

OBU 5310



SPECIFIC INFORMATION TO THE TOLL DOMAINS

In the following chapters, you will find the main specific information needed to drive on the toll domains you have booked with tolltickets.

Please be aware that:

- ➔ For some toll services, the driver is obliged to first check (additional) specific information which might be subject to change such as the number of axles and the current gross train weight before using the toll domain's road network.
- ➔ The driver should always have an alternative means of payment with him (credit card, or cash) in case of malfunctions of the OBU or of the toll domain infrastructure (entry or exit gates of the toll stations).

THE FOLLOWING EETS SERVICES ARE OFFERED BY TOLLTICKETS:

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AUSTRIA (AT) - GO-MAUT

WHICH VEHICLES ARE SUBJECT TO TOLL?

For vehicles with more than 3.5 tons maximum permissible weight (which includes all lorries, buses and heavy camper vans), a mileage-based toll applies on Austria's motorways and expressways.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

For the toll domain Austria (AT GO-Maut), the driver must check the following parameters on the OBU and if necessary, update them to the actual situation of the vehicle:

- ➔ Number of axles: it may change depending on the attached trailer and therefore the number of axles must be updated by the driver in the OBU, when attaching or removing a trailer to the tractor unit.

NB: Please note that you do not need to take into account the **axles of the trailer** for **buses** and **campervans**.

TOLL DOMAIN SPECIFIC INFORMATION

VEHICLE DECLARATION

In Austria, the driver must carry a vehicle declaration and present it in case of enforcement procedures. This vehicle declaration must be provided by your Service Provider. The vehicle declaration must be checked by the user before using the OBU. Note that for each change of vehicle characteristics (license plate number, Euro class), a new vehicle declaration must be provided by your Service Provider.

BUZZER

Each successful transaction is indicated by one OK beep of the OBU when passing a toll gantry. If the OBU does not emit a beep, the driver must follow our recommended emergency procedure below.

EMERGENCY PROCEDURE

If an EETS 5310 OBU has an error code that cannot be resolved despite the procedure described in the manual, please go to the next GO Maut Sales Point. You can easily identify the GO-box sales outlets in the interactive map provided by ASFINAG on the following link <https://www.asfinag.at/toll/sales-outlets/>. At the GO-Maut Sales Point, you can make the payment either in advance (pre-pay) or afterwards (post-pay).



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.



CONTACT

AUSTRIAN TOLL OPERATOR ASFINAG:

Calls from AT and DE:

0800 400 12 400

Calls from outside AT & DE:

+43 1955 12 66

GERMANY – (DE) - LKW-MAUT

WHICH VEHICLES ARE SUBJECT TO TOLL?

Vehicles and combinations of vehicles above 3,5 tons and used for transportation of goods are subject to the toll on all German motorways, including service areas, and all federal trunk roads. Be careful, the legislature has created special exemptions. For example, electric trucks, vehicles used in the funfair and circus trade, vehicles of craft businesses (under certain conditions*), vehicles used for road maintenance and operation etc. are exempted from the toll in Germany.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

For the toll domain Germany, the driver must check the following parameters on the OBU and if necessary, update them to the actual situation of the vehicle:

- ➔ Number of axles: it may change depending on the attached trailer and therefore the number of axles must be updated by the driver in the OBU.
- ➔ Technically Permissible Maximum Laden Mass (TPMLM) of the currently attached trailer. This information can be found in vehicle registration document field F.1 and must be updated, when attaching or removing a trailer to the tractor unit. When calculating, please note that the weight of the towing vehicle (F.1.) is stored in the on-board unit with an accuracy of 10kg, but only 100kg increments are displayed in the weight setting menu. To correctly take the weight class limits into account, please proceed as shown in the table below. Please note that an incorrect entry can lead to incorrect weight classes and thus to additional toll payments and penalties.

