FS ITALIANE AND TRENITALIA LAUNCH THEIR NEW APP

- **available from 22 June on the Android and iOS stores**
- **self-service check-in, places available on regional trains, payment using telephone credit**

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A completely safe self-service check-in system so you can send a notification that you are travelling on a train; a new look with user-friendly graphics; an innovative function that is being tried out on 1500 regional trains that will provide information on how busy every train is and the seats available; a new payment method, using telephone credit so that purchases can be made using credit on SIM cards.

With its summer 2020 timetable, Trenitalia (part of the FS Italiane Group) has launched the new app, which is set to notably improve user experience, information and purchases made via smartphones and tablets. It is an innovative tool to increasingly meet the needs and requirements of passengers travelling with Trenitalia.

The new Trenitalia app will be available from Monday 22 June on the Android and iOS stores.

The new functions include self-service check-in. In the first phase it is available for all *Frecce* and *InterCity* tickets; it will shortly also become available for regional transport. This innovation is one of the steps Trenitalia has taken in order to protect its passengers' health and to help social distancing. Passengers can check in by simply clicking on the link to the trip details in the *I miei viaggi* ("My Trips") section in the Trenitalia app; this enables travellers to inform the ticket inspector that they are on board, without any contact at all.

There are also developments in regional transport. The new digital counter system will mean that passengers can use the new app to see the number of free seats on board. An algorithm will use three different colours (red, yellow and green) to show the number of passengers on board until the point where the train is sold out and tickets will no longer be available. A new function that will protect people's health in Phase 3 of the COVID - 19 epidemic emergency and at other times, to help people choose the regional train they should travel on.

With the new Trenitalia app, you can buy tickets with just a few clicks and receive real-time updates on the situation on the train. This is a Smart Caring communication. The information on the trains people take during their commuter trips is sent daily and appears directly on their smartphone, with constant updates on the situation of their train.

The app also has the option of saving your favourite journeys, and buying them again later with just a click; quickly identifying the closest station, if you have your GPS running and are geo-located; buying season tickets and books of tickets for *Frecce* and *InterCity* trains; registering the details of regular travelling companions so you can use them while making a purchase; accessing Trenitalia social channels to receive information and assistance.

You can also register your preferred payment methods on the Trenitalia app, and you can use the new telephone credit function (TIM, Vodafone and WINDTRE) to pay for train tickets for up to 13.45 euros *(the maximum amount permitted by EU regulations)*. This new feature will mean that even people who do not have a credit or debit card will also be able to use the app.

To avoid standing in line at ticket office queues, the *#ufirst* function can be used to reserve a queuing number straight from the app.

Innovation and investment in technology are fundamental for Italy's transport system to restart. Trenitalia is calling on its passengers to always use digital channels to purchase tickets, especially the Trenitalia app and the trenitalia.com website. Additionally, even passengers who buy tickets for *Frecce* and *InterCity* in ticket offices using self-service machines will have the option of receiving their tickets by e-mail or SMS. Until Tuesday 30th June, *CartaFRECCIA* users will get an extra 30% points on their cards for purchases made using the Trenitalia app, the trenitalia.com website and call centres.