

STATEMENT OF UNDERSTANDING

On 5 July 2010 a meeting was held between

Alitalia- Compagnia Aerea Italiana S.p.A.

and

the signatory Consumer Protection Associations

jointly known as the "Parties"

Having regard to European regulation (CE) no. 261/2004

Having regard to the 1999 Convention of Montréal and subsequent modifications and supplements

Having regard to Legislative decree 2006/2005 (Consumer Code) and subsequent modifications and supplements

Having regard to Recommendations 257/98/CE (in GUCE no. L 115 of 17/4/1998) and 2001/310/CE (in GUCE no. L. 109 of 19/4/2001) concerning the out-of-court settlement of disputes regarding consumer matters

Having regard to article 2, section 461 of law of 24 December 2007, no. 244 (Financial Act 2008)

Having regard to article 30 of law 69/2009 regarding the non-jurisdictional protection of users of public services

The parties with the objective of

pursuing and improving the quality of services provided to passengers, as well as expanding access to out-of-court settlement of any disputes in a conciliatory manner and at the same time giving impetus and concrete implementation to new and more immediate forms of consumer protection

hereby declare

that a permanent negotiating table shall be established regarding the following matters:

- 1) Charter of Service Quality: drafting and publicizing the quality and quantity standards relative to the services provided, periodic verification of the adequacy of the quantitative and qualitative parameters of the services provided, such as those established in the Charter of Services, to the needs of users for whom the services are addressed; permanent monitoring of compliance with the established parameters;

- 2) European Regulations and International Conventions: information to passengers regarding their rights and obligations pursuant to, in particular, Regulation no. 261/2004, in all of the different phases subsequent to the purchase of the ticket;
- 3) Joint Conciliation: finalization and application of the out-of-court conciliatory procedure, which will be widely divulged, as well as the monitoring and evaluation of the performance of the Joint Conciliation and development proposals;
- 4) Continuous training of personnel and information for consumers/customers, also in merit to the European Regulations and international conventions on the matter, also regarding Joint Conciliation and the Charter of Services being defined.

The Parties undertake to carry out what is agreed upon above for the individual matters also regarding the implementation of any new national and European legislation.

The negotiating table is comprised by Alitalia- Compagnia Aerea Italiana S.p.A. and the signatory Consumer Protection Associations.

Rome, 5 July 2010

For ALITALIA S.p.A.

FOR THE CONSUMER PROTECTION ASSOCIATIONS