Weight classes: Sum of the weight calculation from F.1. towing vehicle (tractor) + F.1. trailer	<7.500 kg	7.500 kg – 11.990 kg	12.000 kg – 18.000 kg	> 18.000 kg
Entry in the OBU	Sum of F.1. + F.1. (Round sum to full 100kg)	Sum of F.1. + F.1. (Round sum to full 100kg)	Sum of F.1. + F.1. (Round the total to the smaller 100kg step)	Sum of F.1. + F.1. (Round up the total to the nearest 100kg step)
Examples				
F.1. Tractor	5.550 kg	7.510 kg	12.000 kg	12.000 kg
F.1. Trailer	1.940 kg	4.480 kg	6.000 kg	6.010 kg
Weight classes: Sum = F.1. + F.1.	7.490 kg	11.990 kg	18.000 kg	18.010 kg
Entry of total weight in the weight menu à	7,4 t	11,9 t	18,0 t	18,1 t

TOLL DOMAIN SPECIFIC INFORMATION

EMERGENCY PROCEDURE

If an EETS 5310 OBU has an error code that cannot be resolved despite the procedure described in the manual, you must **stop the vehicle** at the next opportunity and register manually to pay the toll. You have 2 possibilities of manual registration:

- ➔ online on the Toll Collect [website](#)
- ➔ on the Toll Collect app you can download on your mobile phone

Please use the following manual log-on procedure which is the same in the app or on the toll collect website:

- ➔ Before starting your journey, enter the truck data, the starting time and your destination. The system calculates the route and also includes routes that are not subject to toll. In addition, closures and traffic restrictions are taken into account.
- ➔ At the end of the log-on procedure, you will receive detailed navigation instructions alongside the log-on receipt which you can print out, download or send as an e-mail. It is also possible to send the log-on number to a mobile device via SMS.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.



CONTACT

GERMAN TOLL OPERATOR TOLL COLLECT:

Calls from Germany:

0800 222 26 28

Calls from outside Germany:

+49 (0) 800 0 222 26 28

***Craftsmen's exemption for vehicles >3,5t and <7,5t in Germany:**

Under certain conditions, vehicles of craft businesses with a Technically Permissible Maximum Laden Mass (TPMLM) of more than 3.5 and less than 7.5 tons are exempt from the toll obligation in Germany. This exemption for craftsmen is not a general toll exemption, but rather a trip related exemption that also applies to foreign craftsmen's businesses.

Toll exemption applies if the vehicle is used by an employee of a craft enterprise and at the same time:

- material or equipment is being transported in order to provide services for the business or
- products manufactured by the craft enterprise are being transported

The following documents, for example, can serve as proof of exemption from tolls for travelling:

- Craft/trade licence
- Business registration (copy)
- delivery notes
- customer orders

The craftsmen's exemption does not apply to vehicles or vehicle combinations with a TPMLM of 7.5 tons or more. Please note that your on-board equipment must be removed from the vehicle or stowed in the metal-coated packaging supplied with the exemption for tradesmen and journey-related exemptions.

On [this link](#) you will find further information on the craftsmen's exemption and driving-related exemptions, such as a list of all craft groups that may fall under this exemption.

HUNGARY (HU) – HU-GO

WHICH VEHICLES ARE SUBJECT TO TOLL?

In the HU-GO electronic toll system in Hungary, toll is required to be paid for all Heavy goods vehicle with a maximum total permissible weight over 3.5 tons. The toll must be paid on expressways and on some main roads.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

For the toll domain Hungary, the driver must check the following parameters on the OBU and if necessary, update them to the actual situation of the vehicle:

- ➔ Number of axles: it may change depending on the attached trailer and therefore the number of axles must be updated by the driver in the OBU.

TOLL DOMAIN SPECIFIC INFORMATION

EMERGENCY PROCEDURE

If an EETS 5310 OBU has an error code that cannot be resolved despite the procedure described in the manual, you must stop the vehicle at the next opportunity and buy manually toll tickets in Hungary by choosing one of the three following solutions:

- ➔ online at www.hu-go.hu,
- ➔ at NTPS customer service offices
- ➔ at designated resellers points of sale that you can find [here](#)

The ticket is valid once and only for the specified route. They are only valid from the time of purchase. A deviation from the purchased route is only possible in the event of unavoidable road closures.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.



CONTACT

HUNGARIAN TOLL OPERATOR HU-GO:

Phone:
+36 (36) 587 500

BULGARIA (BG) – BGTOLL

WHICH VEHICLES ARE SUBJECT TO TOLL?

