



Overview

The toll rates are set down in the German Federal Trunk Road Toll Act (BFStrMG). The toll is determined by the distance travelled by the vehicle or vehicle combination on roads subject to toll and a toll rate in cents per kilometre, which includes one portion each for infrastructure costs and costs of air and noise pollution.

Registered customers

Automatic log-on via an On-Board Unit (OBU) fitted in the vehicle is the easiest and most convenient method of toll collection. The OBU uses GPS satellite signals and other positioning sensors to determine the distance travelled on route sections subject to toll.

The On-Board Unit switches on automatically when the ignition is started. The driver must check the data entered (weight class, number of axles for a gross vehicle weight of over 18 tonnes and emission class) before every journey and adjust if necessary. It is also possible for vehicles and vehicle combinations with a gross vehicle weight up to 18 tonnes to give the number of axles.

The On-Board Unit sends the journey data and vehicle-specific characteristics to the computing centre in encrypted form and with a time delay, and allocation to the road network subject to toll is only performed there. Afterwards, the toll for the roads subject to toll is calculated in the computing centre based on the vehicle-specific features. The toll to be paid is assigned to the customer based on the vehicle's licence plate number; the transport company then receives a toll statement on a monthly basis.

Information on journeys that haven't been calculated yet can be found on the customer portal. The information about the individual journeys and associated toll amounts are accessible in the "Non-invoiced journeys" section within 48 hours – usually sooner.

Moreover, customers who have registered can also easily log on online using the Toll Collect app, or manually at a toll terminal up to 24 hours before the start of their journey. The toll is then billed to the payment method saved during registration.

Registered Toll Collect customers can use the following payment methods:

- Settlement by credit account (advance bank transfer)
- Direct debit prepaid service (SEPA business-to-business direct debit)
- Credit cards
- Fuel cards
- LogPay plan

Customers who are not registered / Customers with a log-on account

Customers who are not registered and customers with a log-on account can also use different payment methods when logging on manually:

- Cash
- paysafecard
- Fuel and credit cards

Customers can pay the toll in cash in euros and in the currency accepted by the leaseholder at 800 of the approximately 1,100 toll terminals.

During the manual log-on procedure, customers can also pay without cash using their paysafecard for their log-on. The credit cards and fuel cards accepted by Toll Collect can be checked online at any time at www.toll-collect.de or requested from customer service.



How to reach us

Customer data, current payment method and vehicles registered with Toll Collect can be viewed at any time in the customer portal. Information about the customer portal can be found on Toll Collect's website. Our customer service representatives will be happy to assist.

**Toll Collect GmbH
Customer Service
Postfach 11 03 29
10833 Berlin
Germany**

Tel.
Monday to Friday, 7 a.m. – 7 p.m.

Within Germany: 0800 222 26 28*
From outside Germany: 00800 0 222 26 28*

Fax: +49 180 1 222 628**

info@toll-collect.de

Find us on the internet:
www.toll-collect.de
www.toll-collect-blog.de

On Facebook:
www.facebook.com/TollCollect

Or YouTube:
www.youtube.com/user/TollCollectVideo

* Free call, mobile phone charges may vary
** Within Germany; Landline price 3.9 ct/min;
Mobile phone price max. 42ct/min

Payment methods

Settlement by credit account

Toll Collect offers direct payment methods. For example, customers can top up their credit balance by making an advance transfer to the credit account. In this case, customers must always make sure that there is enough available credit in their account before starting the journey.

Here's how it works:

The customer pays an amount corresponding to the expected travel distance in advance to their Toll Collect credit account, which is continuously debited to settle the toll due.

Recipient: Toll Collect GmbH

Bank: Helaba

IBAN: DE88 3005 0000 0001 6401 19

BIC/Swift code: WELADED

Reason for payment: User ID „XXXXXX“ „Maut“

Customers must ensure that the correct user ID is entered under the reason for payment so that the amount can be posted quickly and allocated to the credit account.

Customers can call customer service at any time to request their credit balance.

- + If you need it to go quicker:** For even faster payment, customers can add money to their toll credit balance on the same day via the online portal of Toll Collect's partner Eventim at www.paytoll.eu.

Direct debit prepaid service

With the convenient direct debit prepaid service using SEPA business-to-business direct debit (B2B), the customer's credit is promptly topped up before it is used up.

Here's how it works:

Toll Collect adjusts the customer's credit in their credit account daily according to their current distance travelled. Before the customer's credit is used up, Toll Collect adds money to the credit account. This ensures that there is always enough money in the customer's credit account. A service fee is charged each quarter according to the schedule of prices. The customer can choose whether they want to top up their credit account for the next 14 or 30 days.

Advantages:

- No effort to monitor the credit balance
- The amount debited is based on individual travel distance
- Follow-on costs due to lack of credit are avoided

- + For more information about Toll Collect payment methods or to register, visit www.toll-collect.de/payment**
If you have any questions, don't hesitate to contact Toll Collect customer service.

Fuel and credit cards

To pay the toll using a credit or fuel card, the customer must first set up a contract with a credit card or fuel card issuer accepted by Toll Collect. The customer then pays the toll to Toll Collect as part of the existing card contract with the provider. With some card issuers, the payment method is set up by Toll Collect on a daily basis.



LogPay plan

To pay the toll using a LogPay plan, registered customers must first enter into a contract with LogPay Financial Services. The customer then pays the toll to Toll Collect via LogPay Financial Services.

Toll statement / itemised journey list / journey details

Toll Collect sends all registered customers a statement of toll charges at regular intervals (currently once a month). The toll statement contains the total toll charges for the invoicing period. Toll charges are exempt from VAT. The share for the external costs (air pollution and noise pollution) is displayed separately. You can receive the toll statement in the customer portal or by post. As soon as the invoicing documents are available in the customer portal, Toll Collect will inform the customer of this by email.

Customers can also request an itemised journey list free of charge. This contains a detailed list of all journeys on toll roads. It allows customers to view exact toll amounts for each vehicle and toll route. Itemised journey lists can also be viewed on the customer portal (as a PDF document or CSV file) or received by post.

Moreover, there are journey details available that give the customer the opportunity to call up individual log-on numbers and view a detailed list of journey sections and the associated individual costs. This can only be accessed through the customer portal.

- + Further information** as well as examples and explanations can be found under "Invoicing" in the Download Centre at www.toll-collect.de.

