



TRUCK TOLL IN GERMANY

USER INFORMATION



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Commissioned
by



Bundesamt
für Güterverkehr

www.toll-collect.de

Dear customer!

Toll Collect GmbH operates the satellite-assisted truck toll system in Germany. As a company organised under private law that works on behalf of the Federal Ministry of Transport and Digital Infrastructure (BMVI), Toll Collect is responsible for all details of toll collection and invoicing. Toll Collect pays the tolls collected to the German treasury on a daily basis.

The toll requirement applies to all domestic and international vehicles and vehicle combinations of 7.5 tonnes or more gross vehicle weight on motorways, including service areas, and on all federal trunk roads, including those in urban areas, a total of almost 51,000 kilometres of road subject to tolls.

A satellite-assisted toll system is the best choice for such a large network of toll roads. In particular, automatic toll collection using the On-Board Unit (OBU) offers customers unequivocal advantages, for example permitting the driver to change the route at any time. This provides flexibility and saves transport and logistics companies time and money on a daily basis.

Even without an OBU however, Toll Collect offers all customers straightforward and practical log-on options: a free app, straightforward online log-on and modern toll terminals enable uncomplicated and rapid payment.

The technical design of the Toll Collect system also means that it supports other toll systems. The TOLL2GO service has been offered in conjunction with ASFINAG, the Austrian toll operator, since 2011. TOLL2GO enables the toll for vehicles of 7.5 tonnes or more to be paid in Austria using the Toll Collect On-Board Unit installed in the truck.

This brochure contains everything you need to know about the truck toll in Germany – from registration to log-on options, through to the toll statement.

We hope you always have a good journey.

Your Toll Collect

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1

OVERVIEW

The toll requirement in Germany applies to all domestic and international vehicles and vehicle combinations of 7.5 tonnes or more gross vehicle weight on all motorways, including service areas, and on all federal trunk roads, including those in urban areas.

The Toll Collect toll system provides two log-on options for paying the toll:

- automatically during the journey using the On-Board Unit (OBU) installed in the vehicle, or
- manually before the journey begins using the app, online or at a toll terminal.

The prerequisite for using automatic toll collection with an OBU, is registration of the transport company and their vehicles subject to toll in the Toll Collect customer portal. Each vehicle is then fitted with an On-Board Unit at the workshop of one of our service partners. Registered customers can pay the toll with their credit card or fuel card, transfer funds to their credit account with Toll Collect in advance, or top up their credit account directly by SEPA business-to-business direct debit (direct debit prepaid service).

For manual toll payment, Toll Collect offers modern log-on options with a standardised user interface. Log-ons and cancellations can be carried out flexibly using the app, online or at a toll terminal. Each customer can use any available manual log-on method without having to register with Toll Collect in advance. Customers simply pay for their journeys subject to toll in advance using a payment method on file (only applies to registered customers and customers with a log-on account), a credit card or fuel card, cash or a paysafecard. The Toll Collect customer service team will gladly help with any questions on payment methods and about the entire toll system.

Legal basis for distance-based toll collection

- German Federal Trunk Road Toll Act (BFStrMG) of 12 July 2011 (BGBl. I, p. 1378), most recently modified by Article 1 of the law of 04 December 2018 /BGBl. I, p. 2251)
- Truck toll regulations regulating the provision of proof of correct toll payment and the refunding of toll charges (German Truck Toll Regulations - LKW-MautV) of 25 June 2018 (BGBl. I S. 1156), most recently modified by article 1 of the amendment of the German Truck Toll Regulations from 19 December 2018 (BGBl. I p. 2700)
- Regulations on transfer of authority to introduce legal regulations to the Federal Office for Goods Transport (BAG Transfer Regulations - BAGÜV) of 14 January 2016 (BAnz AT 26.01.2016 V1), modified by Article 1 of the regulations of 11 July 2018 (BAnz AT 30.07.2018 V1)
- Regulations on different toll junctions for federal trunk roads (Federal trunk road toll junction regulations - BStrMKnotV) of 31 July 2018 (BAnz AT 17.08.2018 V1)

The currently valid versions of all relevant legal basics are available at www.gesetze-im-internet.de.



2

TOLL REQUIREMENT

The German Federal Highway Research Institute (BAST) publishes the current toll route network on the Internet. All federal motorways and federal trunk roads subject to toll are listed at www.mauttabelle.de.

2.1 Vehicles subject to toll

Vehicles or vehicle combinations with a permissible total weight of at least 7.5 tonnes and which

- are intended for transportation of goods (1st alternative), or
- are being used for this purpose (2nd alternative) are subject to toll.

A liability to a toll applies if the vehicle or vehicle combination falls into one of the two alternative categories set out in Section 1 paragraph 1 clause 2 no. 1 German Federal Trunk Road Toll Act (BFStrMG).

Vehicles that are intended for transportation of goods (1st alternative) are subject to toll regardless of whether

- a journey is for private purposes,
- goods are actually being transported,
- transportation of goods is for commercial or internal purposes (intercompany traffic), or
- the affected vehicle is exempt from vehicle tax.

Where any vehicles or vehicle combinations are used for the transportation of goods subject to payment or for business purposes (commercial goods transportation or intercompany traffic), a toll requirement exists as defined by the 2nd alternative.

Regardless of their country of origin, all customers must pay the toll for the distance travelled on toll roads by their vehicles subject to toll.

2.2 Toll route network

The toll requirement applies on all motorways, including fuel stations and service areas, unless explicitly excluded below, and all federal trunk roads. According to the German Federal Trunk Road Toll Act (BFStrMG), motorways are all federal trunk roads formally designated as motorways.

