



Guide to Services

A LOAD OF SAVINGS AND BENEFITS

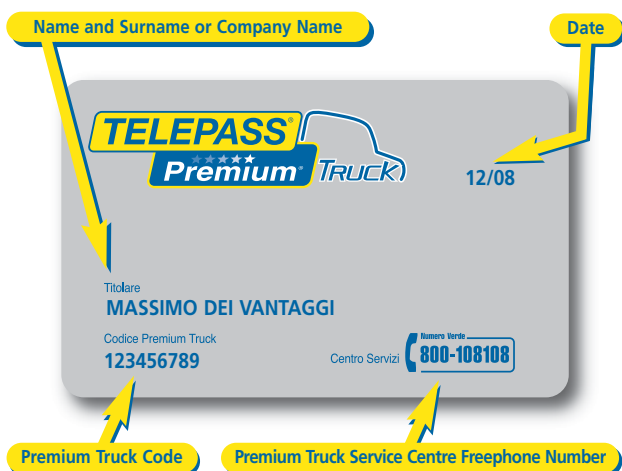


www.telepass.it

WELCOME

In this Guide you will find a description of the exclusive benefits and services which Telepass Premium Truck offers you. The Telepass Premium Truck pass which was given to you when you joined or was sent to you via post, allows you to have access to all Premium Truck services using your personal identification code. The procedures for using each Service are described in the relevant section of the Guide.

THE UPDATED VERSION OF THE GUIDE TO TRUCK SERVICES IS AVAILABLE AT WWW.TELEPASS.IT



HOLDER: Name and Surname or Company Name.

PREMIUM TRUCK CODE: : personal identification code to be communicated at the time that services are supplied.

DATE: month and year when the Premium Truck Option was activated.

SERVICE CENTRES: Freephone number 800.108.108, in operation every day for 24 hours a day is at your disposal to access Telepass Premium Truck assistance services.

GENERAL GUIDELINES

- Telepass Premium Truck services and benefits are reserved for vehicles weighing over 3500 kg.
- You may take advantage of Telepass Premium Truck services and benefits from the day after the Option on your Telepass device has been activated.



TELEPASS PREMIUM TRUCK. EVEN MORE REASONS TO GET TELEPASS.

SAVINGS ON TOLL FEES IN YOUR TELEPASS BILL

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REFUELLING



Tamoil reserves a motorway services reward for Telepass Premium Truck Customers, through its distributors participating in the initiative that display the “mycard Tamoil” trademark, equal to:

- 2 Euro cents per litre of fuel purchased at distributors present on the motorway;
- 1 Euro cent per litre of fuel purchased at distributors present on the ordinary road network.

The amount of the reward, in addition to all promotions in operation, will be directly acknowledged on the first Telepass bill as a deduction from the total amount of the Telepass fee, from motorway toll fees and from every other expense item related to amounts subject to VAT at 20%.

In the event that the value of the reward exceeds the amount on the bill, the excess amount will be acknowledged in the next bill and added to any further rewards which have accrued in the meantime.

HOW TO MAKE USE OF THE SERVICE

Go to any Tamoil outlet participating in the initiative which displays the “mycard Tamoil” trademark.

Use either “served” or “self service” for refuelling and hand your Telepass Premium Truck pass to the attendant.

After paying the attendant the full amount due for refuelling, the attendant will register the transaction through an appropriate POS and issue you a receipt.

The reward will be credited to you on the first Telepass bill as a deduction from the taxable amount and from the VAT debited in the invoice, according to the billing rules for Telepass products reported in the rules and conditions of the Telepass with Viacard product.

For further information please consult the full regulations for the Tamoil reward scheme, which are available on the www.tamoil.it, website, at Tamoil distributors which are part of the initiative, and at the headquarters of Tamoil Italia S.p.A. at Via A. Costa, 17 – 20131 Milan; Customer Freephone for Tamoil 800.307.999 (open from Monday to Friday, from 9.00 to 12.00 and from 14.00 to 17.00)



Shell reserves a reward of 1 Euro cent per litre of fuel purchased at its motorway services for Telepass Premium Truck Customers, through its own distributors present on the motorway and joining the initiative by displaying the Telepass Premium Truck communication material.

The amount of the reward, in addition to all promotions in operation, will be directly acknowledged on the first Telepass bill as a deduction from the total amount of the Telepass fee, from motorway toll fees and from every other expense item related to amounts subject to VAT at 20%.

