

## EMERGENCY PROCEDURES

In the event of a malfunction of the OBU (e.g. the barrier does not open, red LED) it is mandatory to follow the Emergency Procedures established in each country.

It is forbidden to remove the back label placed on each device: this is extremely important in case of malfunctions in specific toll domains.

For the Arianna 2 and KI device, in the event that a malfunction is detected, please always inform the services office via email **servizi@colsea.it** communicating the following information:

- Toll country
- Date of the malfunction
- Time of malfunction
- LED status and error messages displayed

Colsea will send a verification request to Telepass and the technical department will analyze the OBU and we will provide you with a diagnosis.

Emergency Procedures - General Overview

Emergency procedures – Austria

To avoid fines in Austria, you must always follow the following instructions:

### 1 Austria -Before the trip:

- Set the number of axes, as indicated in the User Manual. In the event that the axes are not set correctly the customer will be subject to fines entirely at his expense.
- Keep the vehicle declaration inside the vehicle (or in PDF). The Vehicle Declaration is always sent to the customer with the User Manual in case of requests for GO Services. The customer must always verify the correctness of the data. In the event that the data on the document does not correspond to the vehicle, the customer will be subject to fines entirely at his expense.

### 2 Austria - During a journey - Driver's obligations:

• Always check the OBU placement all the time, otherwise the toll payment cannot be guaranteed. You must always pay attention to the acoustic signals:

1 x Beep = Transaction OK (toll paid based on the number of axles and EURO emission category stored)

2 x Beeps = Transit recorded but battery low or contract expiring, contact supplier

4 x Beeps = Transaction is not OK, no payment - No beeps = transaction is not OK, no payment recorded

### 3 Austria - In case of non-payment:

• In case of non-payment (therefore, if the device has made 4 or no beeps or if the OBU/service is not active) the customer must follow the **emergency procedure**: he must exit the Austrian network and go to the nearest sales point GO; -In this case, it is possible to pay the toll retroactively within 5 hours and 100 km from the portal where the transaction was not correctly acquired. You must present your vehicle declaration and a valid payment method, which could be a credit card or fuel card. It is not possible to pay retroactively with the Telepass OBU or with a debit card.

The list of fuel cards and credit cards accepted by Asfinag is available at the following link:

**<https://www.asfinag.at/media/uz3dbt0y/tolling-regulations-version-67-incl-all-appendixes.pdf>**.

If the OBU does not work, the customer must request an alternative payment method to continue traveling to Austria. Therefore, in case the OBU no longer works, the user will have to request a GO Box provided by Asfinag at the GO Point.

## Emergency procedures – Italy, France, Spain, Portugal, Poland A4

If the barrier **DOES NOT** open:

- **Italy**: Photo of the license plate: In the event of a malfunction of the OBU, a photo of the vehicle's license plate is taken and an RMPP (Request for Non-Payment) is sent to the owner of the vehicle. The RMPP can be paid online on the Autostrade per l'Italia website, or it can be debited to the Telepass account.
- **France**: Sticker on the OBU: in the event of a malfunction of the OBU at the gate, the driver can directly contact the operator who, by scanning the barcode on the OBU label, will allow the customer to pay the toll manually.
- **Spain**: Sticker on the OBU: In case of OBU malfunction at the gate, the driver can contact the operator directly who, by scanning the barcode on the OBU label, will allow the customer to pay the toll manually.
- **Portugal**: Photo of license plate: In the event of a malfunction, a photo of the vehicle's license plate is taken and the license plate is recognized by the OCR. Transactions will be debited to the Telepass account.
- **Poland A4**: Photo of the license plate: In case of malfunction of the OBU entering and exiting the A4, the system works as "stop and go", so if the OBU is not read the photo is taken and the bar is raised and the transactions are debited to the Telepass Account. For further rules of conduct, customers are required to consult, before traveling on Stalexport Malopolska S.A., the website [www.Autostrada-a4.com.pl](http://www.Autostrada-a4.com.pl).

## Emergency procedures – Germany, Scandinavia

In case of malfunction:

- **Germany:** The customer must leave German networks and use alternative payment methods to pay the toll. The available options are as follows: Manual booking via online log-in, using Toll Collect APP-pay at a Toll Collect terminal
- **Scandinavia:** In the event of a malfunction of the OBU, in order to pay the toll on the Storebaelt Bridge and the Resund Bridge, the customer must show the Vehicle Declaration - the document that is produced and sent together with the OBU.