Road vehicles for the carriage of goods or passengers of a total technical permissible maximum mass exceeding 3.5 tons are subject to toll in Bulgaria.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

For the toll domain Bulgaria, the driver must check the following parameters on the OBU and if necessary, update them to the actual situation of the vehicle:

- ➔ Number of axles: it may change depending on the attached trailer and therefore the number of axles must be updated by the driver in the OBU.

TOLL DOMAIN SPECIFIC INFORMATION

EMERGENCY PROCEDURE

If an EETS 5310 OBU has an error code that cannot be resolved despite the procedure described in the manual, you must stop the vehicle at the next opportunity and buy manual toll passes which are called “route passes” in Bulgaria and can be bought at points of sale by cash or credit card including fuel cards. Route passes are a prepaid service and can be bought at the following points of sales:

- ➔ On the National Toll Administration website <https://tollpass.bg/en/>
- ➔ On the BGTOLL mobile application
- ➔ On the self-service terminals labelled with the BGTOLL logo
- ➔ at the booking-offices in the 27 Regional Road Administrations in the country.
- ➔ at the points of sale marked with the BGTOLL logo at the main border crossing points



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.



CONTACT

BULGARIAN TOLL OPERATOR:

Phone:

+359 884 00 55 00

SPAIN (ES) – VIA-T

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to toll in Spain on the motorways.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters within the OBE (On Board Equipment).

TOLL DOMAIN SPECIFIC INFORMATION

DIFFERENT TYPES OF TOLL LANES



At the tolls, when leaving or joining a motorway, channel exclusively dedicated to electronic toll payment lanes are indicated by this sign in a circle.



At the tolls, you can also use mixed lanes indicated by this sign in a square.



ATTENTION: Please do not use the lanes dedicated to special vehicles like light vehicles. The toll lanes dedicated to heavy vehicles are located on the right side.

CORRECT USE OF THE TOLL LANES

For normal electronic lanes, please drive at walking pace to ensure the OBU can be successfully recognized. Keep a minimum distance of 4 metres from the vehicle ahead of you. When passing the toll station, the OBU emits one OK beep.

EMERGENCY PROCEDURE

If your box does not activate the lifting of the barrier or has an error code that cannot be resolved despite the procedure described in the manual, please use the following emergency procedures:

1 You are **joining** the motorway

- ➔ Press the button to get a ticket. When leaving the motorway, present the ticket and pay manually the toll with a credit card, a fuel card or in cash.

2 You are **leaving** the motorway

- ➡ In this case, your OBU enabled you to enter the motorway but now does not activate the lifting of the barrier or has an error code that cannot be resolved despite the procedure described in the manual.
- ➡ Press the emergency button at the toll booth to get in contact with the toll charger employees. Detach your OBU from the brackets and scan the sticker on the back of the OBU with the help of the personnel at the toll stations.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.

PORTUGAL (PT) - VIAVERDE

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to toll in Portugal on the motorways.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters within the OBE (On Board Equipment).

TOLL DOMAIN SPECIFIC INFORMATION

DIFFERENT TYPES OF TOLL LANES

There are 2 types of motorways in Portugal:

- ➔ Motorways with traditional toll booths
- ➔ Motorways equipped with the Free Flow system (no toll barriers)



Please always use the lanes marked with the Via Verde sign to pay the toll electronically with your OBU. It is strictly forbidden to use specific lanes like those reserved for light vehicles.



CORRECT USE OF THE TOLL LANES

- ➔ For toll stations: ViaVerde lanes do not have barriers and the vehicles are allowed to drive with a maximum speed of 60 km per hour. Keep a minimum distance of 4 meters from the vehicle ahead of you.
- ➔ For free flow motorways: Some of Portuguese motorways are equipped with toll gantries. When you approach a toll gantry it is not necessary to decelerate, you just drive as usual.

