

# thello

## Service Quality Report



# 2016

## Introduction

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In application of the article 28 of EC Regulation No. 1371/2007 on rail passengers' rights and obligations, railway undertakings established within the territory of a European Member State must publish an annual quality report.

Thello, a subsidiary of Trenitalia, is the first privately operated railway company carrying passengers on French territory. It operates a line of night trains between Paris and Venice. This line, launched in December 2011, calls at Dijon, Milan, Brescia, Verona, Vicenza and Padua.



In December 2014, Thello launched a new day train line Marseille – Nice – Genoa – Milan.



This report is available on the Thello website: [www.thello.com](http://www.thello.com).

This report is available only in English.

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## Information and tickets

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### General information and ticket purchase:

Thello customers can find information and buy tickets through Thello direct channels as well as all points of sales issuing Trenitalia tickets.

### Thello direct channels:

- Thello website, [www.thello.com](http://www.thello.com).
- Thello Boutiques :
  - At Paris Gare de Lyon, the Boutique opens Monday to Saturday except public holidays from 10am to 7.30pm.
  - At Nice Ville station, the Boutique opens Monday till Friday, from 7.30 am to 6.30 pm.
- Vending machines in the stations of Marseille, Toulon, Cannes, Nice, Monaco and Paris Gare de Lyon.

All bookings made through Thello's channels are ticketless.

Thello's hotline (+ 33 1 83 82 00 00)\*, available 24h/24, provides information about all Thello services through automated responses. For specific issues, Thello operators are available Monday to Saturday from 10.00am to 7.00pm. Reservations are though not available by phone.

The Thello website, as well as all Thello's communication are available in 3 languages, French, Italian and English.

### Points of sales issuing Trenitalia tickets:

- Trenitalia website: [www.trenitalia.com](http://www.trenitalia.com)
- Trenitalia's direct points of sales
- Authorized Travel agencies
- Authorized European Railway Companies and their appointed points of sales

Bookings made indirectly may be ticketless or in traditional ATB ticket form, depending on the sales channel.

### Information during the journey:

On board, information is provided by the crew and through announcements.

In the stations, information is provided at the information points, through announcements and information billboards.

On internet:

- Trenitalia **ViaggiaTreno** service ([www.viaggiatreno.it](http://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](http://www.gares-en-mouvement.com) from "Gares et Connexions" company gives real-time information about the arrival time in the French stations.

\* price of a call from a land line telephone. The cost can vary depending on the phone service provider.

### **Information in case of disrupted services:**

Whenever possible, in case of disruption (delay, cancellations...) predictable before departure, Thello informs by email the passengers that booked on thello.com.

### **Information specific to disabled persons and persons with reduced mobility:**

Disabled persons and persons with reduced mobility can find information about services offered to them by Thello in the Thello Boutiques, at Thello's hotline, in all Trenitalia points of sales and on the dedicated pages on thello.com:

- For the Paris-Venice night train line: <https://www.thello.com/Paris-Venise/Mobilite-reduite/index.html>
- For the Marseille-Milan day train line: <https://www.thello.com/Marseille-Milan/Disabled/index.html>

## **Assistance provided to persons with disabilities or reduced mobility**

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Ground services for people with disabilities or reduced mobility are provided by the station management companies. In 2016, Thello requested about 120 assistances for its passengers.

Thello passengers can request assistance through a dedicated form available on thello.com ([https://www.thello.com/infos-services/Disabled/assistance\\_request/index.html](https://www.thello.com/infos-services/Disabled/assistance_request/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.

On the night train Paris-Venice, unfortunately, the technical features of the coaches used do not allow the circulation of wheelchairs in the corridors.

On the day train Marseille-Milan, one 2nd class coach is especially fitted to welcome passengers with reduced-mobility, notably with 2 places equipped to accommodate passengers in wheelchairs, and special toilets.

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 dedicated discount:

- 50% on the standard fare on the night train line Paris-Venice
- 60 to 75 % (depending on the journey and the class booked) on the day train line Marseille-Milan.



## Punctuality of services

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| Year 2016<br>% trains<br>arriving with | On time | A delay of<br>less than 15<br>minutes | A delay from<br>15 to 60<br>minutes | A delay from<br>60 to 119<br>minutes | A delay of<br>120 minutes<br>or more |
|--|---------|---------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| Paris-Venice                           | 23.5%   | 43%                                   | 24.5%                               | 7%                                   | 2%                                   |
| Marseille-<br>Nice-Milan               | 24%     | 46%                                   | 26%                                 | 3%                                   | 1%                                   |

## Cancelled trains

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In 2016, Thello cancelled:

- 1.7% trains on the Paris <> Venice route, due to works on the French railway infrastructure.
- 1% trains on the Marseille <> Milan route, due to works on the Italian railway infrastructure.

