



E-TOLL USER GUIDE



**NATIONAL
TOLL PAYMENT
SERVICES PLC**

2016

HU-GO ELECTRONIC TOLL SYSTEM

In the HU-GO distance-based electronic toll system toll is required to be paid by all cargo vehicles with a maximum permissible gross weight exceeding 3.5 tons on the toll sections of speedways and main roads.

For further information about the unit toll sections of roads affected by the effective regulation, please visit the www.hu-go.hu website!

CHANGES EFFECTIVE AS OF JANUARY 2016

There are no major changes in the HU-GO distance-based electronic toll system as of January 2016. Neither tolls are increased, nor are toll categories changed.

The toll road network has grown by the recently opened road sections (certain sections of speedways M30, M43, M60, M85, M86 and certain sections of roads no. 55, 62 and 306), and the unit toll road sections were further broken down or corrected. These changes require no special preparation for those using OBU, because this device automates toll declaration based on the motor vehicle's coordinates and toll payment from the account balance on toll sections.

Those travelling with route tickets must pay closer attention, because the route planner already plans with the newly opened road sections. Therefore, the route plan may change between usual departure and destination points.

CUSTOMER-FRIENDLY IMPROVEMENTS

Favorite route function

A new function assisting in route ticket planning has been introduced on the HU-GO website under the name Favorite Routes. With the help of the new function, users registered in the HU-GO system and travelling with route tickets have now the opportunity to save favorite/frequently used routes and use the saved data for planning a new ticket.

For more information, please visit our website at www.hu-go.hu.

Alert function

Avoid successive fines due to wrong user settings by activating the free alert function in your registered HU-GO user profile. The alert function is available to all users registered in the HU-GO system, regardless whether they fulfill their toll payment obligation by purchasing route tickets or using an on-board unit.

Unique even in international comparison, this function is designed to protect bona fide freight forwarders. The email alert function warns customers about wrong user settings detected by the control system allowing freight forwarders to avoid successive fines by checking and making corrections to those settings or topping up their account balance when needed.

The alert function sends a warning to the email address provided by the user registered in the HU-GO system if the control system detects or assumes unauthorized road use. It is important to note that due to legal requirements the alert system does not affect the process of imposing fines, and all data related to unauthorized road use are transferred to the authority in a closed control system.

TOLL ROAD NETWORK

You can see the detailed, enlargeable map of the toll speedway and main route system and a complete list of toll sections on the www.hu-go.hu website under the "Maps" menu item. Please be sure to check the information regarding any change before you begin road use.

TOLL CATEGORIES

Environmental classification	Vehicle categories / Road categories					
	Category J2		Category J3		Category J4	
	Speedway	Main road	Speedway	Main road	Speedway	Main road
≥ EURO III.	44.54	18.95	62.49	32.80	91.04	56.78
EURO II.	52.40	22.29	73.52	38.59	113.80	70.98
≤ EURO I.	60.26	25.63	84.55	44.38	136.56	85.18

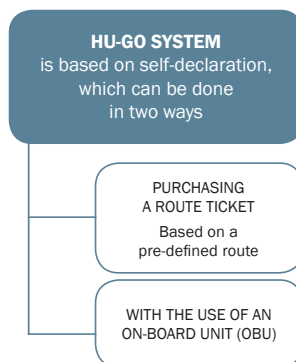
TOLL DECLARATION METHODS

Route planning and route ticket purchase options

- through the www.hu-go.hu website,
- with the help of the route planning devices (kiosk, tablet or computer) located at HU-GO reseller points of sale and NTPS customer service points. The list of reseller points of sale is available at www.hu-go.hu under the “Maps” menu item.
- through the HU-GO mobile application.

In case of toll declaration with OBU, the on-board unit can be purchased

- at the customer service offices of NTPS;
- at our resellers;
- directly from the toll declaration operators.



Attention! When purchasing a new OBU, please always assign it to one of the registration numbers in your profile registered in the HU-GO system. You can find detailed information about registration on the www.hu-go.hu website under the “General information” menu item, and the list of audited toll declaration operators is available under the “On-Board Unit” menu item.