EMERGENCY PROCEDURE

If your box has an error code that cannot be resolved despite the procedure described in the manual, please the following emergency procedures:

- 1 On Portuguese motorways equipped with **toll booths**: Choose one of the two options below.
 - ➔ Please note that in Portugal, there is always a Via Verde specific lane without barrier and where the license plate and the vehicles are photographed. You can thus use this lane in case of malfunction of your OBU. After photo processing, the license plate is recognized as being associated to the OBU and the transaction is charged to the OBU in a similar way as if it was originated by OBU reading.
 - ➔ You can also pay manually by using the toll lanes indicated as “via manual” (different logos are used like a credit card, a white man or the indication “via manual”).
- 2 On Portuguese **free flow** motorways:
 - ➔ You do not need to take any action. On the MLFF (Multi Lanes Free Flow) your vehicle and your license plate will be photographed. After photo processing, the license plate is recognized as being associated to the OBU and the transaction is charged to the OBU in a similar way as if it was originated by OBU reading.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.



CONTACT

PORTUGUESE TOLL OPERATOR VIAVERDE:

Phone:
+210 730 300

ITALY

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to the payment of the motorway toll in Italy.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters within the OBE (On Board Equipment).

TOLL DOMAIN SPECIFIC INFORMATION

In Italy three different toll collection modes of operation exist:

- ➔ Closed Systems: in this case the transit is identified on the basis of the passage of the vehicle (equipped with a special OBE) through an entry station and an exit station,
- ➔ Semi-Closed Systems: in this case the transit is identified on the basis of the passage of the vehicle (equipped with a special OBE) through a single toll station;
- ➔ Open Systems: in this case the transit is identified on the basis of the passage of the vehicle (equipped with a special OBE) through one of the gantries equipped with "Multilane Free-Flow" technologies located along the motorway section.

CORRECT USE OF THE TOLL LANE

Depending on the toll collection method used along the different toll motorway sections, the toll collection systems are identified as explained below.

- ➔ **In the case of Closed Systems and Semi-Closed Systems** (in particular whenever the vehicle passes through a toll station including several toll lanes), the toll lanes reserved for the interoperable SIT-MP/SET electronic toll service are identified by means of the yellow logo with the European blue flag below (Figure 1). These tracks can be of different nature, either reserved exclusively for electronic toll services or able to manage toll collection with other payment methods as well (cash and/or cards).



Figure 1: SIT-MP/SET Service Logo

- ➔ **In the case of Open Systems**, where the toll payment can only be made electronically, the motorway sections are characterized by the vertical signs highlighted below, with the signs positioned respectively on each ramp at the entrance (Figure 2), on each ramp at the exit (Figure 3) and along the motorway route (Figure 4). These tracks can be of different nature, either reserved exclusively for electronic toll services or able to manage toll collection with other payment methods as well (cash and/or cards).



Figure 2: Signage located at the entry ramps



Figure 3: Signage located at the exit ramps



Figure 4: Signage located along the motorway

EMERGENCY PROCEDURE

If the box does not activate the lifting of the barrier or has an error code that cannot be resolved despite the procedure described in the manual, please the following emergency procedures.

IN CLOSED SYSTEMS

1 When passing through the entry station:

- ➔ in the event that at the entry station all the lanes marked with the SIT-MP/SET logo are not operational, it is necessary to **make use of another toll lane and collect the entry ticket**;
- ➔ if during the passage through the SIT-MP/SET enabled entry lane, the traffic light is red and/or the barrier does not go up, it is mandatory to **stop the vehicle and collect the ticket** where this is possible, or **request assistance using the appropriate button**.

In the two aforementioned cases, the following payment at the exit toll station shall be regularized using the ticket collected at the entrance.

In cases where a ticket has been collected at the entrance, the exit transaction must be completed within toll lanes equipped with a ticket reader, appropriately indicated below (Figure 5).



Figure 5: Examples of vertical signs for the different toll lanes

2 When passing through the exit station:

- ➔ In the event that at an exit station through a SIT-MP/SET lane, the traffic light inside the runway is red and/or the barrier does not go up, it is mandatory to **stop the vehicle and request assistance via the appropriate button**. The operator will handle the passage.

IN SEMI-CLOSED SYSTEMS

In case of anomalies detected when passing through a toll station of a semi-closed system, and the traffic light inside the runway is red and/or the barrier does not go up:

- ➔ If the payment can be made with an alternative payment method (cash and/or with enabled cards), proceed to payment with the alternative payment method.
- ➔ Else, stop the vehicle and request assistance through the appropriate button. In this case the operator will activate the credit recovery procedure.