In accordance with Section 1 paragraph 3 no. 1 to 3 of the German Federal Trunk Road Toll Act (BFStrMG), the following motorway sections are excluded from the toll requirement:

- Section of A 6 motorway from the German / French border to the Saarbrücken-Fechingen junction in both directions,
- Section of A 5 motorway from the German / Swiss border and the German / French border to the Müllheim/Neuenberg junction in both directions,
- Sections of motorway for use of which a toll is levied in accordance with the applicable version of Section 2 of the Private Financing of Trunk Roads Act of 30 August 1994 (BGBl. I, p. 2243).

The toll road network covers almost 38,000 kilometres of federal trunk roads and around 13,000 kilometres of motorways.

2.3 Toll-free and toll-exempt

In accordance with the German Federal Trunk Road Toll Act (BFStrMG), certain vehicles and vehicle combinations (“vehicles” for short) are not subject to the toll. On the one hand, these are vehicles that do not fall under the definition criteria of a vehicle subject to toll (toll-free vehicles) and, on the other hand, vehicles for which the legislature has created special exemptions (toll-exempt vehicles). Whether a vehicle is or is not subject to toll is directly determined by the law in all cases. On-demand determination by the German Federal Office for Goods Transport (BAG) or Toll Collect is neither provided for nor required.



Vehicles that do not fall under the legal definition of a vehicle subject to toll (according to Section 1 paragraph 1 clause 2 of the German Federal Trunk Road Toll Act (BFStrMG)), are vehicles that

- a) are neither structurally intended for road haulage (e.g. self-propelled working machines)
- b) nor used for commercial road haulage or own-account transport operations for charged or business-related transportation of goods (in accordance with Section 1 of the German Road Haulage Act (GüKG)).

Toll exemption only results if both requirements are fulfilled.

In addition, as set out in Section 1 paragraph 2 of the German Federal Trunk Road Toll Act (BFStrMG), the following vehicles and vehicle combinations are toll-exempt:

1. Buses and coaches,
2. Vehicles owned by the military, the police authorities, civil defence and disaster control vehicles, fire service and other emergency vehicles and federal government vehicles,
3. Vehicles used exclusively for road maintenance and road operation, including road cleaning and winter services,
4. Vehicles used exclusively in the show-person and circus trade,
5. Vehicles used by non-profit-making or charitable organisations to transport emergency aid in serious humanitarian crises,
6. Agricultural or forestry vehicles as defined in Section 2, Paragraph 1, number 7 of the German Road Haulage Act and the associated no-load trips,

7. Electric vehicles as defined in Section 2, number 1 of the currently applicable version of the Electric Mobility Act,

8. Vehicles operated with natural gas in the period from 1 January 2019 to 31 December 2020. From 1 January 2021, vehicles operated with natural gas will have to pay partial toll rates for the infrastructure costs in accordance with Section 3 Paragraph 1, number 1 and the noise pollution costs caused in accordance with Section 3, paragraph 1, number 3.



The prerequisite for toll exemption in case numbers 2 to 4 is that the motor vehicles must be externally identifiable as being intended for the relevant purpose.

For vehicle combinations, in all cases 1 to 8, it is generally the motor vehicle that determines whether the combination is toll-exempt.

Toll Collect offers the opportunity to register toll-exempt vehicles. This is not obligatory – registration is voluntary. By registering, unnecessary stops, checks and investigations are avoided. Registration is valid for a maximum of two years. It can then be extended. Any registration

that is not extended by the date of expiry automatically lapses.

All information provided on the form for registration of toll-exempt vehicles must be truthful and complete. The applicant is responsible for the accuracy and completeness of the information for registration of a toll-exempt vehicle (self-declaration principle). The registration of the vehicles implies no legal recognition of toll-free or toll-exempt status by Toll Collect or the German Federal Office for Goods Transport (BAG). These responsible authorities are entitled to verify the accuracy of the information provided at any time. For the relevant requirements, refer to Section 1 paragraphs 1 and 2 of the German Federal Trunk Road Toll Act (BFStrMG).

2.4 Areas of responsibility

2.4.1 Toll Collect areas of responsibility

The legal toll regulations set out in detail the vehicles and routes for which a toll is to be paid, how it is to be collected and how compliance with the toll requirement is to be enforced. These toll requirement



regulations set out the framework within which Toll Collect operates as a company organised under private law as a contractor for the federal ministry of transport and digital infrastructure (BMVI). Toll Collect has implemented the toll system and operates it.

In addition, Toll Collect has been appointed as an entrusted contractor to carry out the following tasks:

- identification of road usage subject to toll,
- verification of correct toll payment,
- retrospective collection of a toll in certain cases.

Toll Collect has no influence on the decision as to which vehicles are subject to toll, which routes are subject to toll, the level of toll rates and which emission classes are defined. These decisions are made by the government.

2.4.2. Responsibility for enforcement and proceedings to impose a fine: Federal Office for Goods Transport (BAG)

The Federal Office for Goods Transport

(BAG) is responsible for enforcing correct toll payment and punishing violations of the toll requirement. If it is identified that the toll due for a vehicle subject to toll having driven on a toll road has not been paid, or has been paid incorrectly, the toll for the distance travelled will be collected retrospectively. If the actual distance travelled subject to toll cannot be determined, the toll will be levied retrospectively for a standard distance of 500 kilometres. For enforcement purposes the Federal Office for Goods Transport (BAG) records the required information such as the licence plate number and toll properties. It then initiates proceedings to impose a fine. Fines can be up to 20,000 euros.