In the event that the value of the reward exceeds the amount on the bill, the excess amount will be acknowledged in the next bill and added to any further rewards which have been accrued in the meantime.

HOW TO MAKE USE OF THE SERVICE

Go to any Shell outlet participating in the initiative which displays the Telepass Premium Truck communication material.

Use either "served" or "self service" for refuelling and hand your Telepass Premium Truck pass to the attendant.

After paying the attendant the full amount due for refuelling, the attendant will register the transaction through an appropriate POS and issue you a receipt.

The reward will be credited to you on the first Telepass bill as a deduction from the taxable amount and from the VAT debited in the invoice, according to the billing rules for Telepass products reported in the rules and conditions of Telepass.

For further information please consult the full regulations for the Shell reward scheme, which are available on the www.shell.it website, at Shell distributors which are part of the initiative, and at the headquarters of Shell Italia S.p.A. at Via Manzoni, 44 – Cusano Milanino (Milan); Number for Shell Customers 02161105555 (open from Monday to Friday, from 9.00 to 18.00).

CATERING IN THE SERVICE AREA



Autogrill reserves a 20% discount at its motorway restaurants for Telepass Premium Truck Customers.



Chef Express reserves a 10% discount for Telepass Premium Truck Customers in its catering areas on the motorway network, applying to:

- Breakfast Menus: Sprint, Classic,
- Snack Menus: Ok, Bis,



Fini reserves a 20% discount at its restaurant within all its motorway establishments in Italy for Telepass Premium Truck Customers..



MyChef reserves a 20% discount on lunch and dinner for Telepass Premium Truck Customers in its "Antica Locanda" restaurants present on the motorway network.



A tutti i Clienti Telepass Premium Truck, Ristop offre nei propri locali autostradali:

- a 20% discount on lunch;
- a 30% discount on dinner;
- a 10% discount on all market (*) products.



Sarni reserves a 20% discount on all its restaurant products for Telepass Premium Truck Customers in its catering areas on the motorway network.

HOW TO MAKE USE OF THE SERVICE

To take advantage of the benefits on refreshments please present your Premium Truck card directly at the Autogrill, Chef Express, Fini, MyChef, Ristop and Sarni cash till.

The discounts on catering may not be added to other discounts and promotions which may be in operation.

()The discount in the market sector is not applicable to products within the "complementary products" category (newspapers/magazines, tobacco products, lottery tickets/prize games, telephone cards/reloads, etc.).*



FREE MECHANICAL ASSISTANCE



With Telepass Premium Truck you are entitled to a free mechanical assistance service from AXA Assistance Italy for 3, 4 and 5 axle vehicles weighing over 3500 kg which are not used for the transport of people, in the event of breakdown or accident on the Italian toll motorway network.

MECHANICAL ASSISTANCE ON ITALIAN TOLL MOTORWAYS IN THE EVENT OF ACCIDENT AND BREAKDOWN

In the event of accident or breakdown on the Italian toll motorway network, provided the vehicle is in a safe condition, you may request the dispatch of an assistance vehicle which will work to resolve the cause of the immobilisation on the spot if possible, by making minor repairs.

If it is not however possible to perform the repair on the spot, your vehicle will be transported free of charge to the nearest Assistance Network point (an authorised manufacturer's office or one approved by AXA Assistance Italy) from the place where the vehicle broke down, over a maximum distance covered by the assistance vehicle of 30 km (round trip), calculated from the first toll booth reached after leaving the point of breakdown.

If it is not however possible to perform the repair on the spot, your vehicle will be transported free of charge to the nearest Assistance Network point (an authorised manufacturer's office or one approved by AXA Assistance Italy) from the place where the vehicle broke down, over a maximum distance covered by the assistance vehicle of 30 km (round trip), calculated from the first toll booth reached after leaving the point of breakdown.

No cost will be charged to you up to a maximum liability limit of € 725.00, except spare parts and labour costs, which you will pay directly to the provider of such services.

Any cost incurred by the distance exceeding 100 km



(round trip) remains your responsibility and will be calculated according to the tariff of € 2.00 per km, which you can settle directly with the supplier concerned.

There is no limit to the maximum number of rescues which you are entitled to during the year.

