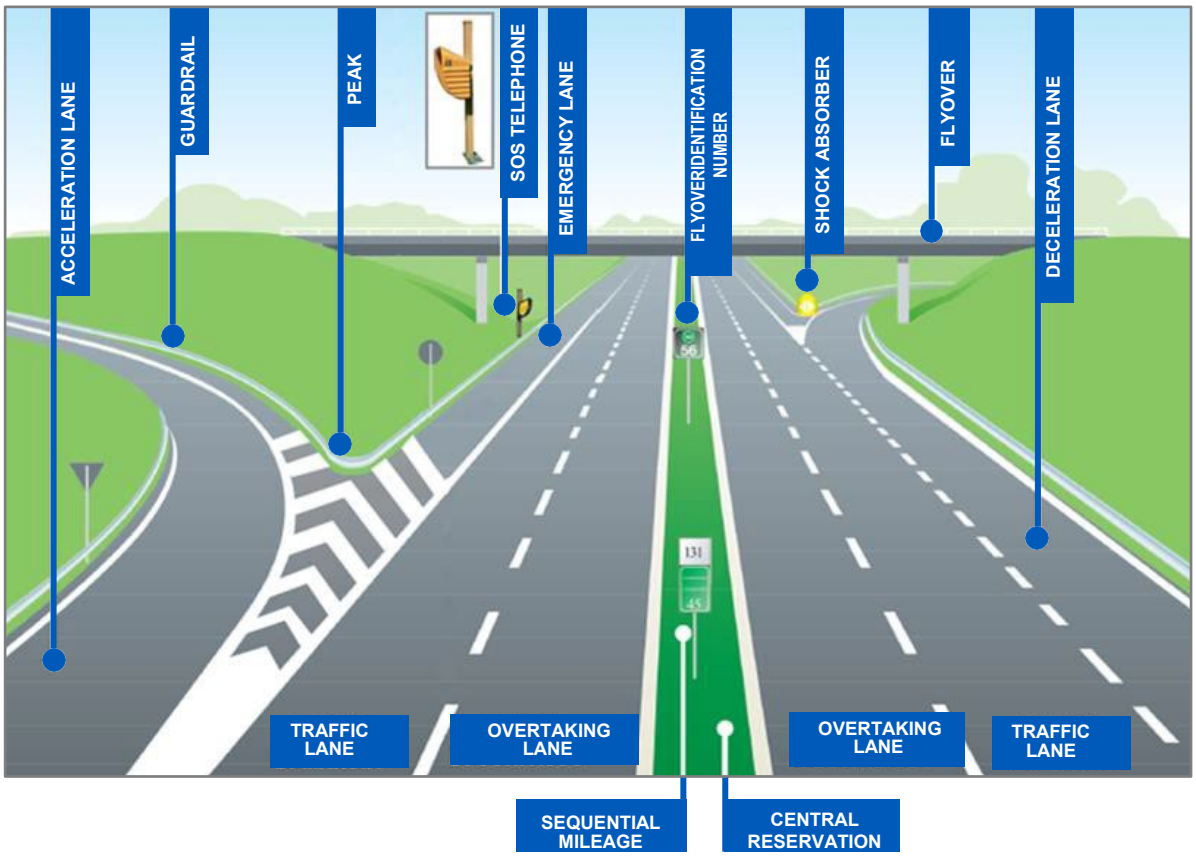
THE MESSAGE INDICATES THE PRESENCE OF A 3 KM QUEUE BETWEEN THE DEIVA MARINA STATION AND THE CARRODANO STATION.



THE MESSAGE INDICATES AN ACCIDENT 1 KM ALONG THE SECTION



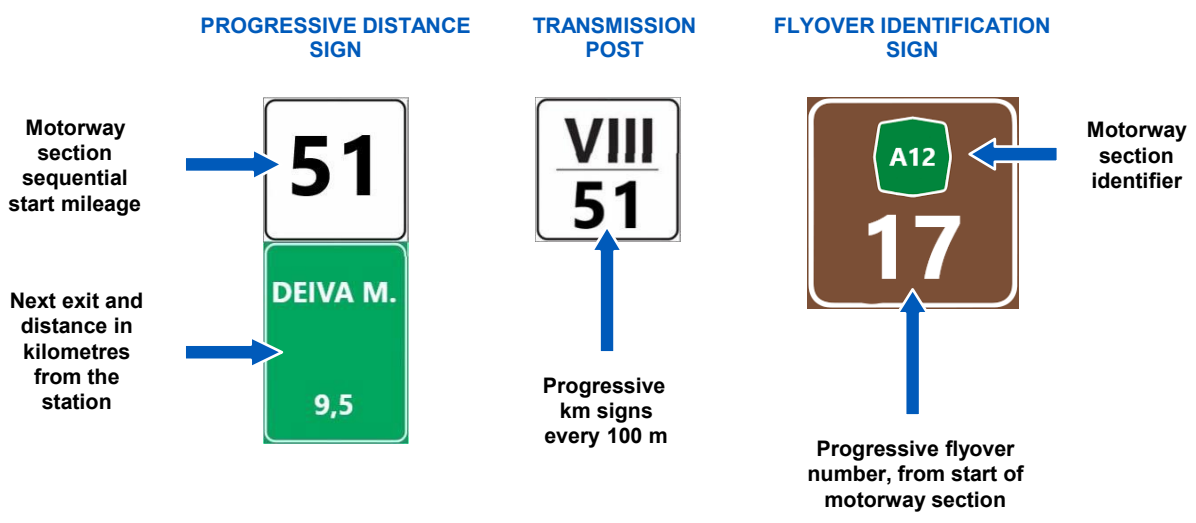
General information found on the motorway



Location

Along the motorway route, customers can detect their position using motorway distance signs, transmission posts and the signs showing the overpasses progressive number, the viaducts and tunnels' name and/or the SOS telephones progressive number.

These indications are a useful reference to remember in case of need. Through them, the Operational Control Centres (COC) can promptly determine the Customer's position on the motorway.



The website

www.concessionideltirreno.it is Concessioni del Tirreno S.p.A. website, which contains all the information about the company: company profile, history, motorway route, services available.

The website also provides a “live chat” service, namely a real-time communication channel that connects web users with Via Nord Ovest operators.

Communicating with Concessioni del Tirreno

Communicating in an emergency

In emergency situations, the customer may contact:

- The COC, via SOS columns equipped with an intercom or telephone (**0183 707401** for A12 and **0183 7075330** for A10)
- Traffic Police - Brugnato substation, between Sestri Levante and Sarzana (**0187 89631**) and Viareggio substation between Sarzana-Livorno and Viareggio-Lucca (**0584 52333**) for the A12 section, and Imperia substation - via phone (**0183 66091**) for the A10 section
- 112 Emergency Number

Communicating for other needs

On page 92 you can find other contact information for different needs.

Customers who wish to make suggestions or recommendations may do so:

- By letter addressed to:
  - **Concessioni del Tirreno S.p.A. A12 section**
    Via Don Enrico Tazzoli, 9 - 55041 Lido di Camaiore (LU) – Italy
  - **Concessioni del Tirreno S.p.A. A10 section**
    Via della Repubblica, 46 - 18100 Imperia, Italy
- From the website: www.concessionideltirreno.it, in the "Services" section, under “Refunds and Complaints” for the A12 or A10 sections;
- By calling **0183 7070**, and asking for the General Secretary

How to behave

If the emergency lane is present, it is a good idea to stop as far as possible on the right-hand side, away from the traffic lane, in a safe condition, signalling the vehicle and making it visible, under all circumstances.

Always use the warning triangle and place it 100 metres before the stopping point, then turn on the position and hazard lights (four arrows).

Emergency stopping in poor visibility conditions and, consequently, performing operations such as changing a tyre can expose you to serious risks.