ROAD USE AUTHORIZATION PURCHASE OPTIONS

Toll declaration and toll payment with an on-board unit (OBU)

Using the on-board unit (OBU) is the simplest, most convenient and safest method of toll declaration and toll payment. Installed in the vehicle or connected to cigar lighter plug, the OBU needs to be registered once and you only need to make sure that it is turned on, works properly, the current number of axles are configured correctly and that your HU-GO account has sufficient balance for the specific trip.

You can also purchase and register the on-board unit at the customer service offices of NTPS. For more information, visit our website at www.hu-go.hu or consult the toll declaration operators audited in the HU-GO system.

Ad-hoc route ticket purchase for non-registered users

- with online bank card payment through the www.hu-go.hu website
- with route planning on a kiosk and by cash, bank card or fuel card payment at the reseller points of sale or customer service offices
- through the mobile application with bank card payment

Ad-hoc route ticket

Ad-hoc route tickets offer a convenient and fast solution for road users who wish to use the Hungarian toll road network only for relatively infrequent trips on a specific route.

You can purchase road use authorization even without registration in the HU-GO system by entering the appropriate motor vehicle data and performing a simple route planning. Remember that planned route tickets authorize you to use toll road sections only after paying the related toll. In this case you can ask for a VAT-detailed invoice afterwards by sending an email to ugyfel@hu-go.hu. Purchased route tickets provide road use authorization only for one trip on the planned route, in the relevant direction and during the validity period.

CONTROL AND TICKETING

Within the HU-GO e-toll system, the National Toll Payment Services Plc performs control-support activities using the fixed control portals installed and the mobile data collecting vehicles parking along the toll road network. Enforcement is nonstop, the system immediately determines whether a specific vehicle has road use authorization.

Imposing fines and administrative procedures are performed by the Police via on-site pull-over control or based on the principle of objective responsibility. As of 2016, mobile control vehicles of NTPS may, in addition to the Police and the National Transport Authority, carry out on-site pull-over control in the e-toll system.

Unauthorized road use results in an administrative fine, the amount of which is shown in the chart below.

Offence according to the Toll Act	Fine rate by vehicle category		
	Category J2	Category J3	Category J4
Failure to pay toll before beginning road use	HUF 140,000	HUF 150,000	HUF 165,000
Toll declaration made for a lower toll category than the actual toll category	HUF 80,000	HUF 90,000	HUF 110,000
Unauthorized road use due to breakdown or incorrect use of the on-board unit	HUF 140,000	HUF 150,000	HUF 165,000

ATTENTION! IMPORTANT MEASURES TO AVOID FINE

OBU registration

After purchasing the on-board unit, it has to be assigned to the registration number of the motor vehicle based on the registration number and the PIN of the OBU. You can perform the registration in your user account on the website. Kiosk only allows for a partial, pre-registration by creating a new user profile. A new OBU may only be registered to an existing user profile via the online customer service portal.

After pre-registration, the system sends an activation link to the specified email address. Click on the link to finalize registration. Registered data can be changed in the user account on www.hu-go.hu. Detailed information on OBU registration is available under the "General information" menu item of the website. The on-board unit may only be used after registration; otherwise toll declaration will fail, resulting in unauthorized road use, for which a fine will be imposed.

Entering the number of axles of the vehicle

Make sure you always enter the current number of axles of the vehicle in the user account or on the on-board unit (depending on which vehicle category setting method you have selected on the website). If you cannot change the number of axles on the OBU, you can easily and simply do that using the HU-GO mobile application. Entering an incorrect number of axles qualifies as unauthorized road use and results in a fine.

Entering the environmental protection category

Similarly to the number of axles, it is also important to enter the environmental protection category correctly. For cargo vehicles registered in Hungary, section V9 of the registration certificate contains the environmental category.

Planning a return route

Route tickets planned for one route (only by entering the point of departure and the destination) are not valid for the return route, i.e. a classic outward and return ticket cannot be purchased. You can plan a return route if, during route planning, you enter the same settlement for the place of departure and destination, and you insert a different stop in between (e.g. Budapest [*departure*]-Szolnok [*waypoint*]-Budapest [*destination*]).