TRANSPORT OF PASSENGERS FOLLOWING MECHANICAL ASSISTANCE

If, following accident or breakdown on the Italian toll motorway network, the vehicle cannot be repaired at the site of immobilisation and needs to be towed, you may go to the centre the tow truck was sent from, or the authorised Assistance Network office where the vehicle is being transported to, by using the same means used to transport the vehicle itself.

HOW TO MAKE USE OF THE SERVICE

To make use of Assistance Services please call the Premium Truck Service Centre on 800.108.108, (or 06.42.115.768) and communicate:

- your particulars and a contact telephone number;
- the make, model and licence plate of the vehicle in use linked to the Telepass device on which the Premium Truck Option is activated;
- your Telepass Premium Truck code;
- the Service required.

For making use of the Service requested, the Operations Centre will issue you with a "File Number" Authorisation Code. The Service Centre may request further information and will supply the Service requested once it has been verified that your Telepass Premium Truck code is active.

Please consult the full Regulations for Roadside Assistance Services in the Appendix (page 10).

APPENDIX**REGULATIONS FOR ROADSIDE ASSISTANCE SERVICES.**

The following points provide an extract of the Contract for the provision of Assistance Services for Telepass Premium Truck Customers (hereinafter referred to as "Contract") and in particular of Annex "A" to this Contract.

For legal purposes the full text of the Contract cited is valid, as filed at Telepass S.p.A.

DEFINITIONS

Assistance: timely help, provided for the Client who finds himself/herself in difficulty after the occurrence of an **Event consisting of: Mechanical Assistance on the Motorway, Transport of Passengers following Mechanical Assistance, Operations Centre:** the AXA Assistance Italy organisation is in operation 24 hours a day every day of the year for the supply of Assistance Services.

Client: the holder of the Telepass with Viacard Contract, who has enrolled in the Telepass "Premium Truck Option" contract scheme and is entitled to Services according to the rules of the Contract.

Contract: the Contract between TELEPASS and AXA Assistance Italy to organise the provision of Assistance Services for the Client's benefit.

Event: a Breakdown or Accident while the Vehicle is located along the Italian toll motorway network.

Breakdown: any sudden and unforeseen breakdown of the Vehicle which is located along the Italian toll motorway network which leads to the vehicle's immediate immobilisation, or which allows it to proceed but at the risk of further damage or danger and/or serious inconvenience for the Client and for the other road traffic.

Accident: an accidental event linked to road traffic – a collision with another vehicle, a crash against a fixed obstacle, an overturning, an exit from the road – which causes the Vehicle located on the Italian toll motorway network damage that leads to its immediate immobilisation or allows it to proceed but at the risk of further damage or danger and/or serious inconvenience for the Client.

Freephone Number: the freephone number 800.108.108 and the ordinary telephone number 06.42.115.768, made available by AXA Assistance Italy to allow the Client to make contact with the Operations Centre are free of charge (a free-phone call), with the call cost being borne by AXA Assistance Italy.

Italian toll motorway network: any transfer of the Client with the vehicle along the network of Italian toll motorways, as defined by the Contract.

Assistance Network: the network of offices approved by the vehicle manufacturer or the nearest Assistance point approved by AXA Assistance Italy.

Telepass "Premium Truck Option": the product which combines basic electronic toll payment Service with a range of exclusive services and benefits, linked mainly to motorway transit, at a particularly advantageous price. The product concept is made concrete through membership to a contract scheme called "Premium Truck Option", linked to the basic Telepass with Viacard Contract reserved for vehicles weighing over 3500 kg which are not used for the transport of people. The Telepass device may be linked to a maximum of two licence plates.

Vehicle: any vehicle with a licence plate linked to the Telepass "Premium Truck Option" device, intended for the transport of people or items, which has 3, 4 or 5 axles and a weight over 3500 kg, which is not used for the transport of people.

VEHICLE ASSISTANCE SERVICES

Mechanical Assistance on the Motorway: without prejudice to the rules defined by the "Regulations for the management of the Mechanical Assistance Service (MAS)" - known to AXA Assistance Italy and authorised to perform MAS on the Italian toll motorway network by Motorway Contractors – subject to an appeal in the Client's name on the Italian toll motorway network, in the event of Breakdown or Accident, provided the Vehicle is in a safe condition (this being an intervention which does not fall within the scenarios defined in point 4 of the directive of 24 May 1999 within the Official Gazette no.153 dated 02-07-1999), AXA Assistance Italy provides the Client with an assistance vehicle under the conditions reported below.