In this case, stop as far away as possible from the traffic lanes and to emphasise the visibility of the vehicle and people by all possible and available means, also turning on the rear fog lights and the front lights, the hazard lights (four arrows), as well as placing the warning triangle.

On some vehicles, fog lights are on the tailgate, which, if left open (e.g. after removing the spare wheel), makes them invisible: remember to always close the tailgate.

If you are carrying out emergency operations, make yourself as visible as possible by wearing - as prescribed by the Highway Code - a high-visibility vest; during all operations, it is also important to pay attention to vehicles coming onto the carriageway, so as to perceive any dangerous situations in advance.

In case of an emergency stop at the side of the carriageway, and especially in conditions of poor visibility, it is advisable for the occupants to get out of the vehicle and move as far as possible to the right-hand edge of the carriageway, moving away from the vehicle and over the guardrail, where this is possible.

The behaviour described above should also be followed in the absence of the emergency lane, however, by trying to bring the vehicle as close as possible to the right by engaging the available bank or, in tunnels, the pavement.

Remember to call 112 or, if available, use a SOS telephone. Read the transmission table on the side of the overtaking lane to transmit the exact position to the responders.

Tunnel Safety

In compliance with the EU and national adjustment plan, for tunnels 500 meter long or longer, Concessioni del Tirreno introduced additional measures in the tunnels involved during the execution of the works in order to better protect the safety of transit customers and workers.

These measures, indicated by appropriate signs along the route, include:

- Reduction of speed limits
- Maintaining a minimum distance between vehicles of at least 100 metres
- No overtaking for heavy vehicles (already present) and buses

The single emergency number **112** is available in cases of emergency.

Below are some actions to be taken in various situations within the tunnel.



Stalled vehicle

If the vehicle has suffered a breakdown:

- Try to reach the nearest lay-by; alternatively, position yourself in the emergency lane or on the right-hand edge of the carriageway by partially occupying the bank or kerb, turning the front wheels to the right and activating the hazard lights (four arrows).
- Switch off the engine while keeping the keys in the ignition switch.
- Get out of the vehicle on the side facing away from traffic while wearing a high-visibility vest.
- Place the warning triangle at least 100 meters before the vehicle.
- If possible, read the indications on the transmission tables on the overtaking lane side, to know the almost exact point where your vehicle stopped.
- Walk on the platform or pavement to reach an SOS telephone and call for help and remain inside the niche with the other passengers if possible.

Queue or traffic jam in a tunnel

In the case of a traffic jam in a tunnel:

- Turn on the emergency lights (four arrows).
- Keep the right distance between your vehicle and the one in front of you.
- Avoid using the emergency lane, if there is one, otherwise position yourself as far to the right as possible, if you are on the traffic lane, or as far to the left as possible, if you are on the overtaking lane, allowing central passage for emergency vehicles.
- Switch off the engine, do not leave the vehicle unattended and avoid any other manoeuvres, except for restarting it.

Arrow/cross signal

At each tunnel entrance (equal to or longer than 500 metres), arrow/cross light signals are placed on the vault for each lane. The green arrow indicates that the lane is motorable; the red cross means that the lane is not motorable due to obstacles, stopped vehicles, accidents or construction works, so it is necessary to change lanes.

In the event that the red cross is present on both lanes, it means that the tunnel is not motorable and you need to stop in a safe position.

At the entrance to some tunnels, there may also be traffic lights on each side, which are red with the presence of the cross and off/green with the presence of the arrow. If even one lane is not available for transit, the traffic lights are switched to flashing yellow.

Travelling safely through a tunnel

Keep a safe distance from the vehicle in front. Do not exceed the

prescribed speed limit.

Regularly consult both the transitional tables and the name of the tunnel in order to always have an accurate indication of your position.

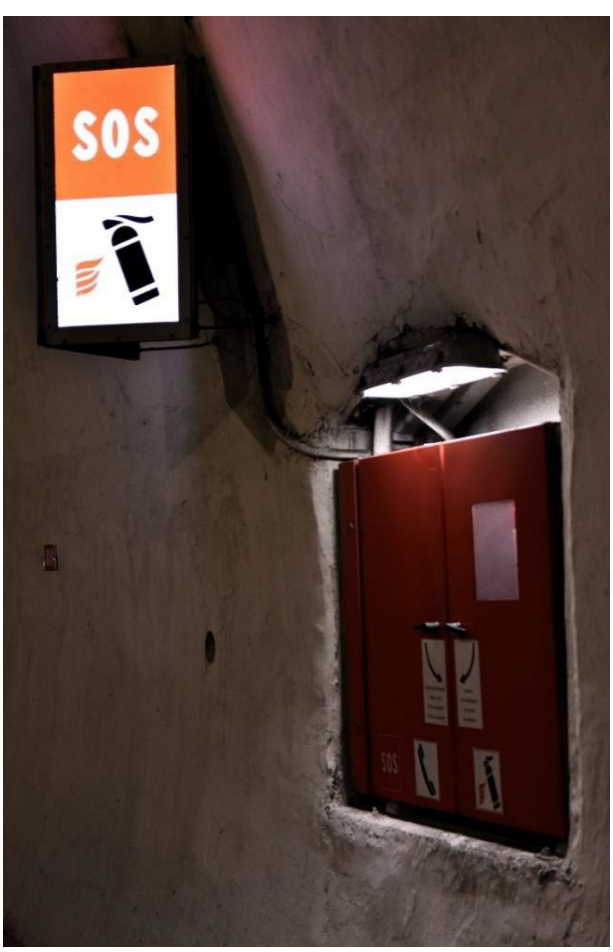


Fire in a tunnel

Should you find yourself in a tunnel with a fire under way, follow these simple but important rules:

- Stop on the right-hand side of the lane, keeping as far away as possible from the fire.
- Do not reverse or turn around.
- Turn on the emergency lights (four arrows).
- Move away from the vehicle as quickly as possible, leaving the ignition key in and without losing time to collect your personal belongings.
- Identify the green arrows placed along the fast lane and follow those that signal the shortest metric distance from the emergency exits.
- Move in the opposite direction of the smoke, assisting anyone that struggles to move during the evacuation.





Signs in tunnels

Immediately before the tunnel entrance, there is a road sign indicating the name of the tunnel and its overall length.

Inside the tunnels, there are many sensors and cameras that monitor the roadway and automatically detect any slow-down, stop or halt of vehicles, and the presence of smoke or high temperatures. These alert the Operational Control Centres (COC) about an event in the tunnel in good time, and the emergency services.

Along tunnel sections longer than 500 m, there are:

- Emergency exits duly signposted with light rails and signs indicating their distance, and enabling people to reach a safe spot where they can wait for a rescue team to get there.

- Customers have direct access to niches containing fire extinguishers, hydrants and columns, through which they can communicate with the Operational Control Centre and ask for help. Even the mere removal of a fire extinguisher results in a danger signal being sent to the COC.





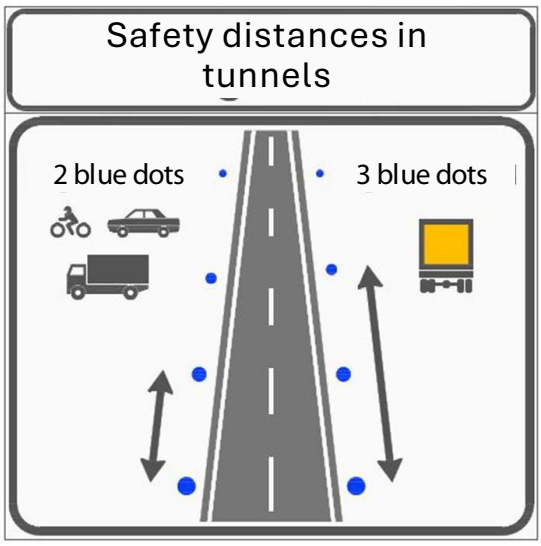
Indicates the presence of a fire extinguisher.