Please check the routes suggested by the route planner carefully for both directions, because they might be different for route optimization. It is important that the route ticket is valid only for the planned route; if you take a different route, it qualifies as unauthorized road use and results in a fine.

Considering the validity period of the route ticket

Ad-hoc route tickets are valid from the moment of payment to 24:00 on the following calendar day. A purchased route ticket does not grant road use authorization retroactively.

Registered users can also pre-purchase route tickets. The first day of validity may not be later than the 30th calendar day after the purchase. Pre-purchased tickets are valid from 00:00 on the date specified by the customer until 24:00 on the following calendar day.

If the date of purchase and the beginning of validity are the same, the ticket (just like in the case of ad-hoc route tickets) is valid from the date of purchase until 24:00 on the following calendar day.

Route ticket payment before road use

Route tickets are valid only after payment. Route tickets planned but not yet paid for do not authorize you to use toll road sections.

Using the planned route

If you use a route ticket for toll payment, it is not allowed to diverge from the planned route (also shown on the receipt), even if you wish to enter a road in a lower toll category. If you take a different route, it qualifies as unauthorized road use and results in a fine.

Diverging from your planned route in case of detours

You may diverge from your planned route due to road reconstruction or accident but you may only use the detour specified by the authorized entity (e.g. authority) and only for the term of the detour.

No additional toll is required when taking the specified detour; however, you must return to the original route at the next available entrance.

Entering and verifying data

When purchasing a route ticket or declaring toll using the on-board unit, make sure you enter the correct motor vehicle data including the registration number, the country code, the vehicle category and the environmental category. Incorrect data entry results in unauthorized road use and may result in a fine.

Settings cannot be modified retroactively, after the fine is imposed.

INVOICING INFORMATION

Invoices are issued based on the sales method according to the following:

No automatic VAT-detailed invoice is issued if you make toll payment as a non-registered user by purchasing a route ticket through the www.hu-go.hu website. To request a VAT-detailed invoice online, you first need to register. After the registration the system will automatically prepare the accountable tax receipt of your purchases.

For route tickets or account balance top-ups purchased at reseller points of sale or at the customer service offices of NTPS Plc, you may request a **VAT-detailed invoice at the cash register**. Please be sure to state accordingly at the cash register in each case!

If you top up your account balance online as a registered user by bank transfer or bank card payment through the online customer service portal at www.hu-go.hu, the system automatically issues an **electronic invoice (e-invoice)**.

More information about invoicing is available on the www.hu-go.hu web site under the “General information” main menu and “Methods of invoicing” menu item.

SERVICES AVAILABLE AT OUR CUSTOMER SERVICE OFFICES

Customer registration and data modification

The customer service representatives at the customer service offices of NTPS Plc are happy to help you with new registration or changing the data of an existing registration.

Route ticket sales

You can pay for your route ticket planned by the PC or kiosk located at a customer service office in the method and currency locally used (e.g. HUF or EUR cash payment, bank card payment as well as OMV or Shell fuel card payment).

Balance top-up

You can top up your HU-GO balance at the customer service offices by bank card or cash (HUF or EUR) or using your OMV or Shell fuel card.

OBU sales

The on-board unit (OBU) offered by multiple toll declaration operators may be purchased also in our customer service offices.

OBU registration

You can pre-register the on-board unit in the customer service offices. This option is available only for new customer registration.

You need to use the HU-GO online customer service portal to finalize your OBU registration or to register the on-board unit purchased at the customer service office for an existing user profile.

Submitting an application for customer qualification for post-paid road use authorization

If you meet the requirements included in the customer qualification procedure, you will be able to pay for your road use retroactively. You can submit the documents necessary to process the procedure and, in case of positive evaluation, the contract previously negotiated with National Toll Payment Services Plc at one of our customer service offices.

Ask for more information in person at our customer service offices, over the phone at our Call Center or by email at postpaid@nemzetiutdij.hu.

Acceptance and issuance of application for agricultural exemption

For motor vehicles operated by agricultural producers whose exempt status is granted by Government Decree 243/2013. (VI. 30.), NTPS Plc provides a special registration whereby free of charge route tickets can be obtained. For more information please visit our website at www.hu-go.hu and click on the “General information” menu item.