The assistance vehicle which is sent directly to the immobilised Vehicle at the Client's request, can, up to the maximum liability limit of € 725.00:

- resolve the cause of the immobilisation on the spot by means of minor repairs (e.g. exhaustion of battery or fuel). The cost of labour and any cost for spare parts remains the Client's responsibility, who shall arrange to pay the driver of the breakdown vehicle concerned directly;
- transport the Vehicle if necessary to the authorised office of the Manufacturer's Assistance Network or the approved AXA Assistance Italy office which is nearest to the place where the

vehicle is immobilised for a maximum distance of 100 km (round trip) covered by the assistance vehicle, calculated from the first exit toll booth in relation to the stationary point.

If the authorised office of the Manufacturer's Assistance Network or the nearest office approved by AXA Assistance Italy is more than 100 km away (round trip) as calculated from the first exit toll booth in relation to the stationary point, or at the Client's express request to be transported to another destination, the cost related to the distance in excess of the aforesaid 100 km (round trip), remains the Client's responsibility, to be settled directly with the supplier concerned and calculated according to the tariff of € 2.00 per km (VAT included).

All expenses for labour and possible materials used for repair remain the Client's responsibility, to be settled directly by the Client with the supplier concerned.

The present service includes any expenses necessary for recovery of the vehicle off the road. Costs relating to the use of special means where these are essential for recovery of the Vehicle, are excluded.

Such costs shall be directly settled by the Client with the supplier concerned.

In the event that the destination office is closed (at night, public holidays), the vehicle will be taken and stored at the nearest AXA Assistance Italy depot; transport will then be completed from said depot, at the first effective opening of the selected office, with expenses for the second transport along with parking expenses until the first effective working day, remaining the responsibility of AXA Assistance Italy (without prejudice to the payment of any excesses for kilometres travelled, which will be charged to the Client only in reference to the first transport).

In this case AXA Assistance Italy will be the guardian of the vehicle until it is delivered to the destination office.

If, following an accident or breakdown, the client who received the File Number from the Operations Centre is unable to ask for the intervention of an assistance vehicle belonging to the AXA Assistance Network (insofar as the Vehicle is not in a safe condition and therefore the Client cannot carry out an appeal by name) and a breakdown vehicle not approved by AXA Assistance Italy intervenes in its recovery directly, the Client himself/herself will be able to make use of the reciprocal tariff regime operated with all other authorised organisations on the toll motorway network, which must recognise the validity of the Contract. In all other circumstances, any Service must be given prior authorisation by the AXA Operations

Centre, under penalty of all rights being cancelled.

Transportation of Passengers following Mechanical Breakdown on the Motorway

If, after Breakdown or Accident has occurred on a journey along the toll motorway network, the Vehicle cannot be repaired at the location where it is immobilised and therefore requires towing to the site where repair will be performed, the Client will be provided transfer to the centre the breakdown vehicle was sent from, or the authorised Assistance Network office where the Vehicle is being transported to, using the same means used for transporting the Vehicle, if possible.

EXCLUSIONS

The following are excluded from the Assistance Service:

- Damage caused by improper use of the vehicle;
- Damage caused by an unauthorised driver in control of the vehicle or a driver not in possession of a driver's licence.

The following are not considered as Breakdowns: immobilisations of the Vehicle caused by systematic recalls to the Manufacturer, maintenance operations or bodywork interventions caused by wear and tear, defect, breakage or malfunction.

Requests for reimbursement from the Client are excluded without the prior consent of the Operations Centre and the acquisition of the related File Number. Moreover, the Service does not include any damage to merchandise transported on board Vehicles or any pecuniary losses resulting from an Event.

PROCEDURES OF INTERVENTION

In the event of Breakdown or Accident, the Client must contact the Operations Centre by telephone on the following dedicated telephone number, which is open 24 hours a day:

Freephone 800.108.108 or the number 06.42.115.768 (subject to normal pricing) and communicate:

- your particulars;
- the make and model of the Vehicle;
- the Telepass Premium Truck Code;
- the licence plate of the Vehicle in use linked to the Telepass device;
- the Service required.