Indicates internal emergency exits.



They indicate the possibility to call for help.



In some tunnels, there are blue lights on the sides placed at 100 m from one another.

These indicate the minimum distance between vehicles when travelling in the tunnel.

Explanatory signs are displayed on the outside (experimental basis).



SERVICES FOR TRAVELLER COMFORT

Service Stations and Equipped Green Areas

There are 10 service stations available on the A12 and 10 on the A10, respectively.

Service Areas, in addition to refuelling and refreshment, offer a range of auxiliary services that can help make your break more pleasant and useful. The services offered can be found in the relevant tables (shown below for both sections).

On the A12 section, there are 19 parking and rest areas.

On the A10 section, in addition to five parking and rest areas, there are three green areas equipped with accessible toilets and drinking water:

- **Piccaro - Via Francia** (km 75+300), picnic area, with several gazebos and a playground.
- **Gorleri - Via Italia** (km 104+200), picnic area, playground and gymnastics course for adults.
- **Orco Feglino - Via Italia** (km 58+200), picnic area, camper van discharge facilities, playground and recreational area for kids.

Also on the A10, at the Ventimiglia exit, there is a truck terminal with more than 350 parking spaces for heavy vehicles served by a refreshment area.

There are 187 emergency lay-bys available for the A12 section and 88 for the A10 section.

SERVICES FOR TRAVELLER COMFORT

PRM ACCESSIBILITY

The Company guarantees full usability of the services available at service areas to PRMs, in compliance with the regulatory provisions on accessibility and this Service Charter, as well as in line with the information provided to the public, to the extent of its responsibility.

A PRM is defined as any person whose mobility is reduced due to a physical or mental, sensory or locomotor disability, whether permanent or temporary, for example:

- Wheelchair users
- People with obvious difficulty walking
- The blind
- The deaf
- Those with severe cognitive disabilities

Users can call the toll-free number 803.333 (from Italy) or the landline number with international dialling code 011 19517874 (from abroad) for assistance with PMRs. These numbers are active 24 hours a day.

In an event entails a variation in the full accessibility and usability conditions, the Company undertakes to promptly provide, on its corporate website, information concerning the possible unavailability of infrastructures or equipment in service stations that may limit their accessibility and usability, as well as the timeframe necessary for their restoration, to the extent of its competence **and as soon as it receives communication from the service managers.** In particular, for PRM, it will indicate the nearest service station with dedicated infrastructure and fully accessible or usable services.

In the event of any discrepancy between the information provided on the website in the "PRM accessibility" section and the actual conditions of accessibility and usability of the services available in the parking and service areas, the PRM user shall be entitled to the compensation indicated in the "complaints" section.

If the non-conformity is attributable to the failure of the operators of the services provided in the surrounding areas, the latter shall reimburse the concessionaires for the compensation paid.

SERVICE AREAS - A12 SECTION

Aree di Servizio A12	Tratta	A11	A11	A11	A11	A11	A11	A11	A11	A11	A15
	Km.	76+780	96+507	131+242	163+511	76+780	96+507	131+242	163+658	73+289	106+113
	Direzione	Genova	Genova	Genova	Genova	Livorno	Livorno	Livorno	Livorno	Viareggio	Genova-Livorno-Parma
	Orario apertura	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 24
	Area di Servizio	BRUGNATO EST Oil: +39 0187 894160 Food: +39 0187 899503	MAGRA EST Oil: +39 0187 997051 Food: +39 0187 997499	VERSILIA EST Oil: +39 0584 745560 Food: +39 0584 741060	CASTAGNOLO EST Oil e Food: +39 348 042 6453	BRUGNATO OVEST Oil: +39 0187 894180 Food: +39 0187 894169	MAGRA OVEST Oil: +39 0187 976226 Food: +39 0187 977062	VERSILIA OVEST Oil: +39 0584 745559 Food: +39 0584 23606	CASTAGNOLO OVEST Oil: +39 050 961160 Food: +39 050 961159	MONTE QUIESA Oil: +39 0583 599862 Food: +39 0583 59156	MELARA Oil: +39 0187 982810 Food: +39 0187 982184
benzina	Benzina	Q8	Esso	enilive	Q8	TAMOIL	IP	enilive	Esso	IP	enilive
gasolio	Diesel	Q8	Esso	enilive	Q8	TAMOIL	IP	enilive	Esso	IP	enilive
gpl	GPL	Q8	Esso	enilive	Q8		IP	enilive	Esso	IP	
metano	Metano		Esso								
	Servizi per camper	■	■	■	■	■	■	■	■	■	■
	Ristorante		AUTOGRILL	chef express				AUTOGRILL			
	Bar	AUTOGRILL	AUTOGRILL	chef express	Sarni	AUTOGRILL	AUTOGRILL	AUTOGRILL	AUTOGRILL	AUTOGRILL	enilive
	Doccia	■	■	■	■	■	■	■	■	■	■
	Baby Room	■	■	■	■	■	■	■	■	■	■
WC	Servizi igenici PMR	■	■	■	■	■	■	■	■	■	■
	WIFI	■	■	■	■	■	■	■	■	■	■
P	Parcheggi Veicoli Leggeri	38	73	44	47	39	48	64	24	34	23
P	Parcheggi Veicoli Leggeri di cui dedicati PMR	2	3	2	3	4	3	3	2	2	2
P	Parcheggi Veicoli Pesanti	13	14	18	11	9	14	15	12	8	4
P	Parcheggio Bus	1	1	2	2	1	2	2	1	1	1
P	Parcheggio Camper	3		4	3	1		9	1		
	Area Giochi	■	■	■	■	■	■	■		■	
	Area dedicata animali domestici	■	■	■	■		■	■		■	
	Area Pic Nic	■	■	■	■	■	■	■		■	
	Telecamere	■	■	■	■	■	■	■	■	■	■
	Ricarica auto elettriche n. stalli	1	2	7	2	7	2	7		2	

Updated on 06.08.2026

SERVICE AREAS - A10 SECTION

Aree di Servizio A10	Tratta	A10	A10	A10	A10	A10	A10	A10	A10	A10	A10	A10
	Km.	46+722	77+478	95+066	123+114	143+544	143+544	120+313	97+706	77+478	55+702	151+849
	Direzione	Francia	Francia	Francia	Francia	Francia	Savona	Savona	Savona	Savona	Savona	Ventimiglia
	Orario apertura	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 24	h 25
	Area di Servizio	**VALEGGIA NORD** Oil e Food: +39 019 884654	**CERIALE NORD** Oil: +39 0182 990661 Food: +39 0182 574251	**RINOVO NORD** Oil e Food: +39 0182 683039	**CASTELLARO NORD** Oil e Food: +39 0184 461028	**BORDIGHERA NORD** Oil e Food: +39 0184 260954	**BORDIGHERA SUD** Oil: +39 345 995 3227 Food: +39 0184 267068	**CONIOLI SUD** Oil e Food: +39 0184 484373	**VALLE CHIAPPA SUD** Oil +39 3459159990 Food +39 3488 767664	**CERIALE SUD** Oil: +39 0182 990321 Food: +39 0182 991388	**BORSANA SUD** Oil: +39 019 7428920 Food: +39 342 993 9627	**AUTOPORTO** Food: +39 0184 239372
benzina	Benzina	Esso	Esso	TAMOIL	TAMOIL	enilive	enilive	TAMOIL	Esso	enilive	IP	
gasolio	Disel	Esso	Esso	TAMOIL	TAMOIL	enilive	enilive	TAMOIL	Esso	enilive	IP	
gpl	GPL	Esso						TAMOIL				
	Servizi per camper	■	■	■	■			■		■	■	
	Ristorante	AUTOGRILL		AUTOGRILL						AUTOGRILL		EUROCHEF
	Bar	AUTOGRILL	AUTOGRILL	AUTOGRILL	AUTOGRILL	AUTOGRILL	AUTOGRILL	AUTOGRILL	Sarni	AUTOGRILL	chef express	EUROCHEF
	Doccia	■	■	■	■		■	■	■	■	■	■
	Baby Room	■	■	■	■	■	■	■	■	■	■	■
wc	Servizi per Disabili	■	■	■	■	■	■	■	■	■	■	■
	WIFI	■	■	■	■	■	■	■	■	■	■	
P	Parcheggi Veicoli Leggeri	25	34	34	33	22	23	57	5	48	28	320
P	Parcheggi Veicoli Leggeri dedicati PMR	2	1	2	1	1	2	3	1	4	2	6
P	Parcheggi Veicoli Pesanti	10	5	23	5	2	4	20	5	81	15	194
P	Parcheggio Bus			3				1		6		
P	Parcheggio Camper							8		4		
	Area Giochi			■	■	■	■	■		■	■	
	Area dedicata animali domestici				■	■	■	■		■	■	
	Area Pic Nic	■		■	■	■	■	■		■	■	
	Telecamere	■	■	■	■	■	■	■	■	■	■	
	Ricarica auto elettriche			6	2		2	2	2	7		