2.4.3. Responsibility for the toll route network: German Federal Highway Research Institute (BAST)

Determination of the toll route network is the responsibility of the German Federal Highway Research Institute (BAST). Based on the Federal Road Information System (BISStra), into which federal states enter data, e.g. on completion of new route

sections, the toll road network is updated every one to two months. The latest version of the toll table created from this data is published on the Internet at www.mauttabelle.de.



REGISTRATION

The first step to ensure convenient toll payment is quick and straightforward registration of the transport company and its vehicles subject to toll with Toll Collect using the customer portal. The customer portal is a secure website available for use in German, English, French and Polish.

New customers create their future access data for the Toll Collect customer portal during their user registration in the portal. Customers who are already registered with Toll Collect and want to use the customer portal, can request the relevant activation codes using the contact form at www.toll-collect.de.



In the portal, customers can see an overview of their current company and vehicle data. New vehicles can be registered and existing, saved vehicle data can be changed with just a few clicks. Vehicle data can be changed by selecting "Displaying and changing vehicles". In addition to the emission class, the number of axles and the gross vehicle weight, the licence plate number and country code can also be changed. Once the required changes have been made, the customer receives a written confirmation.

- Current customer and vehicle data can be viewed and changed by the customer at any time.
- The contract information and current payment methods can be changed.
- Current billing documents, such as toll statements, itemised journey lists, journey details and invoices, can be viewed and downloaded.
- The customer can view journeys that have not yet been charged as well as outstanding statements.

Alternatively to registration using the customer portal in the four main languages (German, English, French and Polish), guides on completing the German registration form can also be requested from Toll Collect customer service or downloaded on the Internet in 23 additional languages. The documents must then be printed, signed and returned to Toll Collect by e-mail, fax or post with a company stamp.



The Toll Collect customer portal offers many advantages:

- Rapid registration of vehicles subject to toll: Directly after receiving the registration confirmation, customers can make an appointment to have the On-Board Unit installed at a service partner workshop.
- Saved vehicle data can easily be changed and updated in the On-Board Unit wirelessly.
- Vehicles with no On-Board Unit - as well as vehicles from which the OBU has already been removed - can be deregistered directly in the portal.

LOG-ON OPTIONS

The toll is only due when roads subject to toll are used. The Toll Collect system for toll collection operates according to this principle. The customer simply selects whether they want to pay the toll using the automatic or manual log-on procedure.

4.1 Automatic log-on using an On-Board Unit

After registering the transport company and the vehicles subject to toll with Toll Collect, any customer who wishes to can have an On-Board Unit installed in their vehicle by a service partner workshop. Collection and payment of the toll using the On-Board Unit is the simplest and most convenient way for the transport company to pay the toll.



4.1.1 How the On-Board Unit works

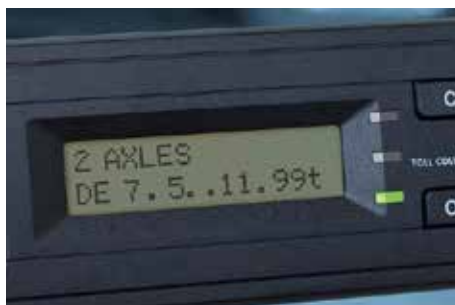
The On-Board Unit switches on automatically when the ignition is started. The driver must check the data entered (number of axles, gross vehicle weight and emission class) before every journey and edit the details if necessary.

The gross vehicle weight specified by the keeper at the time the vehicle was registered is usually saved permanently on the On-Board Unit. If the gross vehicle weight changes due to a trailer being attached/detached, it must be adjusted on the OBU before starting a journey. When the ignition is restarted, the weight class for the last journey is always displayed.

The weight of vehicles weighing 7.5 tonnes or more is set in increments of 1.5 tonnes. A weight class that is below the gross vehicle weight saved on the On-Board Unit cannot be set. After starting the journey, the OBU display continuously shows the selected weight class:

- < 7.5 tonnes
- ≥ 7.5 tonnes – 11.99 tonnes
- ≥ 12 tonnes – 18 tonnes
- > 18 tonnes

Important change: To determine the gross vehicle weight of vehicle combinations from 01/01/2019, the gross vehicle weight of individual vehicles is added, contrary to the German Road Traffic Registration Reg-



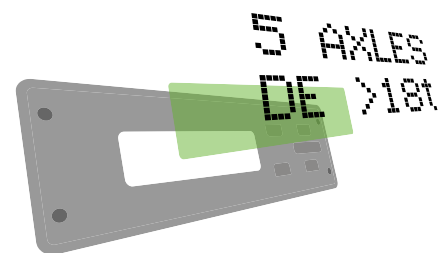
ulations. Support and fifth-wheel loads are no longer included in the calculation.

Furthermore, the current number of axles has to be adjusted if the gross vehicle weight is more than 18 tonnes and the number of axles differs from the personalised number of axles set on the OBU. It is also possible to specify the number of axles for vehicles and vehicle combinations with a gross vehicle weight up to 18 tonnes. In addition, the driver has the option of specifying a cost centre to make it easier to subsequently assign the journeys to particular orders in operational accounting.

The OBU sends the encrypted vehicle-specific characteristics to the computing centre after a delay. The data is allocated to the toll route network when it arrives at the Toll Collect computing centre. The toll for the roads subject to toll is then calculated in the computing centre based on the vehicle-specific rate properties.



The number of axles, the country that the truck subject to toll is travelling in (DE, AT) and the weight class will appear on the display during the journey. The green LED indicates correct toll collection to the driver. If this is not the case, the user manual can assist in identifying possible causes. The latest user manual is available for download at www.toll-collect.de.