Further information may also be requested from the Telepass Premium Truck Client, including a telephone number and address, even if temporary. After the Operations Centre has checked that the Client is the holder of an active Telepass "Premium Truck Option" code, it will proceed to supply the Services requested by the Client, having registered the data supplied by the Client, and will issue an Authorisation Code

defined as the "File Number". In the event of verification by the Operations Centre leading to a negative result regarding the prerequisites for the provision of Services, the Operations Centre may, with prior direct approval from the Client, supply the Services requested by the Client on a paid basis, respecting in any event the rules established by the Highway Code (Leg. Decree no. 285/1992 and amendments) and by the relevant Regulations for performance of the Mechanical Assistance Service annexed to the authorising deed of the motorway Contractor for the handling of its respective responsibilities.

If it subsequently emerges that the Service is supplied by AXA Assistance Italy on a paid basis for a Client that was in fact in possession of the prerequisites to make use of it free of charge, AXA Assistance Italy will proceed, on the basis of the related request in writing accompanied by documentary proof of expenses forwarded within a year of the date of the Event which gave rise to activation of the Service selected, to reimburse the amounts previously charged for this same event to the Client and to reimburse other services which the Client may have paid for directly, including Services within the limits established for each Service and which the Client may have paid for directly. It is mandatory for any right that the Client has against AXA Assistance Italy to be exercised by the Client, under penalty of cancellation, by the end of a year from the date of the Event which gave rise to the activation of the Service selected. The originals of documents and/or tax receipts must be forwarded to:

AXA Assistance Italy
Servizio Gestione Assistenza Tecnica
Via A. Salandra n. 18 - 00187 Roma

NON-UTILISATION OF SERVICES

AXA Assistance Italy is not obliged to provide Services or reimbursement, either as an alternative or as compensation, in the event that the services are not used or are used only partially, either at the Client's choice or through negligence.

EFFECTIVE DATE AND DURATION OF SERVICES AND BENEFITS

The Services will be supplied by AXA Assistance Italy from the activation date of the Premium Truck Option, as drawn from communication pertaining to activation by Telepass S.p.A. The Services themselves will be guaranteed by AXA Assistance Italy from midnight on the activation date of the Telepass Premium Truck Option service contract, and they shall be provided starting from this date, to individual Clients

who result as active. The supply of Services for Clients is limited to the term of validity of individual Telepass Premium Truck Option contracts and will however be understood as terminated for clients for all purposes, upon the expiration and/or cancellation of the Telepass Premium Truck Option contract.

NOTICE PURSUANT TO ART. 13 LEGISLATIVE DECREE 196/2003 FOR THE PROTECTION OF PERSONAL DATA AXA S.p.A., in its capacity as Data Controller of personal data for Services that are technical in nature, wishes to inform you that Legislative Decree 196/2003 foresees the protection of individuals and other parties in respect of the processing of personal data. According to the legislation indicated above, such processing will be based on principles of accuracy, legality and transparency and the protection of your confidentiality and rights. Pursuant to art. 13 of Legislative Decree 196/2003, we communicate to you that the data supplied by you will be processed by the Company for purposes related to the execution of Assistance Services, which you are entitled to receive due to the Telepass "Premium Truck Option" and within the limits in which such processing may be necessary for execution of the same obligations. We inform you that the processing of your personal data also includes communication to other Companies with which AXA Assistance Italy has stipulated and will stipulate agreements relating to the Services falling within the scope of Telepass "Premium Truck Option". You will express your consent to the processing of data in line with the Service requested.

We inform you that failure to provide personal data or consent, where prescribed pursuant to Law, will make it impossible to execute the services requested.

In relation to the abovementioned purposes, the personal data thus processed by AXA Assistance Italy, also using electronic and computerised tools, will be communicated to:

- Providers of on-the-spot Assistance approved by AXA Assistance Italy for purposes strictly connected to the provision of the Services of roadside recovery, assistance and towing;
- Institutional bodies and entities, as well as experts, consultants and lawyers. The Controller of personal data for the purposes referred to herein is AXA Assistance Italy (with registered office at via Salandra, 8 - 00187 Rome) and the Data Controller is the Director of the Operations Centre (for Services of a technical nature).

You have the right to address the Legal Service of AXA Assistance Italy to exercise your rights which are referred to in articles 7-8-9 of the Privacy Code.

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