COMPENSATION FOR MONTHLY SUBSCRIPTIONS

Passengers holding a monthly subscription are entitled, as stated in the Service Charter, to compensation in the event that, during the validity period of the subscription, they experience a series of delays or cancellations not replaced by bus services.

Compensation may be requested if the services provided, due to reasons attributable to Ferrotramviaria, reach a service performance index lower than 90%. This index is calculated based on the number of trains that arrive at their destination with a delay equal to or greater than 15 minutes and the number of trains that are cancelled and not replaced by substitute bus services.

Below is the service performance index for October 2026:

LINE	SERVICE PERFORMANCE INDEX	MINIMUM STANDARD	COMPENSATION
BARI-BARLETTA	99,33%	90,00%	NO
BARI-CECILIA	99,49%	90,00%	NO

For more information on how the index is calculated, please refer to the "Passenger Protection" section available on our official website www.ferrotramviaria.it.