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 if a toll is due.

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.

4.1.2 On-Board Unit installation

The customer makes an appointment with a service partner workshop authorised by Toll Collect for installation of the On-Board Unit. These workshops are specially selected and trained by Toll Collect and can be found throughout Germany and in other European countries. To search for local service partners, simply go to www.toll-collect.de/partner-en. Just enter the street, town or post code to display the closest service partner workshops.



The On-Board Unit is available free of charge to customers and remains the property of Toll Collect when installed. The installation costs and other expenses involved are paid by the customer. The maximum installation time is four hours per vehicle. For a new vehicle, this time can be significantly reduced if the customer requests that the truck be factory-fitted with a cable set and an antenna for the On-Board Unit installation.

As well as fitting of the On-Board Unit, installation involves the following steps:

- Personalisation of the On-Board Unit on site by the service partner workshop (loading of vehicle and customer data),
- Routing of the antenna cable and installation of the antenna,
- Connection to a suitable speed signal,
- Connection to the vehicle electrical system,
- OBU installation, test drive and customer briefing,
- Confirmation of proper installation of the On-Board Unit on an installation certificate both by the customer and by the service partner workshop.

4.2 Manual log-on

Manual log-on for toll payment offers every customer the right type of access for their needs.

These log-on options include:

- Log-on using the Toll Collect app,
- Online log-on, which can be used on stationary PCs as well as on mobile devices such as tablets and smartphones,
- Log-on at around 1,100 toll terminals at some 675 locations in Germany and other countries.

The technical implementation and design are the same for all options for accessing the manual log-on procedure. Regardless of which option the customer uses to pay the toll manually, the user interface remains consistent, enabling rapid and straightforward log-on. It is possible to log on up to 24 hours in advance.

After entering the journey start time, the driver enters all relevant vehicle data, such as the licence plate number, number of axles, emission class and weight class, then plots the origin, via and destination points of the journey by entering the address, selecting points of interests (Pols) or by clicking on the map (address-based, vehicle-specific route planning for the entire German road network). The toll is then calculated for the selected route within the toll route network. Based on the data entered by the driver, the route calculation takes vehicle-specific traffic restrictions such as closures or weight restrictions into consideration.

The manual log-on procedure offers many advantages to every customer:

- Each customer can use any available manual log-on method without having to register with Toll Collect in advance.
- The address and vehicle-specific route planning service for the entire German road network with selection of origin, destination and via points allows for custom route planning by entering an address, selecting Pols or clicking on the map, and also includes non-toll routes.
- The route calculation takes vehicle-specific traffic restrictions such as closures or weight restrictions into consideration.
- At the end of the log-on procedure, the customer receives both the log-on receipt as well as the navigation directions, if desired.
- The customer can print or download all documents, have them sent by unencrypted e-mail, or have the log-on number sent to their mobile device by SMS.

- For example, the manual log-on procedure can even be used to log on a journey online and then cancel it on the road using the app.

In addition, manual log-on offers another service to non-registered customers: By setting up a log-on account, it is possible to save information regarding the vehicles that are frequently logged on manually, frequently travelled routes and up to three payment methods. This makes the log-on process more efficient and saves the customer time. The customer can manage and delete the data saved by them in the app or in the online log-on system at any time.

4.2.1 Log-on using the app

The Toll Collect app for smartphones and tablets is the most flexible way to access the manual log-on system. Log-ons can be made conveniently from anywhere, at any time using a smartphone or tablet – even directly from a parked vehicle. The app supports operation in German, English, French and Polish.



The Toll Collect app can be downloaded free of charge from the respective stores of major operating systems (Android, iOS, Windows Phone).

4.2.2 Online log-on

Online log-on now works regardless of the type of customer (registered or not) on any Internet-capable device (e.g. PC, smartphone or tablet), stationary or mobile. The application is supported by the most popular Internet browsers.

Customers can access the start page of the online log-on at www.toll-collect.de by selecting “Book a Route”. Here as well, customers can log on in German, English, French and Polish. No special software is required for this.

Registered customers use their access data for the Toll Collect customer portal for online log-on. Data saved in the customer portal, such as vehicle data, is then available quickly for manual log-on and payment is made using the saved payment method. Unregistered customers can log on either using the log-on account they created or simply online without advance registration.

4.2.3 Log-on at a toll terminal

All customers, whether registered or not, can log on manually at a toll terminal which bears a “Toll Collect” label.

Roughly 1,100 modern toll terminals (indoor and outdoor terminals) are available for log-on at major petrol stations, truck stops and rest areas in Germany as well as along the border in neighbouring countries.



Registered customers also use their access data for the Toll Collect customer portal to log on at the terminals. This means all registered vehicles and payment methods stored on the customer portal can be used for manual log-on.

The log-on procedure is similar to that for buying a train ticket. It involves using a touch screen and a PIN keypad.

In addition to printing out the documents (including log-on receipt, directions), customers can use a toll terminal to have all documents sent to them by unencrypted e-mail.

Cash payment is possible at up to 800 toll terminals; the payment must be made directly to the leaseholder of the toll station, in euro or in the locally accepted currency. Moreover, cashless payment with an accepted credit card, fuel card, or paysafe-card is possible at all terminals. Registered

customers pay using the saved payment method.

Customers can locate toll stations and service partners on the go simply by performing a location search on the website www.toll-collect.de/terminal-en. To display the nearest toll station, enter data such as the street, town or postcode.

It is much easier if the tracking feature on the smartphone or tablet is activated. In this case, the nearest toll terminal will be displayed automatically.

