FAQ about ILA - Instant Lane Access

What's ILA?

ILA stands for 'Instant Lane Access', the new way to access to the AMT bus network.

From today you can use your credit card, debit card, smartphone and wearables enabled contactless payments to purchase your ticket and travel on the AMT network at the best fare and making just a single payment at the end of the day.

1.PAYMENTS

Which cards are accepted by ILA?

- All credit, debit and rechargeable contactless cards of the VISA, MasterCard, VPay circuits bearing the symbol))) are accepted
- Maestro cards will be subsequently implemented with the development of the pilot project
- Smartphones and wearables associated with the Visa and Mastercard circuits (ApplePay, GPay and SamsungPay)

Where can I use it?

It can be used via contactless device (cards, smartwatches, smartphones) at the ILA totems in the urban area of the municipality of Genoa, on board the Volabus and AirLink service, in Santa Margherita Ligure, in Portofino and on board on line 782.

How can I buy a ticket?

Simply present the card (tap) to the reader located both in the ILA totems and in special validators on board the Volabus, AirLink and 782 Santa Margherita Ligure – Portofino line.

How to know if the payment is accepted?

The payment is accepted if a green light appears right after the tap and on the monitor you can read "Viaggiatori 1" (Travelers 1, in italian).
The red light indicates a failed tap.

After the first time you use your card at ILA validator, the bank may send you a notification that the payment has been authorized. Why?

This is a pre-authorisation performed by the banking circuit and completely independent of AMT, which is reported to the user who has activated the service of notification of transactions on mobile device. It may happen that the notification concerns a pre-authorisation of € 0.50 or a null amount.

Can I buy for other passengers?

Yes, you can buy up to four tickets with a single contactless bank card, re-tapping the card after about four seconds from the previous 'tap' and waiting for the on-screen message 'Carta Valida Viaggiatori 2 / 3 / 4' that means 'Valid Card, Travellers 2, 3 or 4'.

Over the fourth passenger, the totem displays the message 'Numero Massimo Viaggiatori' that means 'Maximum Number of Travelers Achieved'.

Are there any fees?

No, with ILA you only pay the ticket price.

Does the payment work with Apple Pay, Samsung Pay, Google Pay and other banking services on phones, watches or other devices?

Yes, the system works with most mobile devices.

2.FARES

What does it mean "best fare"?

ILA charges the cheapest fare based on the number of trips you make within 24 hours.

Is it possible to use the same card for more people to travel?

Yes, you can buy up to four tickets with a single contactless bank card, re-presenting the card after about four seconds from the previous "tap" and waiting for the on-screen message " Carta Valida Viaggiatori 2 / 3 / 4" that means 'Valid Card, Travellers 2, 3 or 4'.

How is the fare calculated?

- *AMT urban network and AirLink airport shuttle:*

  the first tap (i.e. the payment made by bringing the card close to the reader) is charged with the cost of a € 1.50 ordinary ticket valid for 110 minutes.

  If at least 2 more taps are made within the following 24 hours, the best fare applies, so that the third ordinary ticket purchased becomes a € 4.50 daily ticket, valid 24 hours from the first tap.

- *AMT urban network and AirLink airport shuttle for groups up to 4 people:*

  if within a few seconds of the first tap the same card is presented agian to the reader, it is possible to purchase a ticket for up to 4 passengers and to benefit from the best fare for the whole group.

  - **Groups of 2 people**: on the third tap within 24 hours of the first for both users, the € 4.50 daily rate will be applied to both;

  - **Groups of 3 or 4 people**: on the second tap within 24 hours of the first for all users, the daily rate for groups of up to 4 people will be € 9.00 in total;

  Attention:
  tickets made with ILA system entitle you to travel only on urban network managed by AMT (bus, public elevators, underground, Navebus and funiculars).

  Tickets purcharsed with ILA system do not entitle you to travel on the Trenitalia urban network.

- *Volabus (airport – city centre shuttle bus):*

  the service-specific fare of € 5,00 is applied, with 110 minutes validity from purchase, to be used on the entire AMT urban and provincial network.

- *Volabus up to 3 people:*

  it is necessary to approach the card three times, waiting for on-screen message 'Carta Valida, Viaggiatori 1 / 2 / 3' and the €13 fare will be applied.

On Volabus children under 10 years travel for free.

Note on use of ILA for Volabus + AMT Urban Network:
ILA also applies the best fare in the case of combined use of the urban network with a first tap on an ILA totem on the AMT urban network and a subsequent tap on a ILA device on the Volabus service, all within a total time of 110 minutes between the first tap and the end of the journey on the Volabus. In this case, the full Volabus fare of € 5,00 will be applied.
The same logic applies in the case of groups of 3 people: if within the total time of 110 minutes of the 3 taps made on the urban network and the other 3 on the Volabus, the Volabus ticket fare of the Volabus ticket fare for 3 people is € 13.

- *Line 782 Santa Margherita Ligure – Portofino:*

  on the first tap (i.e. payment made by placing the card close to the reader) is charged with a €3.00 one-way ticket valid for 85 minutes.

  If another tap is made during the current day, the best fare of €5.00 will be applied.

The ticket allows only one trip on line 782 and free circulation in the 4 consecutive zones (including the departure zone) within 85 minutes of purchase..

- *Line 782 Santa Margherita Ligure – Portofino for groups up to 4 people:*

if within a few seconds of the first tap the same card is presented again to the reader, it is possible to purchase a ticket for up to 4 passengers and to benefit from the same best round-trip fare for the entire group.

Can I benefit the best fare using different devices connected to the same account?

No, you must use the same media to benefit the best fare.
For example, if you use your smartphone for the first tap and then the physical card for a second one, you will not be able to aggregate the taps and reach the thresholds for the best fare.

3. ACCESS AND SECURITY

What to do in case of check?

If you made the validation tap with your own card, simply show your card to the verification staff. They will use the last 4 digits of the card's identification number to check the payment. If you have tapped your digitized card, show them the App where the card was registered (digital wallet) where the last 4 digits are shown.

Does checking of the card violate my personal data?

No, the control devices do not read or acquire personal and/or sensitive data of the card and its holder.

What to do in case of red light?

You can try to present the card again and if it is not accepted again, one of the cases listed in the next question may apply.

Why my card is not accepted?

The reasons may be:

- ▪ the card does not belong to the enabled circuits (Invalid Card);

- ▪ there is a previous unpaid charge on ILA system (insufficient balance, card blocked by

the bank, etc.) (Rejected Card);

▪ the card has expired (Card Expired).

It is recommended in such cases to contact your bank to identify the cause of the problem or check the location of the state of your card on the traveller's portal.

Do I need to register to pay contactless?

No, you don't need to register. However, we recommendb that you register your card in the private area of our website 'traveller's portal' in order to check your charges and verify the costs.

Is there a risk that the card will be cloned?

No, the AMT service meets the security standards required for any contactless payment transaction.

Does my card violate the privacy of my data?

AMT never has access to card and cardholder data.

I have doubts about charges, what can I do?

Check your card on the 'Traveller Portal', or contact AMT Customer Care - servizioclienti@amt.genova.it / 010.55.82.414.