ISSUE OF A RAPPORTO DI MANCATO PAGAMENTO DEL PEDAGGIO (RMPP)

In both cases of Closed and Semi-Closed toll systems, if it is not possible to complete the transit correctly and the user is unable to make payment through other means (cash and / or cards), the toll station manager will proceed to issue (and where possible to deliver into the hands of the user) a so-called **Rapporto di Mancato Pagamento del Pedaggio (RMPP)** through which the amount of the toll due can be paid retrospectively.

IN OPEN SYSTEMS

In case of failure to identify the OBE or absence of the OBE,

- ➔ **you do not need to do anything and you can drive further** because the system will associate the your plate number with your OBU contract.

The "Multilane Free-Flow" are indeed equipped with material that detect and classify the vehicle. This system also determines the distance on the base of which the relative toll will be calculated and charged.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.

STOREBAELT BRIDGE

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to toll on the Storebaelt bridge.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters within the OBE (On Board Equipment).

TOLL DOMAIN SPECIFIC INFORMATION

VEHICLE DECLARATION

In Austria, the driver must carry a vehicle declaration and present it in case of enforcement procedures. This vehicle declaration must be provided by your Service Provider. The vehicle declaration must be checked by the user before using the OBU. Note that for each change of vehicle characteristics (license plate number, Euro class), a new vehicle declaration must be provided by your Service Provider.

USE OF TOLL LANES

You can use the Green lane (Express) with your OBU where you can drive at up to 50 km/h through the express lanes.

The blue credit card lanes mean that you can pay with a credit card and the yellow cash lanes that you can pay with cash. You can however also use these lanes with your OBU.

What do the traffic lights at the toll station mean?

The meaning of traffic lights at the toll station is the same as is generally stated in the Danish highway code: GREEN means “go” and both YELLOW and RED mean “stop”.

If the lane is empty, the traffic light in the middle of the lane will flash YELLOW and the traffic light at the barrier will be RED. When a vehicle enters the lane and your OBU is read, both lights will change to GREEN and the barrier will be raised. The vehicle can then continue through without stopping.

EMERGENCY PROCEDURE

If the system cannot read your OBU, or your OBU has an error code that cannot be resolved despite the procedure described in the manual, or if the OBU does not activate the lifting of the barrier, the traffic lights will remain unchanged and you must drive up to the barrier and use the following emergency procedures:

- 1 You are **joining** the motorway
 - ➔ Press the button to get a ticket. When leaving the motorway:
 - ➔ pay the toll manually using the cash lanes or the credit card lanes
 - ➔ or present the ticket and the vehicle declaration to the personal at the toll station to pay the toll. The toll amount will then be billed on your next invoice by your toll service provider
- 2 You are **leaving** the motorway
 - ➔ Call the staff at the toll station and give your vehicle declaration so that it can be scanned. The toll amount will then be billed on your next invoice by your toll service provider.



ATTENTION

In addition, in case of emergency procedure, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.

ORESUND BRIDGE

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to toll on the Oresund bridge.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters within the OBE (On Board Equipment).

TOLL DOMAIN SPECIFIC INFORMATION

USE OF TOLL LANES

You can use the Green lane (Express) with your OBU.

The blue credit card lanes mean that you can pay with a credit card and the yellow cash lanes that you can pay with cash. You can however also use these lanes with your OBU.

VEHICLE DECLARATION

In Austria, the driver must carry a vehicle declaration and present it in case of enforcement procedures. This vehicle declaration must be provided by your Service Provider. The vehicle declaration must be checked by the user before using the OBU. Note that for each change of vehicle characteristics (license plate number, Euro class), a new vehicle declaration must be provided by your Service Provider.

EMERGENCY PROCEDURE

If the OBU does not activate the lifting of the barrier or has an error code that cannot be resolved despite the procedure described in the manual, please use the following emergency procedures. Please note that in Oresund there is a single toll gate on the Swedish side.

1 You are **joining** the motorway

- ➔ You can pay the toll manually by using the cash or credit card lanes
- ➔ Or you can call the staff at the toll station using the toll lane with an attendant and give your vehicle declaration so that it can be scanned. The personal stands in the central toll lane. The toll amount will then be billed on your next invoice by your toll service provider.