The mobile online search is optimised for iOS and Android operating systems and Chrome and Firefox browsers. The search function can of course also be used on a PC by going to www.toll-collect.de.

4.2.4 Cancel and change using the manual log-on procedure

Routes subject to toll can be cancelled if the total logged-on route has not yet been travelled and the time of cancellation is before expiry of the period of validity for the logged-on route. To change the logged-on route, simply cancel the route, then log on the new route.

In the manual log-on, the customer can use any desired log-on option for the cancellation, regardless of the original log-on option used. For example, if the customer logged on at a toll terminal, he/she can cancel/change the route using online log-on or by using the app.

The amount to be refunded to the customer is refunded to the originally used payment method after the cancellation. If a cash payment was used to log on, it is necessary to file a "Refund application due to cancellation". The amount is then immediately transferred to the specified bank account.

There is a charge for changes and cancellations. Immediate cancellations within 15 minutes of log-on are excepted, provided the period of validity has not yet begun at the time of cancellation. For all other cancellations, a fee of 3 euros is charged. Cancellation is not possible if the amount to be refunded or the available credit is less than or equal to the cancellation fee of 3 euros.

Journeys can no longer be cancelled with Toll Collect once the log-on receipt period of validity has elapsed.

4.2.5 Refund requests

After expiry of the period of validity for the log-on, the customer can request a refund of the toll paid from the Federal Office for Goods Transport (BAG). Evidence must be provided that there are genuine reasons why a prior claim could not have been made. This must be done within two months of the end of the log-on receipt period of validity. The corresponding form can be downloaded from the Internet at www.bag.bund.de or requested from the following address:

Bundesamt für Güterverkehr (BAG)
Werderstraße 34
50672 Köln
Germany

The refund procedure at the Federal Office for Goods Transport (BAG) is subject to charges. The processing fee is 20 euros.



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TOLL AMOUNT

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 components to cover infrastructure costs and the costs of air and noise pollution.

The proportion of the toll rate that goes towards infrastructure costs depends on the vehicle axle and weight class; the proportion of the toll rate that goes towards

the air pollution caused is determined by the emission class. Every vehicle is assigned to one of six categories A, B, C, D, E and F according to its emission class. Specifying the emission class is the responsibility of the customer who, according to the self-declaration principle, is obliged to provide correct data relevant for the toll. The proportion of the toll rate for noise pollution is charged as a uniform fixed amount for all vehicles.



For vehicles that do not belong to any emission class or emission class S1 the toll rates for category F apply, for vehicles in emission class S2 the rates for category E. Vehicles in emission class S3 fall under category D. Vehicles in emission class S2 with a particulate reduction system from particulate reduction class* 1, 2, 3 or 4 use the lower toll rates for category D. For vehicles in emission class S4 and S3 combined with particulate reduction class* 2, 3 or 4 the rates for category C apply. For vehicles in emission classes S5 and EEV class 1 the category B rates are applicable and for vehicles in emission class S6 the rates for category A.

Determination of the emission class for a vehicle subject to toll

For domestic vehicles registered in Germany using standard EU vehicle documents, the emission class can be determined by the text in section 14 or the key number for 14.1. Further information about the individual emission classes is provided in the “Guide for determining emission classes” online at www.toll-collect.de.

Emission classes according to the German Federal Trunk Road Toll Act (BFStrMG)

	Category A	Category B		Category C	Category D	Category E	Category F
Emission class	S6	EEV 1	Euro 5	S4, S3 with PRC 2*	S3, S2 with PRC 1*	S2	S1, no emission class
Euro emission class	Euro 6	EEV 1	Euro 5	Euro 4, Euro 3 + PRC 2*	Euro 3, Euro 2 + PRC 1*	Euro 2	Euro 1, Euro 0
Toll emission class**	07	06	05	04	03	02	01

* PRC – Particulate reduction classes are retrofitting standards to lower particulate emissions. For category D, particulate reduction class 1 or higher is required; for category C, particulate reduction class 2 or higher is required.

** The toll emission class is shown in the rate information in the itemised journey list and the journey details.



Toll rates per kilometre from 01 January 2019

1		+	2	+	3	=	4
Emission class	Proportion of toll rate * for external costs Air pollution		Proportion of toll rate * for external costs Noise pollution		Axle and weight class	Proportion of toll rate * for infrastructure	Toll rate *
Euro 6	1,1		0,2		7,5–11,99 t	8,0	9,3
					12–18 t	11,5	12,8
					>18 t to 3 axles	16,0	17,3
					>18 t from 4 axles	17,4	18,7
Euro 5, EEV 1	2,2		0,2		7,5–11,99 t	8,0	10,4
					12–18 t	11,5	13,9
					>18 t to 3 axles	16,0	18,4
					>18 t from 4 axles	17,4	19,8
Euro 4, Euro 3 + PRC 2**	3,2		0,2		7,5–11,99 t	8,0	11,4
					12–18 t	11,5	14,9
					>18 t to 3 axles	16,0	19,4
					>18 t from 4 axles	17,4	20,8
Euro 3, Euro 2 + PRC 1**	6,4		0,2		7,5–11,99 t	8,0	14,6
					12–18 t	11,5	18,1
					>18 t to 3 axles	16,0	22,6
					>18 t from 4 axles	17,4	24,0
Euro 2	7,4		0,2		7,5–11,99 t	8,0	15,6
					12–18 t	11,5	19,1
					>18 t to 3 axles	16,0	23,6
					>18 t from 4 axles	17,4	25,0
Euro 1, Euro 0	8,5		0,2		7,5–11,99 t	8,0	16,7
					12–18 t	11,5	20,2
					>18 t to 3 axles	16,0	24,7
					>18 t from 4 axles	17,4	26,1

* All information on toll rate and toll rate components are in cents per km.