Nota: le aree di servizio di Ceriale Nord e Ceriale Sud sono collegate da sottopasso pedonale

Updated on 06.08.2026

The sub-concessionaire companies which run the Service Areas are responsible for fuel supply, coffee, restaurant and market services, the cleaning of the toilets, rest and sales areas, and the modernisation and maintenance of the same, while the green spaces and parking areas, as well as the safety of the roads within them, are the responsibility of Concessioni del Tirreno.

Fuel prices can also be consulted at **www.concessionideltirreno.it**, in the "On the road" section, under "A12 Service Stations" and "A10 Service Stations".

On the same webpage, it is possible to check which Service Areas have electric and hybrid vehicle charging stations, the number and type of charging stations, and the power of the stations.



ELECTRIC VEHICLE CHARGING STATIONS - A12

Aree di Servizio A12	Tratta	A12	A12	A12	A12	A12	A12	A12	A11
	Km.	76+781	96+508	131+243	163+512	76+781	96+508	131+243	73+289
	Direzione	Genova	Genova	Genova	Genova	Livorno	Livorno	Livorno	Viareggio
	H24	■	■	■	■	■	■	■	■
	Area di Servizio	BRUGNATO EST	MAGRA EST	VERSILIA EST	CASTAGNOLO EST	BRUGNATO OVEST	MAGRA OVEST	VERSILIA OVEST	MONTE QUIESA
	CPO (Charging Point Operator)	enel x	eG Italia	IONITY	Duferco Energia	IONITY	IP PLANET	IONITY	IP PLANET
	Stalli di sosta	1	2	7	2	7	2	7	2
	CCS COMBO 2 (350 Kw)			6		6		6	
	TYPE 2 (22 kW)			1		1		1	
	CHAdeMO (50 kW)			1		1		1	
	CCS COMBO 2 (50 kW)			1		1		1	
	TYPE 2 (43 kW)	1							
	CHAdeMO (63 kW)	1							
	CCS COMBO 2 (63 kW)	1							
	TYPE 2 (22 kW)		1						
	CHAdeMO (100 kW)		1						
	CCS COMBO 2 (100 kW)		1						
	TYPE 2 (22 kW)				1				
	CHAdeMO (62 kW)				1				
	CCS COMBO 2 (95 kW)				1				
	TYPE 2 (7,4 kW)						1		
	CCS COMBO 2 (90 kW)						1		
	TYPE 2 (5,5 kW)								1
	CCS COMBO 2 (100 kW)								2

ELECTRIC VEHICLE CHARGING STATIONS - A10

Aree di Servizio A10	Tratta	A10	A10	A10	A10	A10	A10
	Km.	95+066	123+114	143+544	120+313	97+706	77+478
	Direzione	Francia	Francia	Savona	Savona	Savona	Savona
	H24	■	■	■	■	■	■
	Area di Servizio	RINOVO NORD	CASTELLARO NORD	BORDIGHERA SUD	CONIOLI SUD	VALLE CHIAPPA SUI	CERIALE SUD
	CPO (Charging Point Operator)	IONITY	Ricarica Sarni	Ricarica Sarni	Ricarica Sarni	Ricarica Sarni	IONITY
	Stalli di sosta	6	2	2	2	2	7
	CCS COMBO 2 (350 Kw)	5					6
	CCS COMBO 2 (50 Kw)	1					1
	CHAdeMO (50 kW)	1					1
	TYPE 2 (22 kW)	1					1
	CCS COMBO 2 (60 Kw)			1		1	
	CHAdeMO (60 kW)			1		1	
	TYPE 2 (10 kW)			1		1	
	CCS COMBO 2 (100 kW)		1		1		
	CHAdeMO (22 kW)		1		1		

Parking at junctions

Concessioni del Tirreno grants its customers the option of using interchange areas, located before the motorway entrance.

The location of car and motorbike parking spaces and their capacity is as follows:

A12 SECTION

None

A10 SECTION

- Spotorno 50 parking spots
- Finale Ligure 35 parking spots
- Pietra Ligure 22 parking spots
- Albenga 130 parking spots
- Andora 51 parking spots
- Imperia est 33 parking spots
- Imperia Ovest 71 parking spots
- Bordighera 23 parking spots





A10 section - Piccaro equipped green area



A10 section - Albenga junction parking lot



A10 section - Borsana Sud service station

02

POLICIES AND MANAGEMENT



MANAGEMENT SYSTEMS

Concessioni del Tirreno S.p.A. has defined an Integrated Management Systems Policy, appropriate for the purposes and context of the Organisation, which summarises and highlights the principles and objectives, identified by the Board of Directors and the Managing Director, with which it intends to manage the Company.

In particular, through the Integrated Policy, Concessioni del Tirreno S.p.A. guarantees the commitment of the entire organisation to the adoption and continuous improvement of its Management Systems, in compliance with international standards ISO 9001 (Quality), ISO 14001 (Environment), ISO 39001 (Road Safety) and ISO 45001 (Occupational Health and Safety).

In order to achieve, maintain and improve the quality standards defined for the satisfaction of the primary customer (Grantor: Ministry of Infrastructures) and end customers (motorway users), environmental protection and sustainability, the continuous improvement of motorway user safety by aiming to prevent accidents and reduce the severity of their consequences within the limits of its areas of competence, Health and Safety in its workplaces, Concessioni del Tirreno S.p.A. has undertaken the process of certifying its Management Systems, through an accredited third-party Certification Body, for both the A10 and A12 sections.

This process was concluded with the certification of the Company's Management Systems by the Certification Body Certiquality for the A12 section, and DNV-GL for the A10 section.



The Integrated Management System is the set of tools and rules that the organisation uses to carry out its activities and achieve its strategic objectives, while guaranteeing customer and stakeholder satisfaction (including suppliers, local authorities, communities and the urban context crossed as well as the production and service activities in the area), environmental protection and sustainability, continuous improvement of motorway user safety by aiming to prevent accidents and reduce the severity of their consequences within the limits of its areas of competence, and health and safety in its workplace.

The integrated approach of the Management System allows the organisation to identify, manage and monitor the business risks of each of the areas of application of International Standards, as well as the risks of its own business, in a synergistic manner and with a broader view of its operations.