KAVOSZ loan procedures

Certificates required for the KAVOSZ loan, which can be applied for as part of the Toll Loan Program, are issued at the customer service offices. You can submit your application for the loan at a KAVOSZ representative office.

Control and ticketing administration

Please be advised that administration of the fines imposed is not possible at our customer service offices as the National Toll Payment Services Plc provides only control-support activities (data collection and transfer) whereas unauthorized road use is sanctioned in an administrative procedure by the Police. Therefore, you may appeal against the fine decision as indicated therein and using the contact information provided. No post-paid road use authorization may be purchased at the customer service offices (or in any other way).

OPENING HOURS OF CUSTOMER SERVICE OFFICES

CITY	LOCATION	MOTORWAY	KM	SIDE OF MOTORWAY*	OPENING HOURS		
					Mon-Tue, Thu-Fri	Wednes-day	Sat-Sun
NEW! Budapest (South Pest)	Üllői út 663.	-	-	-	10-18	10-18	-
Budapest	rest area (Szilas rest area)	M3	12	right	0-24	0-24	0-24
Budaörs	rest area (Garibaldi u. 1.)	M1/M7	9	right	7-19	7-19	8-16
Miskolc	Pesti u. 88-96.	-	-	-	8-16	10-18	-
Debrecen	Kassai út 27.	-	-	-	8-16	10-18	-
Szolnok	Abonyi út (next to Tesco)	-	-	-	8-16	10-18	-
Gyöngyös	Atkári út 2.	-	-	-	8-16	10-18	-
Nyíregyháza	Debreceni út 256.	-	-	-	8-16	10-18	-
Békéscsaba	Berényi út 93.	-	-	-	8-16	10-18	-
Szeged	Budapesti út 2.	-	-	-	8-16	10-18	-
Pécs	Mohácsi út 16.	-	-	-	8-16	10-18	-
Lajosmizse	rest area	M5	67	right	8-16	10-18	-
Dunaújváros	Venyimi út 8.C	-	-	-	8-16	10-18	-
Székesfehérvár	rest area	M7	59	right	8-16	10-18	-
Lébény	Motorway engineering bureau	M1	142	left	8-16	10-18	-
Veszprém	Budapest út 89.	-	-	-	8-16	10-18	-
Szombathely	Körömdi út 100.	-	-	-	8-16	10-18	-
Eszteregnye	Motorway engineering bureau	M7	219	right	8-16	10-18	-

Opening hours of official NTPS points of sale

Hegyeshalom	border crossing checkpoint	M1	-	inbound	0-24	0-24	0-24
Rajka	border crossing checkpoint	M15	-	inbound	0-24	0-24	0-24

*right side: Budapest outbound, left side: Budapest inbound

We reserve the right to change details. For further information on the opening hours of the customer service offices and other changes, please visit the www.toll-charge.hu website or call our Call Center.

Our own points of sale at the border

Please be advised that the point of sale previously located at km section 158 on the left side of motorway M1 at Mosonmagyaróvár has been closed and new points of sale were opened at the border crossing checkpoints at Rajka and Hegyeshalom.

The HU-GO mobile application

The application can be downloaded free of charge to phones with an Android or iOS operating system. For more information, please visit the HU-GO online customer service portal and click the "Mobile application" menu item.

- In case of ad-hoc route ticket purchase, the motor vehicle data and the frequently used routes can be stored in the mobile application to save time and energy.
- By logging into your existing account, you can purchase route tickets charged to your HU-GO balance quickly and simply.
- You can set the number of axles between two journeys even if you cannot do so through your on-board unit (OBU).
- Your registered bank card data can also be saved in the mobile application, so you do not have to enter it each time. OTP Bank is responsible for the security of the credit/debit card data.
- The data of the purchased route ticket can be saved and searched later.



CONTACT INFORMATION

National Toll Payment Services Plc

Postal address: H-1380 Budapest, Pf.: 1170

Customer email: ugyfel@hu-go.hu

Our Call Center is available in Hungarian 24/7,

in German on weekdays, and in English every day between 8 a.m. and 4 p.m.:

+36 (36) 587-500

www.hu-go.hu