** PRC – Particulate reduction classes are retrofitting standards to reduce particulate emissions. For category D, particulate reduction class 1 or higher is required; for category C, particulate reduction class 2 or higher is required.

Note: The tandem axle counts as two axes, the tridem axle counts as three axes. Lift and retractable axes are always taken into account, regardless of whether a vehicle axle is being used or is lifted during transportation, in other words has no road contact. The road user subject to toll must prove the accuracy of all data relevant for toll collection at the request of the German Federal Office for Goods Transport (BAG) by presenting appropriate documents (Section 5 of the German Federal Trunk Road Toll Act (BFStrMG) in conjunction with Sections 6 and 2 of the German Truck Toll Regulations (LKW-MautV)). For domestic vehicles registered in Germany using standard EU vehicle documents, the emission class can be identified based on the text in section 14 or the key number for 14.1 (Section 7 German Truck Toll Regulations).

For vehicles registered outside of Germany, time-based presumptions apply if the emission class cannot be proven in another way, in particular with documents attesting the fulfilment of certain environmental requirements in ECMT transport (European Conference of Ministers of Transport), (Section 8 of the German Truck Toll Regulations). The road user subject to toll is responsible for demonstrating and proving all data relevant for toll collection. Failure to provide proof will be penalised with a fine.

TOLL-EasyChange

TOLL-EasyChange is available to customers for changing the vehicle data for a truck with an On-Board Unit. Once the change request has been issued, the changed vehicle data is simply transferred to the On-Board Unit wirelessly. In addition to the vehicle data (emission class, number of axles and gross vehicle weight), TOLL-EasyChange can also be used to change the licence plate number and the country code. This prevents workshop costs and downtimes.

Changes to the vehicle data can be made conveniently in the Toll Collect customer portal. The next time the On-Board Unit is started up, the change request in the customer portal is then indicated by “NEW VEHICLE DATA REQUESTED” appearing for a short time in the On-Board Unit display. The message “VEHICLE DATA UPDATE” does not appear until after the next ignition cycle, and the changed data is displayed for a few seconds. Once the change has been made in the Toll Collect systems, the customer receives a written confirmation. As soon as the new data is loaded in the On-Board Unit, the kilometres travelled are invoiced at the potentially different rates.

Until the change request is completed, the customer should switch the OBU to “Manual toll collection” and pay the toll using one of the manual log-on options.

6

PAYMENT METHODS

The following payment methods are available for payment of the toll:

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

Unregistered customers / unregistered customers with a log-on account
■ Cash
■ paysafecard
■ Credit cards
■ Fuel cards



6.1 Payment methods for registered customers

Customers who register with Toll Collect can take advantage of various methods for paying their toll.

6.1.1 Settlement by credit account (advance bank transfer)

The customer transfers the projected toll amount to their Toll Collect credit account in advance. The transfer is made to the following bank account, specifying the user ID and the word “Maut” as the “Reference”:

Recipient: Toll Collect GmbH
Bank: Helaba
IBAN: DE88 3005 0000 0001 6401 19
BIC/Swift code: WELADED

If you need it to go quicker

When loading the credit account, the usual bank processing times, which can differ by bank and country, have to be observed. If you need it to go quicker, the toll credit can always be topped up in Paytoll (www.paytoll.eu) using a credit card; the amount is then credited the same day.

The credit balance can be obtained by phone at any time from Toll Collect customer service; please note that the actual credit balance can differ at the time of the request due to technical circumstances.

6.1.2 Direct debit prepaid service (SEPA business-to-business direct debit)

With this method, Toll Collect ensures that the credit account is always promptly topped up – conveniently by SEPA business-to-business direct debit. Toll Collect adjusts the customer’s credit in their credit account daily according to their current distance travelled. Before the credit is used up, Toll Collect requests a direct debit payment from the customer’s bank account. The customer chooses whether they want to top up their credit account for the next 14 or 30 days.

Advantages:

- no security deposits
- no credit check as is the case with other payment methods
- no OBU blocks due to insufficient credit balance
- OBU unlocking not necessary so no related fees
- direct toll payment with Toll Collect
- advance information on amount and time of debits by e-mail
- direct debit payment in advance for 14 or 30 days

Further information is available at www.toll-collect.de/direct-debit or directly from Toll Collect customer service.

6.1.3 Other payment methods

Moreover, it is possible to pay the toll through a payment services provider who guarantees to Toll Collect that the toll

payments due will be settled up to the agreed credit limit.

Credit cards

To pay the toll using a credit card, the customer must first set up a contract with a credit card provider accepted by Toll Collect. The customer then pays the toll to Toll Collect as part of the existing credit card contract with the provider.

Fuel cards

To pay the toll using a fuel card, the customer must first set up a contract with a fuel card issuer accepted by Toll Collect. The customer then pays the toll to Toll Collect as part of the existing fuel card contract with the provider.

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.

LogPay plan

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

Further information is available on the provider's website.

6.2 Payment methods for unregistered customers / unregistered customers with a log-on account

For the manual log-on using the app, on-line log-on or at the toll terminal, unregistered customers and customers with a log-on account can use different payment methods.