2 You are **leaving** the motorway

- ➔ You can pay the toll manually by using the cash or credit card lanes
- ➔ Or you can call the staff at the toll station using the toll lane with an attendant and give your vehicle declaration so that it can be scanned. The personal stands in the central toll lane. The toll amount will then be billed on your next invoice by your toll service provider.



ATTENTION

In addition, in case of emergency procedure, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.

NORWAY

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to toll on Norway tolled roads.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters within the OBE (On Board Equipment).

TOLL DOMAIN SPECIFIC INFORMATION

USE OF TOLL ROADS

In Norway there are no barriers on the toll roads, but Automatic Highway Toll Collection (ANPR). This means that there are control gantries along the toll roads and that you do not have to stop.

VEHICLE DECLARATION

In Austria, the driver must carry a vehicle declaration and present it in case of enforcement procedures. This vehicle declaration must be provided by your Service Provider. The vehicle declaration must be checked by the user before using the OBU. Note that for each change of vehicle characteristics (license plate number, Euro class), a new vehicle declaration must be provided by your Service Provider.

USE OF TOLL FERRIES

You can pay all the Norwegian ferries with your OBU. The OBU is automatically read upon entering the ferry. You will be billed afterwards by your service provider, as for the toll roads.

EMERGENCY PROCEDURE

If the OBU is not read by the system, or has an error code that cannot be resolved despite the procedure described in the manual, please use the following emergency procedures:

- ➔ **If you are driving on a tolled road, just drive on.** A photo of your vehicle and your license plate will be recorded and the toll amount will then be charged by your service provider.
- ➔ In case of a control, please present the faulty OBU and the vehicle declaration to prove that you have an agreement with a tag provider.
- ➔ If you need to take a ferry, please buy a ticket online on the website of the corresponding ferry operator.



ATTENTION

In addition, in case of emergency procedure, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.

BELGIUM

WHICH VEHICLES ARE SUBJECT TO TOLL?

Heavy Goods Vehicles with a Gross Vehicle Weight (GVW) of more than 3.5 tonnes are subject to the toll in Belgium. The toll is calculated according to the number of kilometres driven (calculated via satellite signals), the type of road those kilometres were driven, the weight (Gross Combination Weight Rating) and the EURO Emission Class of the vehicle. Be careful, the legislature has created special exemptions. You can find the list of exempted vehicles here <https://www.viapass.be/en/downloads/exemptions-clarified/>

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters on the OBU.

TOLL DOMAIN SPECIFIC INFORMATION

EMERGENCY PROCEDURE

If an EETS 5310 OBU has an error code that cannot be resolved despite the procedure described in the manual, you must:

- ➔ stop at the next opportunity
- ➔ call your service provider and ask him to put your faulty OBU on a provisional blacklist for a “Temporary Technical Problem”
- ➔ wait for the confirmation by your service provider that your OBU was set on this provisional blacklist. It allows you to drive 3 hours without penalties on the Belgian toll domain to go get a new OBU and it proves that you have reported a problem to your service provider
- ➔ Drive to the next Satellic service point to get and install a Satellic OBU

You can find the map of all service points of Satellic here <https://www.satellic.be/service-points> where you just need to enter your actual location. At the Satellic service point you must present the vehicle documents, where the number plate, chassis number, VIN, weight and emission class are clearly indicated. You will also have to choose a payment method (pre-paid or post-paid) and pay for a deposit of 135 euros you will get back when you return the OBU. At the service point, the deposit can be paid cash or by debit card, fuel card or credit card.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.



CONTACT

BELGIAN TOLL OPERATOR SATELLIC:

You can reach Satellic 24/7 on the following phone numbers:

- ➔ 00800 72 83 55 42 (free from Belgium and neighbouring countries)
- ➔ +32 2 416 0 416 (from any location)

FRANCE (FR) TELEPEAGE

WHICH VEHICLES ARE SUBJECT TO TOLL?

All vehicles are subject to toll in France on the motorways.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

The driver does not have to change any specific parameters on the OBU.