It can therefore identify more effective improvement opportunities, based on an internal and external context extended to the four areas, as well as define its strategic and operational objectives in tune with the interests of its stakeholders.



Concessioni del Tirreno carries out periodic customer-perception quality surveys, for both the A10 and the A12 sections, the results of which are used internally to identify strengths and weaknesses, plan improvement actions when appropriate and verify their effectiveness.

The survey is featured on the corporate website, through a special questionnaire that can be filled in online, available for a period of about 40 days, or however long enough to collect a significant number of responses, during periods of higher traffic intensity.



Quality Indicators

The following table shows the indicators defined by the in the Ministry of Infrastructure and Transport's DGVCA.

		Unit of Measurement	Reference Standard
	Base factor: **Travel safety**		
1	Prior notice for communications via ordinances for construction sites lasting > 5 days	Prior notice (in hours) in 85% of cases	24
	Base factor: **Regularity of Service**		
2	State of road markings (retro-reflection)	(RL) Retro-reflection (mcd lx^{-1} m^{-2})	100*
	Base factor: **Service comfort**		
3	Service area services - number of checks per month on at least 80% of the areas. With one control per month on 100% of the areas.	no. of checks/month	2
	Base factor: **Services for travellers with disabilities**		
4	Service area services - number of checks per month on at least 90% of the areas. With one control per month on 100% of the areas.	no. of checks/month	2
	Base factor: **User information**		
5	Response time, suggestions and complaints via email	Response time (working days) in 85% of cases	10

1) On 90% of sections with a minimum length of 20 km (standard not verified during the winter operations period), as per the Agreement Scheme signed with ANAS. The figure only refers to measurements taken in the carriageway along the continuous right lane/emergency strip. Tunnel sections, service areas, appurtenances, and construction site areas are not considered.

These quality indicators are included in the Quality Management System UNI EN ISO 9001:2015.

All the reference standards for 2024 have been achieved by the previous Concessionaires for the A10 and A12 sections and it is Concessioni del Tirreno's goal to maintain them for 2025.

03

CUSTOMER PROTECTION

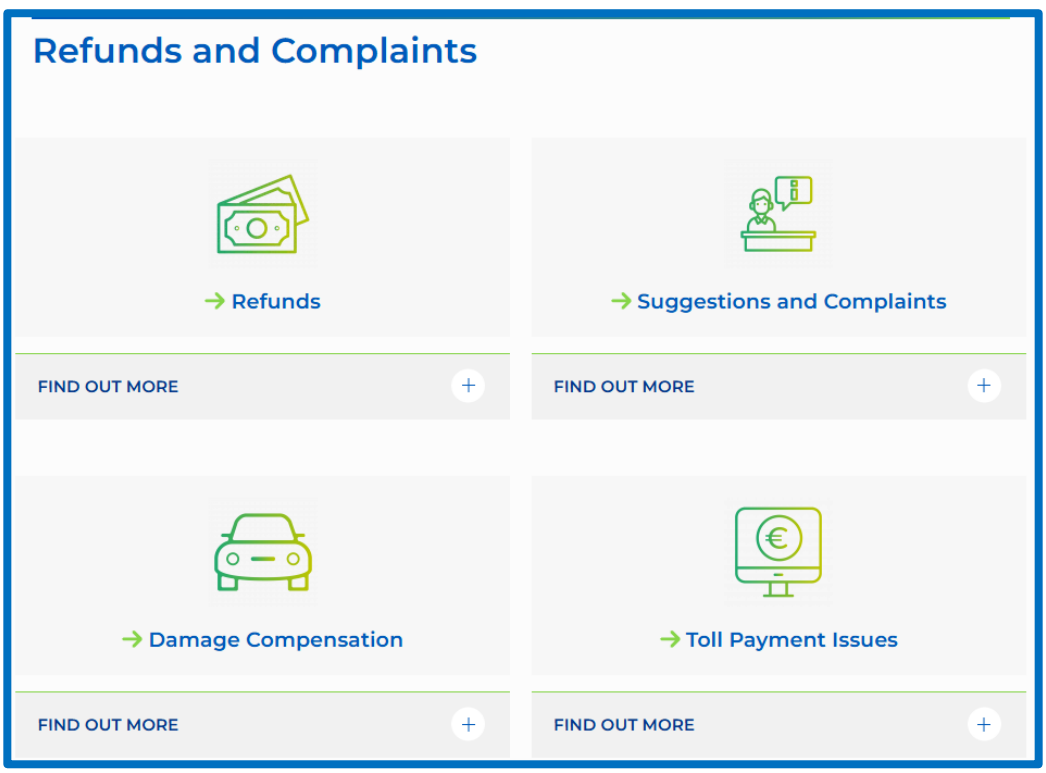


REFUNDS

User protection is ensured through the "Refunds and Complaints" section of the website www.concessionideltirreno.it , which is structured into four dedicated areas, as outlined below:

- Refunds,
- Suggestions and Complaints,
- Compensation for damages,
- Toll payment issues.

From this section, users can access the available services and submit their requests according to their specific needs.



REFUNDS

As of 1 June 2026, in line with the measures adopted by the Transport Regulation Authority (ART) under Resolution No. 132/24, as supplemented and amended by Resolution No. 211/25, users are entitled to refunds in the event of limitations to the use of the infrastructure, and in particular:

- refunds due to the installation of roadworks, as set out in Measure 8-bis.1;
- refunds in cases of blocked traffic, as set out in Measure 8-bis.8.

Specifically, as of 1 June 2026, for journeys carried out along the sections managed by Concessioni del Tirreno S.p.A., divided as follows:

- A10 section Savona – Ventimiglia (State border), namely toll booths between the Ventimiglia barrier and Spotorno (Savona-Vado toll booth under the responsibility of Autostrade per l'Italia S.p.A.);
- A12 section Sestri Levante – Livorno, namely between the Deiva Marina and Livorno toll booths (Sestri Levante toll booth under the responsibility of Autostrade per l'Italia S.p.A.);

in the event of the presence of roadworks (excluding emergency and mobile ones) or traffic blocked for more than 60 minutes, it is possible to request a toll refund from Concessioni del Tirreno S.p.A. During the initial implementation phase, users are entitled to a refund only for journeys entirely carried out on sections managed by the same concessionaire.

The main cases giving rise to the right to a refund are essentially two:

1. Presence of roadworks (non-emergency and non-mobile)

Refunds are granted where roadworks along the route travelled by the user reduce the full capacity of one or more portions of the motorway network, resulting in the unavailability, even partial, of one or more lanes and/or a route deviation and/or, in any case, a limitation of the maximum permitted speed, under the following conditions:

- Sections ≤ 30 km → refund even without time delay
- Sections 30–50 km → time delay ≥ 10 minutes
- Sections > 50 km → time delay ≥ 15 minutes

ART Resolution defines "emergency roadworks" as those installed following accidents, extraordinary and unforeseeable weather or hydrogeological events, emergency response activities and related restoration works. The Implementing Regulation of the new Highway Code defines "mobile roadworks" as those characterised by an average work progression speed, which may range from a few hundred metres per day to several kilometres per hour.

REFUNDS

2. Traffic blockage

Refunds are granted in the presence of traffic blockage for a significant period of time.

Applicable percentages:

- Blockage from 60 to 119 minutes → 50% toll refund
- Blockage from 120 to 179 minutes → 75% toll refund
- Blockage ≥ 180 minutes → 100% toll refund

ART Resolution defines “traffic blockage” as a queue of stationary vehicles along a motorway section, a junction branch, or a toll station/interchange. The carriageway is completely obstructed (blockage), and vehicle transit is temporarily impossible. The continuation of such an event may lead to traffic management measures aimed at dispersing queued vehicles (U-turns or diversion onto the opposite carriageway) and preventing the queue from extending further (entry restrictions and/or mandatory exits), or rerouting to alternative routes. Any traffic slowdowns, even up to temporary standstill caused by heavy traffic, **do not constitute traffic blockage**.

