



PRESS RELEASE

ITA Airways Receives Four-Star Rating from Skytrax

High Quality of Customer Service Recognized

Rome, June 17, 2024 – ITA Airways, the Italian reference carrier, has achieved a significant milestone by receiving a Four-Star rating from Skytrax, acknowledging its exceptional quality in customer service.

Skytrax, the UK-based international air transport research organization, awarded this recognition following a comprehensive evaluation by industry experts. This assessment considered over 1,200 indicators, including digital infrastructure, in-flight services, and airport services.

This achievement underscores ITA Airways' commitment to its core principle: customer centricity. The airline is celebrated for its outstanding service and professionalism, setting a global benchmark for hospitality.

The high level of service provided both on board and at the airport has enabled ITA Airways to climb the rankings of major European and international airlines, reaching prominent positions. This accolade marks just the beginning of the company's long-term strategy to enhance customer-oriented services.

For more information, please visit [Skytrax ITA Airways Rating](#).

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About ITA Airways

ITA Airways is a company totally owned by the Italian Ministry of Economy and Finance for the exercise of business in the air transport sector. ITA Airways aims at creating an efficient and innovative air carrier that will become a reference point in providing Italy with quality connectivity both in terms of international destinations, thus boosting tourism and foreign trade, and within the Country, also taking advantage of the train-air integrated mobility. ITA Airways will place the best customer service at the center of its strategy (through a strong digitization of processes that ensure a best-in-class experience and personalized services), combined with sustainability, in its environmental (new green and technologically advanced aircraft, use of sustainable fuels), social (equality and inclusion for a gender-neutral company) and governance (integration of sustainability into internal strategies and processes) aspects. ITA Airways is a member of SkyTeam alliance as of October 2021.