## Emergency procedures – Belgium

**Belgium:** If the customer is in Belgium and the OBU has a malfunction (red LED or no LED) it means that he cannot pay the toll.

Therefore, you must call the **Telepass Call Center** on the toll-free number 080081449 (toll-free number from Belgium). However, if the customer is about to enter Belgium and has problems with the OBU he can call the Telepass Call Center on the toll number 00390689416333. Both numbers are active 24/7 for English, German and Italian. For French, Spanish and Polish it is available from Monday to Sunday from 6am to 10pm.

If the operator is unable to resolve the problem, he will inform the customer and log the technical problem event - which deactivates the Belgium service and allows the customer to obtain another means of payment without getting a fine. The operator will then direct the customer to the nearest satellite point to obtain another toll payment device. From the moment the technical problem is registered, the customer has 3 hours to obtain a Satellic device and will not receive any fines during this period.

Once the customer obtains the Satellic device at the Service Point, it is not allowed to travel with 2 OBUS in the same vehicle. Therefore, the malfunctioning device must be kept turned off, discharged, shielded or stored in the Telepass Screen Box.

## Emergency procedures – Switzerland

**Switzerland:** When crossing the Switzerland/Liechtenstein borders, the driver must ensure that the OBU has active Swiss service and that the device is working properly (green LED). In particular, the driver is responsible for checking the presence of the OBU in the correct vehicle, checking whether it works correctly during the entire journey and checking the axle settings

In case of problems, the driver must follow the emergency procedure:

### 1 - Registration procedure for Switzerland/Liechtenstein - Vehicle registration:

Drivers of foreign vehicles subject to LSVA must declare the vehicle at a customs office (UD) for registration. For this purpose, the UD issues a registration form to be filled in according to the vehicle documents. All necessary data must be provided, such as weights and emission class. Then the driver is issued a vehicle-specific identification card (ID-Card), which will allow him to pay the LSVA without using the Telepass SAT device.

### 2 - Departure procedure for Switzerland/Liechtenstein - Vehicle registration:

The driver must inform UD if the OBU loses its detectability during the journey. No further action is necessary.

In particular, if the customer detects a problem on the OBU once he has already entered Switzerland, the customer, when arriving at the

border, must stop at the UD before leaving Switzerland. At that point, he just needs to provide the details of when/where the journey started, along with the vehicle details, and then the journey will be charged via the Telepass SAT (no ticket to pay).

However, please consider that if the customer does not stop at the exit after a problem has occurred on Swiss territory, the Swiss toll charger will charge the Telepass device for the trip based on their data (which may be incorrect and not correspond to what was actually travelled). In this case, no complaint can be made by the customer regarding the amount charged.

### **3 – Payment of LSVa at the Terminal (TT)**

The TT terminals are open to heavy vehicles. In the event of a malfunction, at each entry the driver must go to a TT to declare entry with the identity card, indicating the km and the status of the trailer.

Below is a list of accepted payment methods:

- Fuel card - LSVa account - in an account previously opened by the vehicle owner with the AFD (Federal Custom Administration) - cash payment - debit and credit cards (i.e. Maestro or VISA)

At the end of the procedure, the TT prints a duplicate receipt which must be kept on board the vehicle for the entire duration of the journey and which must be presented in case of checks.

## **Emergency procedures – Hungary**

Hungary: In case of OBU malfunctions in Hungary, the driver must stop and purchase a Route ticket on the Hu-Go website at the following link: <https://www.hu-go.hu/articles/category/news>. Registration is not necessary to proceed with the purchase and there is no need for a Hu-Go Account. To purchase a ticket you will need to enter: LPN and Nationality number, Vehicle axles, Euro class, Vehicle details, Route details (start/end), Credit card number

## **Emergency procedures – Bulgaria**

In case of OBU malfunction in Bulgaria, it is necessary to make a prepayment directly on the Tollpass site, purchasing the Route Pass. To proceed with the purchase, you don't need any registration, which can be done at the following link: <https://tollpass.bg/en>. To purchase a Route Pass you will need to enter: LPN and Nationality, Weight, Euro, Class, Vehicle details, Declaration certifying whether the vehicle transports dangerous or perishable goods, Route details (start/end point), Credit card number

## Emergency procedures – Poland and TolIEETS

The emergency procedure in Poland remains unchanged compared to the current e-Toll service, except that the Business ID will no longer be generated by Telepass.