All refund requests **must be** submitted **by registering** on the **“ONLINE REFUNDS” platform available on the website www.concessionideltirreno.it,**

or via registered mail with **return receipt**, to be sent to the following addresses:

- **Concessioni del Tirreno S.p.A. – A10 Section**
  via della Repubblica 46 – 18100 Imperia
- **Concessioni del Tirreno S.p.A. – A12 Section**
  via Don E. Tazzoli, 9 – 55041 Lido di Camaiore (LU)

In the case of payments made by cash or card, the user must retain the receipt collected at the toll lane.

The system will automatically verify eligibility for the refund and the corresponding amount.

REFUNDS

In the event that a refund request is rejected, a brief explanation will be provided outlining the reasons why the request has been denied.

Regardless of the outcome of the refund (positive for all payment methods or negative in the case of cash/card payments), the communication received will include, at the bottom, instructions on how to request further clarification and/or obtain additional information:

on the reasons for the possible rejection of the request;

on the reasons for any perceived inadequacy of the refund;

on any further needs, including in cases where the refund has been granted.

For further information, click here or visit the dedicated page.



SUGGESTIONS AND COMPLAINTS

Users may submit a **complaint** to the Company in order to report any perceived or identified shortcomings in the management of the road infrastructure, as well as any grievances and/or requests concerning the lack of compliance of the service with one or more requirements set out by European or national legislation, by ART Resolution No. 132/2024, or by this Service Charter.

Complaints may be submitted in Italian or in English, using one of the following channels:

- via the website, in the "Services" section, at the following address: https://www.concessionideltirreno.it/rimborsi-e-reclami/
accessible via the dedicated link on the home page;

- by registered mail with return receipt, to be sent to the following addresses:

- Concessioni del Tirreno S.p.A. – A12 Section via Don E. Tazzoli, 9 – 55041 Lido di Camaiore (LU);

- Concessioni del Tirreno S.p.A. – A10 Section via della Repubblica 46 – 18100 Imperia;

- at the Customer Relations Centres (CRU).

In order to assess user satisfaction with the complaint management process, Concessioni del Tirreno requests that complainants complete a satisfaction questionnaire.

For the purposes set out in ART Resolution No. 132/2024 (Measure 10), complaints must, under penalty of inadmissibility, include at least the following information:

- the identifying details of the user (name, surname, contact details) and of any representative, attaching in such case a delegation and a copy of the user's identity document;

- the identifying details of the journey undertaken (entry and exit points, date and time slot of transit, vehicle license plate) and a copy of the toll payment receipt;

- a description of the lack of compliance of the service with one or more requirements defined by European, national, regulatory provisions or by the Service Charter.

SUGGESTIONS AND COMPLAINTS

The Company, upon registering a complaint, assigns a complaint identification code

For all substantiated complaints received by registered mail, the Company will provide a response within 30 days from the date of receipt of the customer's communication.

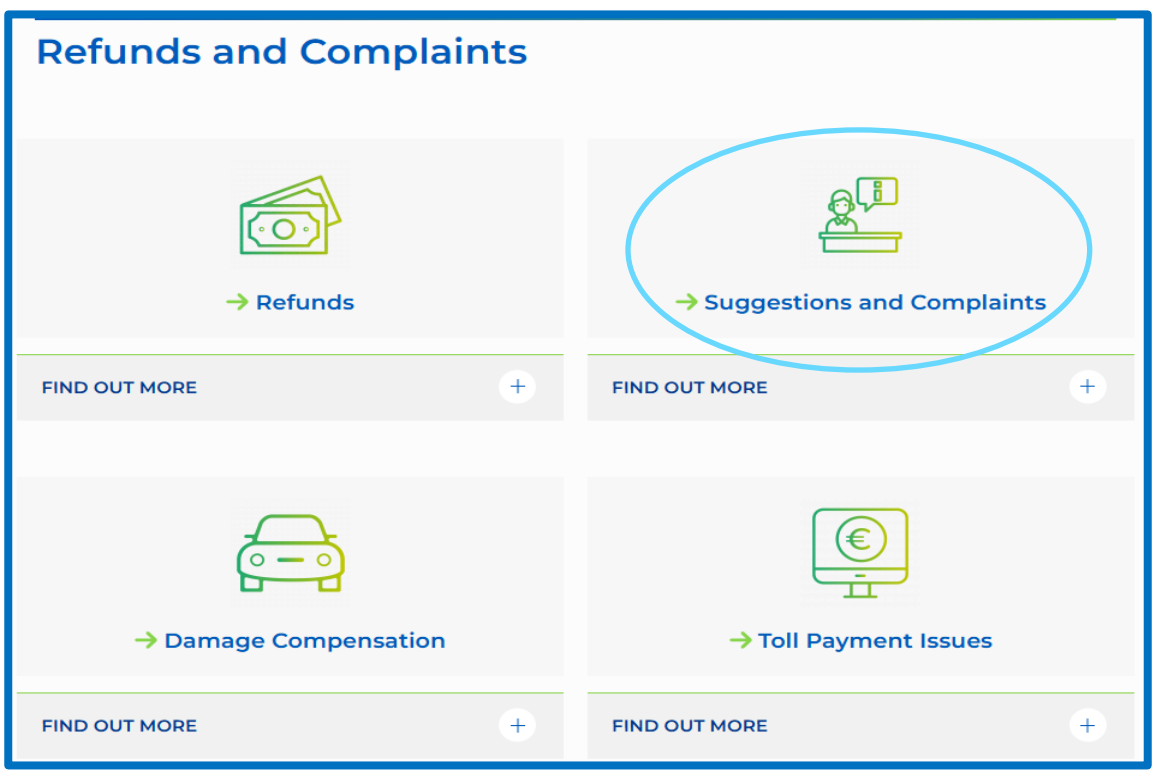
As provided for by the "Quality Indicators" on page 79, for complaints received electronically, Concessioni del Tirreno undertakes to provide a response within 10 working days, starting from the day following the date of receipt.

If the checks necessary to provide a reasoned response require longer technical times, the Company will inform the customer within the above-mentioned deadlines and undertakes to provide information regarding the resolution of the issue as soon as possible

.If the Company does not provide any response to admissible complaints, as indicated on the previous page, within the above-mentioned time limits, or in the event of an unsubstantiated response, the user is automatically entitled to compensation as follows:

a) 30% of the total tolls paid by the user for the journey, possibly repeated, to which the complaint refers, in the case of a response provided between the 31st and the 60th day from receipt of the complaint;

b) 50% of the total tolls paid by the user for the journey, possibly repeated, to which the complaint refers, in the case of a response provided after the 60th day or in the event of no response.



SUGGESTIONS AND COMPLAINTS

PRM users, as indicated in the “PRM Accessibility” paragraph, are entitled to compensation in the event of discrepancies between the information provided on the Company’s website and the services actually delivered in parking and service areas, with reference to the following PRM services:

- PRM-designated parking spaces
- PRM-designated restrooms
- Failures or malfunctions preventing PRM users from accessing services (e.g. ramps, lifts, etc.)

To obtain compensation, the PRM user must submit a complaint in accordance with the procedure described above, also providing the following additional information:

a) Description of the service disruption, specifying:

- the service area concerned
- time of the stop
- location and type of the disruption detected (e.g. restaurant area, fuel station area, forecourt, etc.)

b) Self-certification of PRM status, specifying whether the user is a driver or passenger

c) Any evidence of the disruption (e.g. photographs)

The Company reserves the right to request additional information during the investigation process.