6.2.1 Cash

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

6.2.2 paysafecard

Toll Collect offers an electronic prepaid payment method for the manual log-on procedure with which customers can pay for log-on using a PC, smartphone, tablet, at the terminal and using the app. The customer buys a paysafecard at a paysafecard sales point, such as petrol stations, post offices and kiosks. The toll due is simply paid online by entering the 16-digit paysafecard PIN. For more information visit www.paysafecard.de.

6.2.3 Fuel and credit cards

Similarly, a fuel or credit card can be used for cashless payments with all manual log-on options. The cards accepted by Toll Collect can be checked online at any time at www.toll-collect.de or requested from customer service.



7

INVOICING FOR REGISTERED CUSTOMERS

7.1 Regular toll statement

Every registered customer receives a toll statement on a regular basis, currently once a month. It shows the total toll amount incurred in an invoicing period, including the proportion covering external costs (air and noise pollution). Under some circumstances, a toll statement can also include toll charges due from a previous invoicing period but not yet paid.

The toll statement can be received from Toll Collect in the customer portal or by

post. As soon as the toll statement is available in the customer portal, Toll Collect will inform the customer of this by email. On request, the customer can also receive a free itemised journey list, which is also accessed in the customer portal or sent by post. The itemised journey list is a detailed list of the toll-liable journeys made, enabling the individual toll amounts to be precisely tracked. The journey details enable customers to call up individual log-on numbers and view the associated individual costs based on a detailed list of journey sections. These journey de-

tails can only be accessed through the Toll Collect customer portal. Explanations of the toll statement, itemised journey list and journey details are available online at www.toll-collect.de.

ing. Toll Collect provides a form for this purpose. It can be downloaded from www.toll-collect.de or requested from customer service. The data is deleted once the statutory retention periods have elapsed.

7.2 Exceptional statement

In addition to the regular toll statement, it is possible that exceptional statements will be issued.

There are currently three reasons for issuing an exceptional toll statement:

- If the credit account reaches a negative balance: The statement is marked “Sonderaufstellung” (“Exceptional statement”).
- If the payment method is changed: The statement is marked “Sonderaufstellung nach Zahlwegwechsel” (“Exceptional statement after change of payment method”).
- Upon reaching a monthly limit agreed with the payment services provider: The statement is marked “Sonderaufstellung” (“Exceptional statement”).

In all three cases, the exceptional statement contains the same information as the regular toll statement.

7.3 Complaint: toll statement

If there are any queries relating to the toll statement, customers can contact Toll Collect customer service in writing or by telephone. Complaints must be made within two months of receipt of the toll statement and must be in writ-

7.4 Toll-related supplementary services

Toll-related supplementary services are all Toll Collect services used in the invoicing period, e.g. duplicates of toll statements or of itemised journey lists. Any claims for compensation, e.g. for the loss of an On-Board Unit, are also invoiced as toll-related supplementary services. Further information on supplementary services and the associated prices can be found in the service description and price list, both of which are available at www.toll-collect.de.

The statement for toll-related supplementary services is issued separately from the toll statement; i.e. the customer receives an additional invoice. It is issued using the same method selected for the toll statement. Payment is normally made using the payment method agreed with the customer. Settlement by credit account is an exception to this. In this case, the amount must be transferred to a separate account specified on the invoice and differing from the actual credit account for the toll.



8

ENFORCEMENT

Enforcement of the toll requirement is split between the Federal Office for Goods Transport (BAG) and Toll Collect. The Federal Office for Goods Transport (BAG) implements enforcement of vehicles in road traffic both on motorways and on federal trunk roads. Federal Office for Goods Transport (BAG) agents also have the authority to pull over and check vehicles subject to toll in parking areas located after enforcement gantries. In addition,

the Federal Office for Goods Transport (BAG) can also carry out operational inspections of the transport companies at their sites. All offence proceedings are initiated and carried out by the Federal Office for Goods Transport (BAG).

Toll Collect is responsible for automatic enforcement using enforcement gantries and enforcement pillars. This responsibility also includes recovery of tolls in the

case of toll non-payment or incorrect toll payment. This official task was entrusted to Toll Collect by the federal government.

Toll enforcement is carried out round the clock on all sections of the toll route network.

8.1 Automatic enforcement

Automatic enforcement is performed on motorways using 300 enforcement gantries and on federal trunk roads using approximately 600 enforcement pillars. Both enforcement installations function according to a similar principle.



Enforcement gantries and columns are stationary installations that monitor moving traffic to check whether a vehicle driving past or through is subject to toll and whether the toll-related vehicle data has been declared correctly. When a vehicle passes an enforcement point, an overview, side view and licence plate image are generated.

If the vehicle is equipped with an OBU, a check is performed to ascertain whether the OBU is working and whether the vehicle data is correctly set. The transport company and the driver are responsible for the accuracy of the data to be transferred. For vehicles subject to toll without an OBU or with the OBU switched off, the Toll Collect computing centre uses the licence plate number to determine whether a valid log-on exists.

The German Federal Trunk Road Toll Act (BFStrMG) contains strict provisions for detection of vehicles by enforcement gantries and enforcement pillars. Only data for vehicles subject to toll suspected of breaching the duty to cooperate will be transmitted to the control centre (suspicious cases). In all other cases, any image and suspicious case data is deleted in the enforcement point.

If there is suspicion of a toll offence, Toll Collect conducts the necessary investigations and any retrospective toll collection. Toll Collect forwards any information relevant to the proceedings to the Federal Office for Goods Transport (BAG). The data is deleted once the procedure has been completed.

The enforcement gantries and enforcement pillars do not conduct any general traffic checks (e.g. exceeding speed limits). They only check whether vehicles subject to toll have properly entered the toll-related vehicle data.



