



thello

SERVICE QUALITY REPORT
year 2012

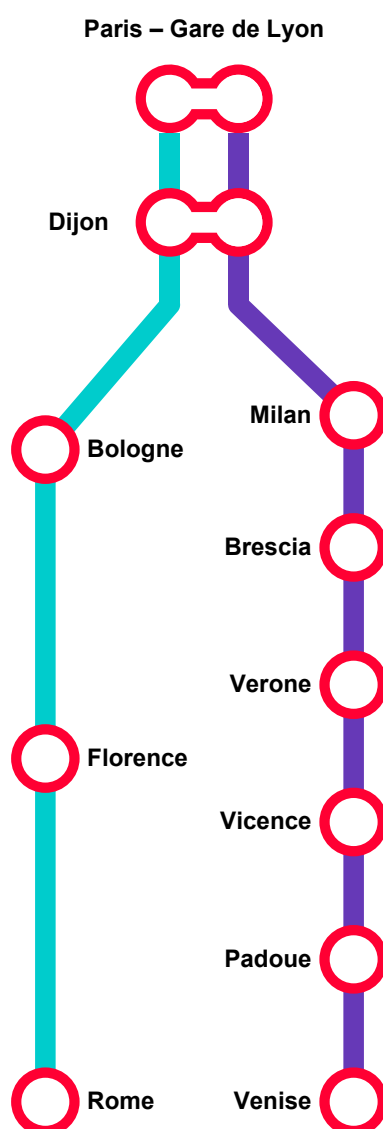
Introduction

Thello, a subsidiary of Trenitalia and Transdev, is the 1st privately operated railway company carrying passengers on French territory. It operates 2 lines of night trains between France and Italy:

- The line Paris - Venice, launched in December 2011 and calling at Dijon, Milan, Brescia, Verona, Vicenza and Padua.
- The line Paris - Rome, launched in December 2012 and calling at Dijon, Bologna and Florence.

This document complies with the EC Regulation No. 1371/2007 (art. 28), which requires all licensed railway undertaking to publish an annual service quality report.

This report is also available on Thello website: www.thello.com.



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**Overnight connections
between France and Italy**

Information and tickets

Thello customers can find information and buy tickets through Thello and Trenitalia channels:

- Thello website: www.thello.com
- Thello Boutique, Espace Esterel, Paris Gare de Lyon
- Trenitalia website: www.trenitalia.com
- Trenitalia point of sales
- Authorized European Railway Companies and their appointed point of sales

All bookings made through Thello's channels are ticketless.

Information is also provided to Thello customer through Thello call-center (+ 33 1 83 82 00 00).

During the journey, information is provided on board by the crew directly or through announcements. In the stations, the information is provided at the information points, through announcements and information billboards.

Trenitalia *ViaggiaTreno* service (www.viaggiatreno.it) gives real time information on timetables and location of Thello trains circulating on the Italian railway network.

The website www.gares-en-mouvement.com from "Gares et Connexions" company gives real-time information about the arrival time in the French stations.

Disabled persons and persons with reduced mobility can find information about services offered to them by Thello on a dedicated page on thello.com, section Services (<https://www.thello.com/infos-services/Disabled/index.html>).

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RESERVATION DESTINATIONS SERVICES ON BOARD ABOUT THELLO CONTACT

Home » Reservation

Book a ticket

Departure point

From

To

Departure date

Return date

Adult (over 12 years) Child (4 to 11 yrs) Infant (0 to 3 yrs)

needs seat no seat

Search

Reset

If you are disabled or if you are accompanying a disabled passenger you will find all suitable information to organize or to book your trip [here](#)

Punctuality of services

Delay at departure

In 2012, 85.8% of Thello trains left with less than 5 minutes delay.

Delay at arrival

In 2012:

- 91% of Thello trains arrived with a delay of less than 60 minutes.
- 5.7% of Thello trains arrived with a delay of 60 to 119 minutes.
- 3.2% of Thello trains arrived with a delay of 120 minutes or more.



In case of traffic disruptions, Thello guarantees provision of the commercial and assistance services specified in the Regulation.

Cancelled trains

In 2012, Thello cancelled 0.5% of its trains.

Cleaning of rolling stock

The rolling stock is cleaned every day after each circulation. The cleaning process is strictly defined in the contracts agreed with the cleaning subcontractors. Inspections are conducted on a daily basis.

Cleanliness of the train throughout the journey is guaranteed by the crew who keep the train and lavatories clean and make sure that the lavatories are efficient and provided with the necessary supplies.

Customer satisfaction survey

The quality perceived by the customers is regularly measured by means of customer satisfaction surveys.

In 2012, one on board survey was carried out during the summer.

All year long, passengers have the possibility to complete the survey on thello.com section "About Thello – Your opinion matters".

The following tables show the results for 2012 on board survey.

Evaluation of	Overall evaluation average mark upon 10
Quality of information received at booking	7.4
Booking process	7.6
Experience at the station	7.8
Information provided at the station	8
Easiness in finding your platform for departure	8.7
Punctuality of trains at departure	8.9
Easiness in boarding the train	8.2
Experience on board Thello trains	7.9
On board staff	8.6
Information provided by the crew	8.6
Comfort on board	7
Cleanliness on board	7.3
Cleanliness of the toilets during the journey	6
Security of belongings	7.8
Person safety	8.2
Overall satisfaction of Thello Services	7.3

Compensations and complaints

Compensations for delay at arrival or non-compliance with service quality standards are granted based on customers' request. Passengers can file complaints through the contact form available on thello.com, by mail, at the Boutique Thello, or in Trenitalia ticket offices.

The customers must provide the PNR code (for ticketless bookings) or hand over the original ticket in case of paper tickets, so that the necessary checks can be performed. The request shall be sent within 60 days of the travel date. Thello is committed to answer within 20 working days.

For all tickets booked on www.thello.com, the associated compensation will be transferred to the credit card used for the payment of the reservation. For all other bookings, the compensation will be paid through wire transfer directly to the passengers or through the company that issued the ticket.

In 2012, Thello received about 8 000 messages related to complaints many of which were relative to technical issues experienced within the sales system in the launch phase. About 40% of them were relative to delays. 88% of customers' requests were answered in less than 3 days and 10% between 3 to 7 days.

Assistance provided to persons with disabilities or reduced mobility

Ground services for people with disabilities or reduced mobility are provided by the station management companies.

Thello passengers can request assistance through a dedicated form available on thello.com (<https://www.thello.com/infos-services/Disabled/index.html>), through the contact form available on thello.com (<https://www.thello.com/contact/contact.html>), by phone to Thello call center or through Trenitalia dedicated services.

Unfortunately, the technical features of the coaches used by Thello do not allow the circulation of wheelchairs in the corridors.

To facilitate the journey of people with disabilities or reduced mobility, Thello offers to any disabled passenger the possibility to travel with an accompanying person who is granted a 50 % discount on the standard fare.



www.thello.com