Compensation, relating to mere discrepancies in information, amounts to €7.00 (seven/00) for each complaint submitted and verified as valid through checks on the actual discrepancy, carried out within 30 days following the report. It is granted personally to the PRM user, whether driver or passenger.

The Company will request users’ bank account details for the purpose of payment of compensation (compensation for delay/no response and for PRM users) via bank transfer, which will be carried out within 30 working days.

The above compensation is not due in the following cases:

- if the complaint is not submitted by the user in compliance with the procedures and minimum requirements set out on page 85;
- if the user has already received compensation in relation to a complaint of a similar nature concerning the same journey.

SUGGESTIONS AND COMPLAINTS

If the user does not receive a response to a complaint within the time limits indicated in the previous pages, or if the user considers the response received to be unsatisfactory, it is possible to submit a conciliation request:

- to the ART conciliation service available at the following link: https://www.autorita-trasporti.it/conciliaweb/
- to the conciliation chambers established at the Chambers of Commerce, Industry, Crafts and Agriculture, where a cooperation protocol between ART and Unioncamere has been signed
- to ADR bodies, including negotiation bodies listed under Article 141-decies, paragraph 1 of the Consumer Code

It is further specified that:

- if the complaint is rejected by the Company for lack of competence, the Company will forward the complaint promptly and in any case within thirty days from receipt, simultaneously informing the user, to the concessionaire deemed competent, who will provide a response to the user in accordance with ART Resolution 132/2024;
- in the case of complaints concerning services provided within service areas, the Company will forward the complaint promptly and in any case within thirty days from receipt, simultaneously informing the user, to the service operator deemed competent, who will provide a reasoned response to the user in accordance with ART Resolution 132/2024;
- the Company ensures reimbursement of tolls paid, in an amount exceeding what is due, following verification of the validity of the claim submitted by the user, as indicated in the “Reimbursements” section;
- the user has the right to submit to the Transport Regulation Authority a complaint, request or report regarding compliance with quality levels and tariffs.

For complaints, personal data provided are processed in compliance with Regulation (EU) No. 679/2016 (GDPR). For the online channel, accessible from the homepage of the Company’s website, users can consult the privacy notice regarding the processing of personal data.

DAMAGES COMPENSATION

Claims for damages

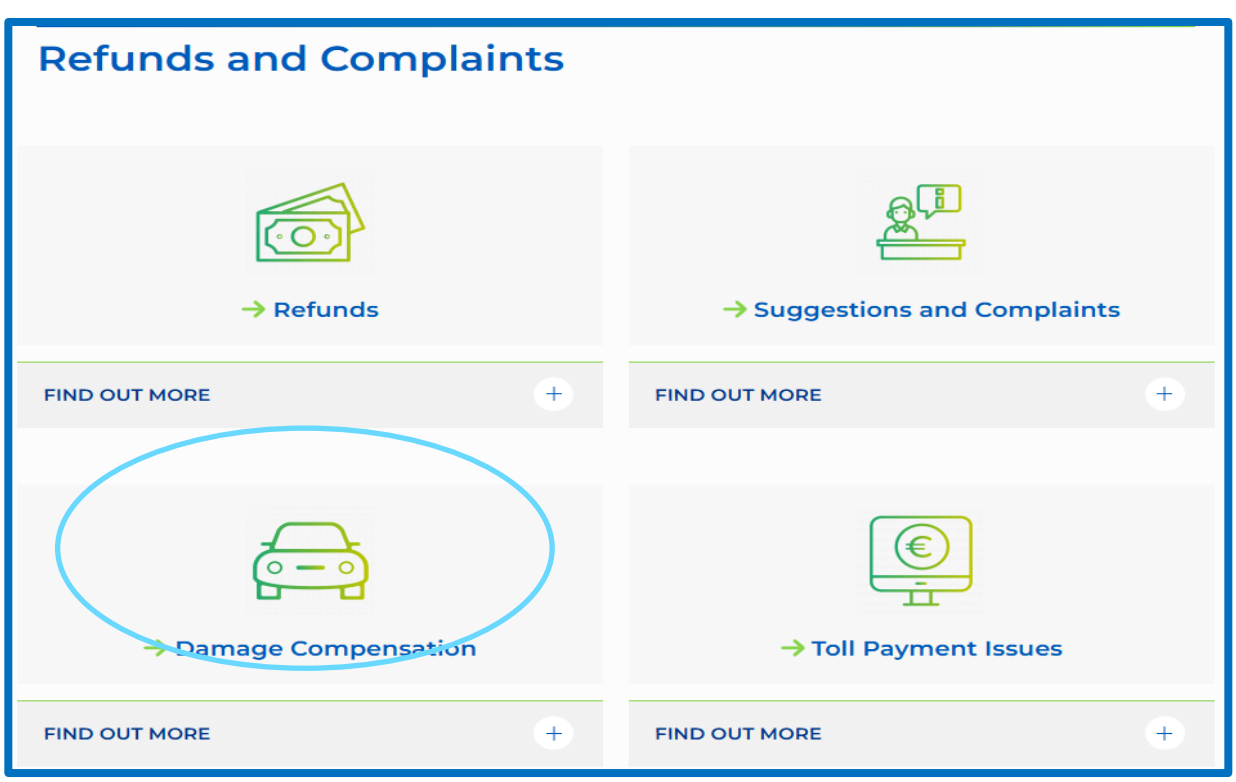
In the event that, while travelling along the motorway section, vehicles suffer material damage and the user believes this is due to the motorway infrastructure (so-called accidents), the claim must be submitted exclusively via certified email (PEC) to the following addresses: ag.as.a12@pec.cdtspa.it for the A12 section and ag.as.a10@pec.cdtspa.it for the A10 section.

Examples of damage to vehicles may include:

- impact with the toll lane barrier;
- potholes or damage to the road surface;
- falling objects detached from motorway structures;
- wear or breakage of expansion joints;
- collisions with animals or with objects not promptly removed from the motorway network.

Claims for damages resulting from such incidents will be assessed by the competent company offices.

It should be noted that the Company is liable for damages only in cases where there is proven responsibility in the management of motorway operations due to failures or conduct that constitute the direct and unequivocal cause of the event leading to the damage; the burden of providing the relevant evidence lies with the claimant.



DAMAGES COMPENSATION

Information on data and incidents

Customers may need to obtain information and/or data relating to incidents that occurred on the motorway in which they were involved, where these have been recorded by the Traffic Police.

In such cases, they may contact:

- A12 section: Subsection of the Traffic Police of Brugnato (SP) (tel. **0187.89631**) for incidents occurring on the stretch between Sestri Levante and Sarzana;
- A12 section: Subsection of the Traffic Police of Viareggio (LU) (tel. **0584.52333**) for incidents occurring on the stretches Sarzana–Livorno and Viareggio–Lucca;
- A12 section: Traffic Police of Brugnato (SP) (tel. **0187.89631**) for incidents occurring on the A15 section;
- A10 section: Motorway Subsection of the Traffic Police of Imperia West at the following number: **0183.66091**



TOLL PAYMENT ISSUES

The Company ensures the reimbursement of tolls paid in excess due to error, following verification of the validity of the request submitted by the user. Refund processing times may be up to 30 days.