8.2 Stationary enforcement

Enforcement teams composed of Federal Office for Goods Transport (BAG) agents can approach vehicles for which the toll has potentially not been paid or not paid correctly in parking areas located after enforcement gantries. These vehicles are selected based on the data collected during automatic enforcement when this data raises doubts as to whether the toll has been correctly paid. The Federal Office for Goods Transport (BAG) agents stop these vehicles, clarify the circumstances immediately on the spot, conduct subsequent investigations and initiate civil offence proceedings.



carried out in moving traffic and from a stationary vehicle. They also receive data from vehicles where there is doubt about correct fulfilment of the duty.

If doubts exist, the vehicle is pulled over. If the suspicion of a toll offence is confirmed, the Federal Office for Goods Transport (BAG) enforcement teams collect the toll retrospectively on the spot and initiate civil offence proceedings.

8.3 Mobile enforcement

Federal Office for Goods Transport (BAG) mobile enforcement teams enforce correct payment of the toll around the clock. This guarantees comprehensive and flexible enforcement over the entire toll route network. The mobile teams use enforcement vehicles equipped with similar technology to that used in the enforcement gantries and pillars. Enforcement is

8.4 On-site enforcement

Federal Office for Goods Transport (BAG) agents also carry out on-site enforcement across Germany in the form of spot checks. The companies selected for on-

site enforcement are selected randomly or based on a specific suspicion. On-site enforcement entails checking whether the toll has been correctly paid in the past, for example based on shipping documents and fuel receipts.

enforcement, and initiates fine proceedings when appropriate. Fines of up to 20,000 euros can be imposed.

8.5 Consequences of toll violations

If correct payment of the toll cannot be verified, the toll for the route subject to toll actually travelled is retrospectively collected. Where the actual distance cannot be established, the toll is collected retrospectively for a distance of 500 kilometres per journey. Where the emission class has not been properly demonstrated, the air pollution costs are calculated at the highest rate. The customer is entitled to submit the required information and proof retrospectively. This must be done before completion of any opposition proceedings at the latest, as otherwise the flat-rate calculation of the toll remains in accordance with the applicable toll regulations.

The Federal Office for Goods Transport (BAG) evaluates information relevant for



9

DATA PROTECTION

The government has provided for comprehensive data protection. Strict legal provisions ensure a very high level of data protection with regard to the truck toll.

The fundamental principles are that collected data is only used for a specific purpose, the data is deleted according to the strict requirements of the German Federal Trunk Road Toll Act (BFStrMG) and it is prohibited to forward data to third

parties, except for the Federal Office for Goods Transport (BAG).

Toll Collect operates on the principle of data avoidance and data economy. To do this, engineers and software developers work closely with data protection experts.

With automatic toll collection, the toll amounts are calculated centrally in the Toll Collect computing centre. In this regard, the On-Board Unit sends the jour-

ney information to the computing centre several times daily in a time-delayed and encrypted manner. This information is processed using preset technical settings for route sections subject to toll. The routes subject to toll are then assigned to the vehicle. The relevant toll amount is calculated based on the parameters provided by the customer, such as the emission class, weight class and number of axles.

All information on journeys is deleted immediately once the sections subject to toll have been identified.

As this data is not saved for processing in the computing centre, access is not possible. Only the administrators responsible for operation of the computing centre have access to the system. Strict authorisation management ensures that the data is safeguarded against outside access.

To ensure continuous operation of the On-Board Unit, a status message is also sent once daily to confirm the status of the On-Board Unit.

If the customer is registered with Toll Collect or they want to create a log-on account, they must give consent under data protection law when first logging into the manual log-on system to the effect that addresses and/or sections outside of the route subject to toll will be stored until expiry of the log-on.

When logging on as a non-registered customer, they have the option for every log-on to agree to the storage of addresses not subject to toll. Otherwise, only the

components of the log-on subject to toll are stored. However, this can mean that when the log-on is called up again during the validity period, a continuous route cannot be displayed. Furthermore, the selected origin and destination points are displayed as the first point of entry into the toll network, and the last point before exiting it. In this case, via points are only displayed if they also fall within the toll network. Traceability of the entire route consisting of route sections subject to toll and those not subject to toll may no longer be possible in some circumstances.

Toll Collect has a robust data protection organisation. In addition, however, the Federal Office for Goods Transport (BAG) also monitors the toll operator's compliance with statutory provisions within the scope of operator monitoring, as does the Federal Data Protection and Freedom of Information Officer (BfDI).

More information on data protection is available on the Toll Collect website at www.toll-collect.de.



10

SERVICE AND CONTACT

You will reach our customer service team
Monday to Friday from 7 a.m. – 7 p.m.

For calls within Germany, dial:

Tel.: 0800 222 26 28*

and for calls from outside Germany:

Tel.: 00800 0 222 26 28*

Our employees answer all your questions about the truck toll system – whether they relate to log-on options, registration or On-Board Unit installation, claims or complaints, loss of an On-Board Unit or changes to a contract.

You can also contact Toll Collect customer service by fax, post or e-mail. Service can be provided in German, English, French and Polish. An online contact form is also available on our website at www.toll-collect.de. You can request further information here.

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10833 Berlin
Germany**

Fax: +49 180 1 22 26 28 **

info@toll-collect.de

You can also visit us online:

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: EUR 0.039 per minute from fixed-line networks; mobile phone rate max. EUR 0.42 per minute



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A valid edition of the user information brochure can be downloaded free of charge from the Internet at www.toll-collect.de.

General Standard Terms and Conditions

Toll Collect's general standard terms and conditions are available online at www.toll-collect.de.



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