TOLL DOMAIN SPECIFIC INFORMATION

DIFFERENT TYPES OF TOLL LANES

Please use one of the three following lanes:



At the tolls, when leaving or joining a motorway, electronic toll payment lanes are indicated with this symbol.



Toll booths with “Tempo 30 lanes” are faster because they can be driven through at a speed of up to 30 km/h and the OBU will automatically be recognized when you drive up to the toll lane if the OBU is properly positioned in the vehicle.



You can also use mixed lanes: lanes for all payment methods, including electronic toll payment. These lanes are not reserved and are thus possibly slower.



ATTENTION: If the lane has a height restriction bar, then the lane is exclusively for light vehicles with a height less than 2 metres (Category 1, light vehicle). If the lane does not have a bar, it can be used by any vehicle.

CORRECT USE OF THE TOLL LANE

For normal electronic lanes, please drive at walking pace to ensure the OBU can be successfully recognized. Keep a minimum distance of 4 metres from the vehicle ahead of you. When passing the toll station, the OBU emits one OK beep.

If the light stays red or if the box does not activate the lifting of the barrier or has an error code that cannot be resolved despite the procedure described in the manual, please use the following emergency procedures:

1 You are **joining** the motorway

➔ Press the button to get a ticket. When leaving the motorway, present the ticket and pay manually the toll with a credit card, a fuel card or in cash.

- ➔ Or if you do not have any alternative payment means, press the emergency button at the toll booth to get in contact with the toll charger employees. Tell them that you are using a toll device that allowed you to enter the motorway.

2 You **are already** on the motorway, or you are **leaving** the motorway

- ➔ In this case, your OBU enabled you to enter the motorway but now does not activate the lifting of the barrier or has an error code that cannot be resolved despite the procedure described in the manual. If the toll station does not deliver a ticket, press the emergency button at the toll booth to get in contact with the toll charger employees. Tell them that you are using a toll device that allowed you to enter the motorway.



ATTENTION

In addition, please pack the tolltickets OBU in a signal-shielding material. The protective cover included in the delivery is suitable for this purpose, as is aluminum foil in an emergency. This is the only way to ensure that the OBU will not record any toll transactions when it starts to function again. If the toll is paid manually, this prevents the respective transactions from being calculated twice.

SWITZERLAND - LSVA

WHICH VEHICLES ARE SUBJECT TO TOLL?

Heavy Goods Vehicles used for freight transport whose Gross Vehicle Weight (GVW) exceeds 3.5 tonnes are subject to the toll in Switzerland. The Swiss toll is a federal tax levied based on total weight, emission level and the kilometres driven in Switzerland and the principality of Liechtenstein.

TOLL DOMAIN SPECIFIC CHANGEABLE PARAMETERS

For the toll domain Switzerland, the driver must check the following parameters on the OBU and if necessary, update them to the actual situation of the vehicle:

- ➔ Number of axles: it may change depending on the attached trailer and therefore the number of axles must be updated by the driver in the OBU.
- ➔ Gross Vehicle Weight (GVW) of the currently attached trailer. This information can be found in vehicle registration document field F.2. and must be updated, when attaching or removing a trailer to the tractor unit.

TOLL DOMAIN SPECIFIC INFORMATION

EMERGENCY PROCEDURE

If an EETS 5310 OBU has an error code that cannot be resolved despite the procedure described in the manual, you must:

- ➔ Visit via.admin.ch/shop/dashboard and select "Performance-related heavy vehicle charge NMTS".
- ➔ Follow the instructions on the website and enter your country of registration, registration number, EURO emission class, total weight of the vehicle combination according to the vehicle registration documents, entry date, exit date and the expected distance you will be travelling.
- ➔ On the step "charge" select the "EETS failure" option and finalize your registration.
- ➔ Further information regarding the registration process can be found on the BAZG website <https://www.bazg.admin.ch/bazg/en/home/services/services-firmen/strassenabgaben-firmen/nmts.html#1993588880> or the BAZG Hotline Tel. +41 58 467 15 15.



ATTENTION

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CONTACT

SWISS FEDERAL OFFICE:

You can reach the SWISS Federal office for traffic charges on the following phone number:

- ➔ +41 58 463 07 83