To speed up the emergency procedure, Telepass suggests always making sure that:

- The E-Toll service must already be active
- Vehicles must be previously registered in the e-Toll portal
- The Business ID of the App must be registered in advance in the E-Toll portal

### **Mode 1:** Toll PL App

The e-Toll PL app allows you to pay the toll directly from the app using the location services available on your smartphone.

In the event of a malfunction of the Telepass SAT device, therefore, in order to avoid sanctions, it is necessary to follow these steps:

- install the e-Toll PL app (available on both iOS and Android)
- Download the Business App ID code into the app and use it to register the app in the e-Toll portal
- associate the Business ID App as a new OBU with the vehicle data on the e-Toll portal.
- Start the journey directly from the App
- end your trip directly from the App

For further details please refer to the KAS Poland manual and link

<https://etoll.gov.pl/en/heavy-vehicles/e-Toll-system/devices/e-Toll-pl-app/about-e-Toll-pl-app/>.

### **Mode 2:** "Complete the trip" function

The "Complete your trip" function allows you to pay the toll for the route concerned by selecting the starting point of the trip (e.g. from where the device stopped working) and the ending point. By clicking "Register your trip", the amount will be automatically calculated and charged based on the payment method you previously selected.

In the event of a malfunction of the Telepass SAT device, therefore, in order to avoid sanctions, it is necessary to follow these steps:

- Install the e-Toll PL app (available on both iOS and Android)
- Obtain the App Business ID code in the app and use it to register the app in the e-Toll portal
- Associate the Business ID App as a new OBU with the vehicle data on the e-Toll portal.
- Enter the "Register your trip" area in the E-Toll portal.
- Record the departure (where the device stopped working) and the destination

For full details please refer to the link <https://etoll.gov.pl/en/heavy-vehicles/news/further-changes-to-e-Toll/>.

**IMPORTANT:** to use this function it is necessary to ensure that the Business ID is associated with the correct license plate, as there is no communication and therefore there are no updates between the E-Toll portal and the Telepass systems.

For OBU activated before migration, it is also possible to use the Business ID provided by Telepass. For OBU activated after migration, you will only be able to use the App Business ID obtained through the App.

All transits carried out through the emergency procedure are not charged by Telepass but directly in the E-Toll portal through the payment methods provided therein.

## Emergency procedures – CROATIA

In Croatia, the vehicle class is calculated based on the actual number of axles. It is always necessary to check the number of axles set on your device before entering Croatia.

In the event of a malfunction of the Telepass device at the entrance, the customer will have to collect a ticket.

Upon exiting, the customer must call assistance showing the Telepass device and the ticket taken at the entrance. If the Telepass device does not work at the exit, the customer will have to call assistance on the track

The assistance, both in the event of a malfunction upon entry and exit, will verify the functioning of the device and, if functioning, the transit (and any discounts) will be assigned to the Telepass OBU.

For an updated list of Croatian toll roads please see the following link: [www.hac.hr/en/interactive-map](http://www.hac.hr/en/interactive-map)

## Emergency procedures – SLOVENIA

In Slovenia, you are required to:

- Set the number of real axes via OBU and via APP.
- Install the OBU correctly according to the user manual, making sure it is positioned on the windshield.
- Check the correct association of the license plate number/specific vehicle.
- Use only the Telepass device on board the vehicle in order to avoid double charges, which cannot be refunded (only the Telepass device must be used - users must prevent the DarsGo device from communicating with road equipment. Neither DARS nor DARS Sales Partners are responsible for any problems in case of improper use of the DarsGo device)
- Check the functionality of the OBU and pay attention to the acoustic signals:
  - o 1 beep = transaction OK (toll paid based on the number of axles and the EURO emission category stored).
  - o 4 beeps = transaction not OK, no payment.
  - o No beep = transaction not OK, no payment.

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