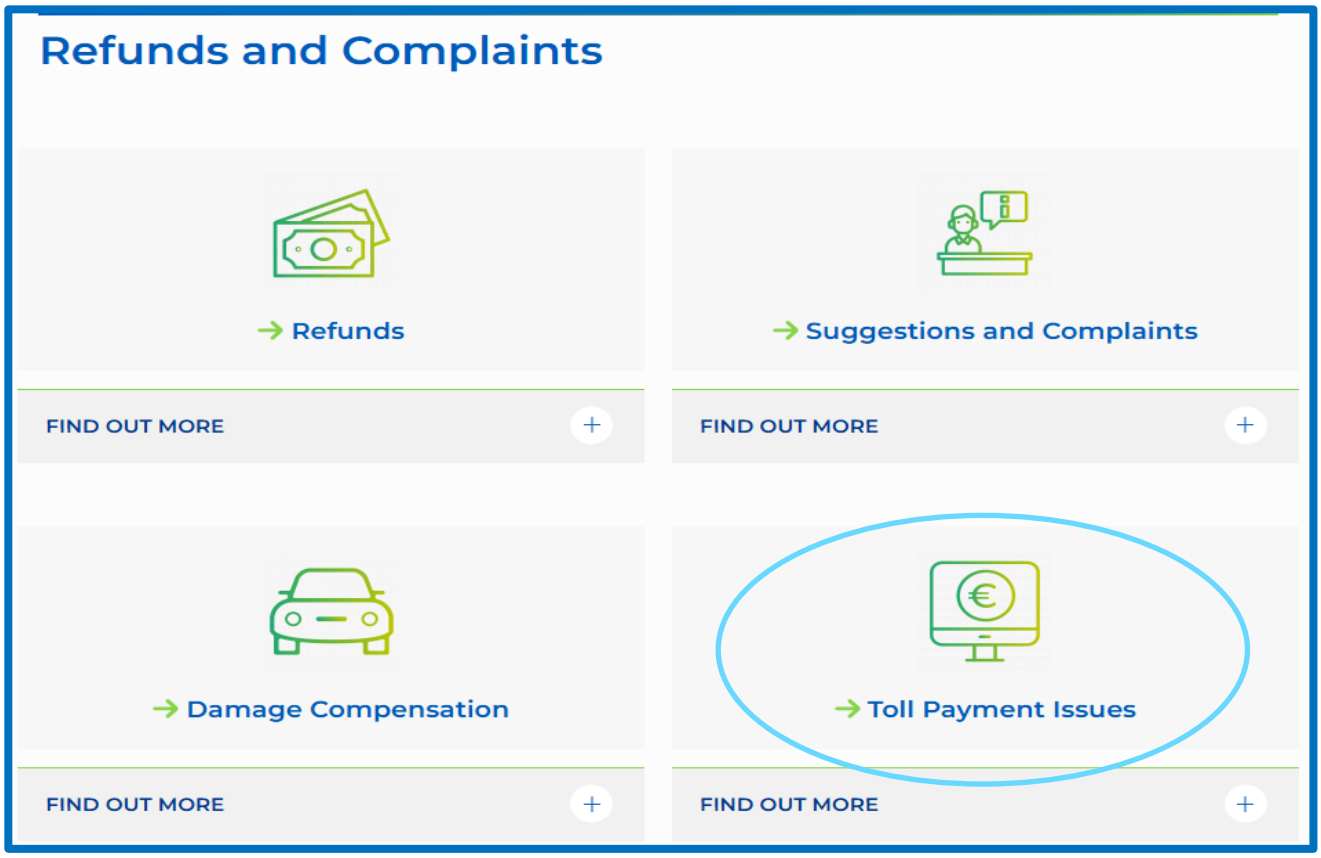
For issues related to toll payment, such as:

- incorrect vehicle classification;
- incorrect or missing change;
- anomalies in payment at automatic toll booths;
- anomalies related to the toll collection device (e.g. Telepass).

Users can use the dedicated online platform:
https://www.concessionideltirreno.it/rimborsi-e-reclami/

Any rest due and not collected at the time of payment at self-service toll booths, without the issuance of the relevant credit receipt, will be refunded at the time of transit for amounts under €10; for higher amounts, a request will be made to present an identity document for the registration of customer details.

Credit receipts do not expire and may be cashed by the holder even after the transit at any motorway toll station belonging to the issuing sections, at the Customer Service Centers located in Lido di Camaiore, Lucca West and La Spezia (for the A12 section only) or at the Customer Service Center in Albenga (for the A10 section only), or by bank transfer by sending the original credit receipt by post to Concessioni del Tirreno, indicating the bank details (IBAN).



USEFUL NUMBERS AND ADDRESSES

	A12 section	A10 section
	Via Don Enrico Tazzoli, 9 - 55041 Lido di Camaiore (LU) - Italy	Via della Repubblica, 46 - 18100 IMPERIA (IM), Italy
Switchboard	0183.7070	
Tolls	pedaggi.a12@cdtspa.it	pedaggi.a10@cdtspa.it
COC	0183.7077900	0183.7075330
Call Centre	803.333 (from Italy) or the landline number with international dialling code 011 19517874 (from abroad)	
Complaints	www.concessionideltirreno.it/suggerimenti-reclami/	
Compensation for damages	ag.as.a12@pec.cdtspa.it	ag.as.a10@pec.cdtspa.it
User Relations Centre	La Spezia 0183.7077378 cru.a12.spezia@cdtspa.it Lido di Camaiore 0183.7077377 cru.a12.lido@cdtspa.it Lucca Ovest 0183.7077376 cru.a12.lucca@cdtspa.it	Albenga 0183 7075705 de.a10.cru.albenga@cdtspa.it
Exceptional Transport (TECS)	0183 7077280/281	011 91415253
Emergencies	112 Single Emergency Number	
ACI Global Mechanical Rescue	803 116	803 116
Europe Assistance VAI Mechanical Rescue	803 803	803 803
IMA Servizi Mechanical Rescue	800 613 613	800 613 613
Traffic Police	0187 89631 Brugnato 0584 52333 Viareggio	0183 66091
INSTITUTIONAL COMMUNICATIONS	segreteria@cdtspa.it cdt@cdtspa.it	
WEBSITE	www.concessionideltirreno.it	

THE A12 SECTION IN NUMBERS

155 km
of managed network

391 viaducts
* Ainop data - works with a span of more than 6 m

29
tunnels

187
rest stops

361
SOS telephones, including **128** in tunnels

14
Parking spaces along the section

2
Traffic Police substations

101 km
of **Isoradio** coverage

1
Ancient Luni Archaeological Site

2
operational sections

3 landing pads for **medical helicopters**

10 service stations
offering fuel

60 VMBs (59 along the section + 1 on interconnected motorways)

45 VMBs
at entry stations

1
dynamic weighing systems

155 km
of **mobile phone** coverage

51
traffic detection stations

27
weather detection stations

527 video cameras of which 378 in tunnels and 11 webcams

3
User Relations Centres

Updated on 31.03.2026

THE A10 SECTION IN NUMBERS

113.3 km
of managed network

326 viaducts
* Ainop data - works with a span of more than 6 m

67
tunnels

88
rest stops

459
SOS telephones, including **225** in tunnels

5 along the section
8 at junctions

1
Traffic Police substation

113 km
of **Isoradio** coverage

3
equipped **green areas**

2
operational sections

3 landing pads for **medical helicopters**

10 service stations offering fuel

34 VMBs (32 along the section + 2 on interconnected motorways)

18 VMBs at entry stations, **10** in service stations and **3** in green areas

2
dynamic weighing systems

113 km
of **mobile phone** coverage

14
traffic detection stations

9
weather detection stations

660 video cameras
of which 503 in tunnels and 13 webcams

1
User Relations Centre

Updated on 31.03.2026

ROAD SAFETY CAMPAIGN

Concessioni del Tirreno, together with other important public and private partners, promotes the Campaign for Road Safety called

**"Mettiti alla guida della tua vita.
Scegli un comportamento responsabile!"**

You will find all the campaign cartoons, much more material and information, and a list of all promoters on the website

www.autostradafacendo.it

Participating in the campaign is important, because motorway behaviour is essential for traffic safety.
Spread a **culture of safety** to all those you love and to all those you want to **travel safely**!





Concessioni del Tirreno

ASTM GROUP