

# TELEPASS SAT ARIANNA 2

## EMERGENCY PROCEDURES

Author: After Sales Truck

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In case of OBU malfunctioning (i.e. gate non opening, red LED) it is mandatory for the customers following the Emergency Procedures provided in each Toll Domain.

Please make sure that your customers do not remove the back label placed on each device: this is extremely important in case of malfunctionings in specific Toll Domains.

**For Telepass Arianna 2 OBUs, in case the customer detects a malfunctioning, please always inform the After Sales Team at [truck@telepass.com](mailto:truck@telepass.com) providing the following information:**

- Toll Domain
- Date of the malfunctioning
- Time of the malfunctioning
- LED Status and error messages displayed

**Our Technical Department will analyze the OBU, and we will provide you a diagnosis.**

In order to avoid fines in Austria, the customer should always follow the below instructions:

## 1 – Austria – Before a journey:

- Set the number of axles, as indicated on the User Manual. In case that axles are not properly set the customer will be subject to fines completely at his charge.
- Store the Vehicle Declaration inside the vehicle (or in PDF). The Vehicle Declaration is always sent to the customer together with the User Manual in case of requests for GO Services. It also available on the Telepass Dealer Portal. The customer must also always check the correctness of the data. In case the data on the document does not correspond to the vehicle, the customer will be subject to fines completely at his charge.

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

- Always check the OBU positioning all the time, otherwise it cannot be guaranteed the payment of the toll.  
He must always pay attention to the acoustic signals:
  - **1 x Beep** = Transaction OK (toll paid based on the number of axles and the stored EURO emission category)
  - **2 x Beeps** = Transit recorded but battery dying or contract expiring, contact your local dealer
  - **4 x Beeps** = Transaction is not OK, no payment
  - **No beeps** = transaction is not OK, no payment

## 3 – Austria – In case of no payment:

- In case of no payment (so, if the device did 4 or no beeps – or if the OBU/service is not active) the customer must follow the emergency procedure:
  - He needs to exit the Austrian Network and go to the closest GO Point of Sale;
  - In this case, it is possible to retroactively pay the toll **within 5 hours and 100km** from the Portal where the transaction has not been properly acquired. He needs to present the Vehicle Declaration and a valid payment method, that could be a credit card or a fuel card. It is not possible to retroactively pay with the Telepass OBU or with a debit card. The list of the fuel and credit card accepted by Asfinag is available at the following link: <https://www.asfinag.at/media/uz3dbt0y/tolling-regulations-version-67-incl-all-appendices.pdf> (Appendix 2 pagg. 7-9).
  - In case of OBU not working, the customer needs to request an alternative payment method in order to keep travelling in Austria. So, in case the OBU is not functioning anymore, the user will must request a **GO Box** provided by Asfinag at the GO Point of Sale.

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



In case the gate does not open in:

- **Italy** → Plate Number Photo: In case of OBU malfunctioning a picture of the vehicle's license plate is taken and an RMPP (Request for non-payment) is sent to the vehicle's owner. The RMPP can be paid online on Autostrade per l'Italia website, or it can be charged on the Telepass Account.
- **France** → Sticker on OBU: In case of OBU malfunctioning at the gate, the driver can directly contact the operator that, by scanning the bar code on the OBU label, will allow the customer to manually pay the toll.
- **Spain** → Sticker on OBU: In case of OBU malfunctioning at the gate, the driver can directly contact the operator that, by scanning the bar code on the OBU label, will allow the customer to manually pay the toll.
- **Portugal** → Plate Number Photo: In case of malfunctioning, a picture of the vehicle's license plate is taken, and the license plate is recognized by OCR. The transactions will be charged on the Telepass Account.
- **Poland A4** → Plate Number Photo: In case of malfunctioning of the OBU entering and exiting the A4, the system works as a "stop and go", therefore if the OBU is not read the picture is taken and the bar is raised, and the transactions are charged on the Telepass Account. For further rules of conduct, customers are required to consult, before travelling on Stalexport Malopolska S.A., the website [www.autostrada-a4.com.pl](http://www.autostrada-a4.com.pl).

# Emergency Procedures – Germany, Scandinavia



In case the gate does not open:

- **Germany** → The customer must exit from the German Networks and use the Toll Collect alternative payment methods in order to pay the toll. The available options are the following:
  - Manually booking via online log-on, the **Toll Collect APP**
  - pay at a Toll Collect Toll Station Terminal
- using **Scandinavia** → In case of OBU malfunctioning, in order to pay the toll on the Storebaelt Bridge and the Øresund Bridge, the customer needs to show the Vehicle Declaration – the document that is produced and sent together with the OBU (also available on Telepass Dealer Portal). For all the other routes, please refer to the below table:

Country	Where	Action if problem	Alternative	Post action
Denmark	Great belt bridge	Push help button, and present <b>vehicle declaration*</b> to service personal	Drive directly in manual lane and present vehicle declaration	Contact the OBE issuer for further investigation of malfunction
Denmark/Sweden	Oresunds bridge	Push help button, and present <b>vehicle declaration*</b> to service personal	Drive directly in manual lane and present vehicle declaration	Contact the OBE issuer for further investigation of malfunction
Sweden/Norway	Svinesunds connection	No action needed, license plate are read and the toll shall be charged as normal with some delay	N/A	Contact the OBE issuer for further investigation of malfunction
Norway	Toll roads, bridges and tunnels	No action needed, license plate are read and the toll shall be charged as normal with some delay	N/A	Contact the OBE issuer for further investigation of malfunction
Norway	Basto fosen ferry	No action needed, license plate are read and the toll shall be charged as normal with some delay	N/A	Contact the OBE issuer for further investigation of malfunction
Norway	Flakk-Rorvik ferry	Have to pay full price onboard the ferry	N/A	Contact the OBE issuer for further investigation of malfunction

# Emergency Procedure - Belgium



**Belgium** → If the customer is in Belgium and the OBU has a malfunctioning (red LED or no LED) it means that he cannot pay the toll. Therefore, he must call the Telepass Call Center to the free number **080081449** (free number from Belgium). If the customer is instead about to enter in Belgium and has problems with the OBU he can call the Telepass Call Center to the toll number **00390559368001**. Both numbers are active **24/7** for English, German and Italian. For French, Spanish and Polish is available **from Monday to Sunday from 6 am to 10 pm**.

If the operator cannot solve the problem, he will inform the customer and register the Technical Problem event – which deactivates the Belgium service and allows the customer to get another mean of payment without getting a fine. The operator will then direct the customer to the nearest Satellic Point in order get another mean of payment of the toll. Starting from the moment when the Technical Problem is registered, the customer has **3 hours to get a Satellic device** and he will not receive any fines during this period. The After Sales Team will be immediately informed about the Technical Problem and a technical analysis will be made on the OBU. The Sales Partner will be informed about the results (indicating whether the OBU needs to be replaced or not). In case the OBU's properly functioning will be confirmed the Sales Partner is authorized to reactivate Belgium service again.

Once the customer get the Satellic device at the Service Point, he is **not allowed to travel with 2 OBUs on the same vehicle**. Therefore, the malfunctioning Telepass OBU must be kept turned off, unloaded, shielded or stored in the Telepass Screen Box.

- **Switzerland** → When the Swiss/Liechtenstein borders are crossed, the driver must ensure that the Telepass OBU has the Swiss service as active, and that the device is properly functioning (green LED). In particular, please note that the driver is responsible for:
  - checking the presence of the OBU in the right vehicle
  - checking whether the OBU properly works during the entire journey or not
  - checking the axles settings

In case of any issues, the driver must follow the emergency procedure:

## 1 – Entry Procedure for Switzerland/Liechtenstein – Vehicle Registration:

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



## 2 – Leaving Procedure for Switzerland/Liechtenstein – Vehicle Registration:

The driver must inform UD if during the journey OBU loses its detectability. No further actions are necessary. In particular, if the customer detects an issue on the OBU once he already entered in Switzerland the customer, when arriving at the border, he must stop at the UD before leaving Switzerland. At that point, he just need to provide the details of when /where the trip started, together with the data vehicle, and then the trip 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 an issues occurred in Swiss territory, he will not receive a fine, but the Toll Charger will charge on the Telepass device the trip based on their data (which could not be correct and matching the section actually driven). In this case, no claims can be submitted by the customer regarding the charged amount.

## 3 – Payment of the LSVVA to the Treatment Terminal (TT)

TT are installed at all UDs open to Heavy Weight Vehicles. In case of malfunctioning, at each entry the driver must go to a TT to declare the entry with the ID-Card, indicating the Km and the status of the trailer.

Below a list of the accepted payment methods:

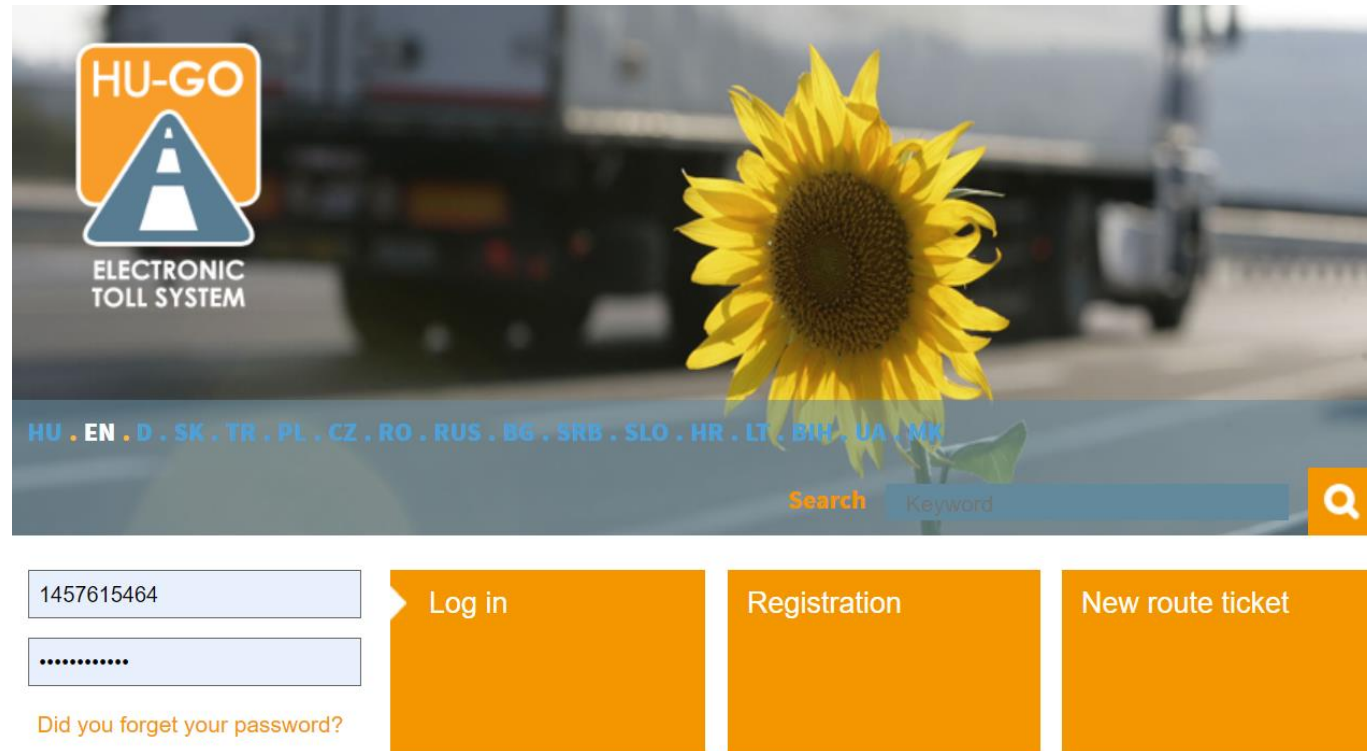
- Fuel Card
- LSVVA Account – in an Account previously opened by the Vehicle Owner with the AFD (Federal Custom Administration)
- Cash payment
- Debit and credit cards (i.e. Maestro or VISA)

At the end of the procedure, the TT shall print a receipt in duplicate which must be on board of the vehicle throughout the entire journey and that should be presented in case of controls.

# Emergency Procedures - Hungary



- **Hungary** → In case of OBU malfunctionings in Hungary, the driver must stop and purchase a Route ticket on Hu-Go website at the following link: <https://www.hu-go.hu/articles/category/news>. The registration is not required in order to proceed with the purchase and there is no need of a Hu-Go Account. In order to purchase a route ticket the customer will have to enter:
  - LPN and Nationality
  - Axles number of the vehicle
  - Euro Class
  - Details of the vehicle
  - Route details (start/end location)
  - Credit card number



- **Bulgaria** → In case of OBU malfunctioning in Bulgaria, the customer must take a pre-payment directly on the Tollpass website, buying a Route Pass. No registration is needed in order to proceed with the purchase, that can be made at the following link: <https://tollpass.bg/en>. In order to purchase a Route Pass the customer will have to enter:
  - LPN and Nationality
  - Weight
  - Euro Class
  - Details of the vehicle
  - Declaration stating whether the vehicle is carrying dangerous or perishable goods
  - Route details (start/end location)
  - Credit card number

- **Poland KAS →** In case of OBU malfunctioning in Poland (section covered by the service e-Toll Poland), there are two possible procedure to follow:

- **via e-Toll PL APP**

- In case of malfunctioning of the OBU it is necessary to follow the below steps in order to avoid penalties:

- Install the e-Toll PL APP (available both on iOS and Android)
    - Obtain the verification code in the APP and use it to register the APP in the e-Toll Portal
    - Activate the APP as a new OBU/OBE on e-Toll Portal

- For more details, please refer to the Poland KAS Manual presentation and to the link: <https://etoll.gov.pl/en/heavy-vehicles/e-toll-system/devices/e-toll-pl-app/about-e-toll-pl-app/>

- **Via “Complete your Journey” option**

- In case of malfunctioning of the OBU or of the APP e-Toll PL, on the e-Toll Portal it is also possible to use the function “Complete your Journey”, that allows the payment of the toll for the route concerned. In order to proceed it is not necessary to deactivate the Polish OBU ID from the vehicle on e-Toll Portal, but it will be sufficient to select the starting point of the journey (i.e. where the OBU stopped working) and the end point. By clicking on “Register your travel”, the amount will be automatically calculated and charged to the account according the previous payment method set. For further details, please refer to the link: <https://etoll.gov.pl/en/heavy-vehicles/news/further-changes-to-e-toll/>

# Thank you!

## CONTACTS

Via Laurentina, 449 – 00142 Roma

[truck@telepass.com](mailto:truck@telepass.com)