## Cleaning of rolling stock

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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 by Thello staff.

On the Paris <> Venice night train, cleanness of the train throughout the journey is guaranteed by the crew, who keeps the train and lavatories clean and makes sure that the lavatories are efficient and provided with the necessary supplies.

## Contingency plan

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In case of disruptions, Thello organized, whenever legally and technically possible, at its own expenses, coach services and/or reprotections on other trains.

## Customer satisfaction survey

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Customer satisfaction is regularly measured by means of surveys.

In 2016, an onboard survey was carried out on the Paris <> Venice night train, in November/December.

The following tables show the results for this survey.

| Overall evaluation (average mark upon 10)       |      |
|---|------|
| Evaluation of                                   | 2016 |
| Crew  | 9.1  |
| Safety (persons)                                | 7.9  |
| Experience at the station                       | 8    |
| Security of belongings                          | 7.4  |
| Quality of information received while booking   | 8.1  |
| Booking process                                 | 8.1  |
| Cleanness on board                              | 7.4  |
| Comfort on board                                | 7.5  |
| Information provided at the station             | 7.7  |
| Easiness in finding your platform for departure | 8.7  |
| Punctuality of trains at departure              | 8.3  |
| Easiness in boarding the train                  | 8.2  |
| Information provided by the crew                | 8.6  |

## Compensations and complaints

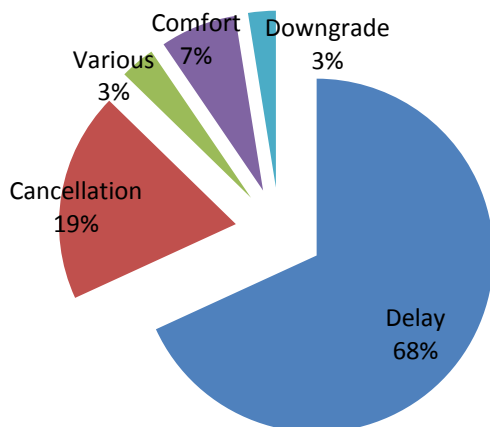
All complaints relative to Thello services are handled by Thello's Customer relationship department. This department, created just a few months after the company started its operations in December 2011, consisted in 2016 of 1.5 staff.

Compensations for delay in arrival or non-compliance with service quality standards are granted based on customers' request. Passengers can file complaints through the dedicated form available on [thello.com](http://thello.com), by mail, at the Thello Boutiques, or in Trenitalia ticket offices.

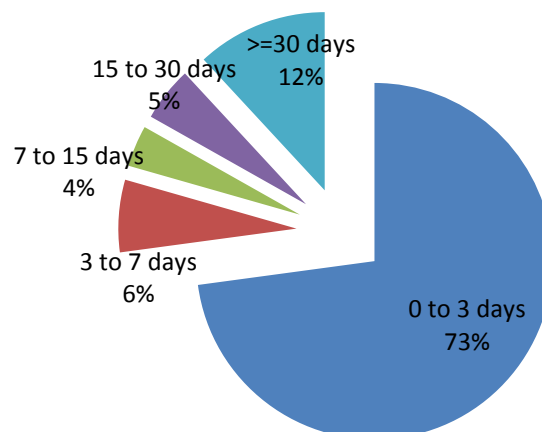
The customers must provide the PNR code (for ticketless bookings) or hand over the original ticket in case of paper tickets, so that the necessary checks can be performed. The request shall be sent within 60 days of the travel date. Thello aimed at answering within 20 working days.

For all tickets booked on [www.thello.com](http://www.thello.com), the associated compensation is transferred to the credit card used for the payment of the reservation. For all other bookings, the compensation is paid through wire transfer or with Paypal directly to the passengers or through the company that issued the ticket. In 2016, about 3 600 bookings received a financial compensation.

**2016 compensation distribution  
by complaint category (PNR basis)**



**Processing time of the messages  
which received an answer in 2016**



All compensation offered by Thello is paid in money. Exceptionally, as goodwill gesture, free tickets can be granted.

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



Thus, in case of delay in arrival, Thello grants compensation as per EC regulation:

- If the train is 59 minutes late or less: no compensation.
- If the train is between 60 and 119 minutes late: 25% of the amount paid for this train.
- If the train is 120 minutes late or more: 50% of the amount paid for this train.

In case of delay or other disruptions, a dedicated document is distributed on board to the passengers. This document gives information on:

- how to file a complaint and submit a compensation request
- the compensation granted in case of delay in arrival
- the relevant national enforcement bodies

This information is also available at the Thello Boutiques and on the dedicated page of the Thello website (<https://www.thello.com/infos-services/Retards/index.html>).



[www.thello.com](https://www.thello.com)