

# **TOLLING REGULATIONS FOR THE MOTORWAYS AND EXPRESSWAYS OF AUSTRIA**

**Formally approved in accordance with section 14(2) Federal Road Tolls Act 2002 and,  
with regard to Tolling Regulations Part A II, adopted by decree by the Federal Minister  
of Transport, Innovation and Technology in agreement with the Federal Minister of  
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**TABLE OF CONTENTS**

PREAMBLE ..... 7

PART A I: TOLLING REGULATIONS FOR VEHICLES WITH A MAXIMUM GROSS VEHICLE WEIGHT OF UP TO 3.5 T ..... 9

1 SCOPE OF APPLICATION ..... 9

2 TOLL STICKER REQUIRED ..... 10

2.1 Network of roads on which tolls are levied ..... 10

2.2 Signing ..... 11

2.3 Exemptions from the mandatory toll ..... 13

2.3.1 Permanent exemptions ..... 13

2.3.2 Temporary exemptions ..... 14

2.3.2.1 Urgent traffic restrictions ..... 14

2.3.2.2 Exceptions for vehicles delivering humanitarian aid ..... 14

3 TOLL STICKER PRICES ..... 14

4 TOLL STICKER SALES OUTLETS ..... 15

5 DURATION OF ENTITLEMENT OF USE ..... 15

5.1 Annual toll sticker ..... 15

5.2 Two-month toll sticker ..... 15

5.3 Ten-day toll sticker ..... 15

5.4 'KorridorVignette' ..... 15

5.5 Date of issue ..... 16

6 RELIEF MEASURES FOR DISABLED DRIVERS ..... 16

7 ATTACHING THE TOLL STICKER ..... 17

7.1 Where and how to attach the toll sticker ..... 17

7.2 Permissibility of carrying an unattached toll sticker in the vehicle ..... 18

7.3 Carrying the 'KorridorVignette' ..... 18

8 TOLL STICKER REPLACEMENT ..... 19

9 MONITORING TOLL STICKERS ..... 20

10 TOLL EVASION ..... 22

10.1 Penalties for toll evasion ..... 22

10.2 Non-imposition of a penalty ..... 22

10.3 Substitute toll ..... 22

10.3.1 Method of payment ..... 22

---

10.3.1.1	Aprehension by toll enforcement officers.....	22
10.3.1.2	Official perception by absence of the driver.....	22
10.3.1.3	Retroactive summons procedure.....	23
10.3.2	Substitute toll rate.....	23
10.3.3	Continuing the journey with a substitute toll receipt or credit transfer form.....	23
10.3.4	Payment of the substitute toll.....	24
11	VIOLATION OF THE OBLIGATION TO STOP.....	24
12	PLACE OF JURISDICTION AND APPLICABLE LAW.....	24
13	COMPETENCE AND CUSTOMER SERVICE.....	24
PART A II: TOLLING REGULATIONS FOR VEHICLES WITH A MAXIMUM GROSS VEHICLE WEIGHT OF UP TO 3.5 T FOR EXISTING ROAD SECTION TOLLS ON THE AUSTRIAN MOTORWAY AND EXPRESSWAY NETWORK: A 9, A 10, A 11, A 13, S 16.....		
1	SCOPE OF APPLICATION.....	25
2	ROAD SECTIONS ON WHICH TOLLS ARE LEVIED.....	25
2.1	Names of the toll road sections and toll points.....	25
2.2	Signing.....	26
2.3	Toll road network (road section toll).....	26
2.3.1	Mixed toll lane operation.....	26
2.3.2	Open toll lane operation.....	26
2.4	Exemptions from the mandatory toll.....	27
3	TOLL RATES.....	28
3.1	Standard toll rates.....	28
3.1.1	A 9 Gleinalm and A 9 Bosruck.....	28
3.1.2	A 10 Tauern/Katschberg.....	29
3.1.3	A 11 Karawanken.....	29
3.1.4	A 13 Brenner.....	29
3.1.5	S 16 Arlberg road tunnel.....	29
3.2	Rates other than single trip rates.....	30
3.2.1	Pre-paid card.....	30
3.2.2	Annual cards.....	30
3.2.2.1	General information.....	30
3.2.2.2	Annual card with toll sticker credit.....	30
3.2.2.3	Annual card for commuters.....	30
3.2.3	Annual card for disabled drivers.....	31
3.3	Special provisions.....	31
3.3.1	10-trip monthly card for the A 11.....	31

---

- 3.3.2 Annual card for disabled drivers on the A 13..... 31
- 3.3.3 Monthly card for the A 13..... 31
- 3.3.4 Resident’s card for the A 13..... 32
- 3.3.5 Video toll card ..... 32
- 3.4 Cards that are restricted to specific vehicle registration numbers..... 32
  
- 4 MEANS OF PAYMENT..... 32
  
- 5 TOLL ENFORCEMENT OFFICERS..... 32
  
- 6 CONSEQUENCES OF INCORRECT RATE PAYMENT ..... 34
  
- 7 PLACE OF JURISDICTION AND APPLICABLE LAW ..... 34
  
- 8 COMPETENCE AND CUSTOMER SERVICE..... 34
  
  
- PART B: TOLLING REGULATIONS FOR TWIN-TRACK VEHICLES WITH A MAXIMUM GROSS VEHICLE WEIGHT OF MORE THAN 3.5 T 35
  
- 1 GENERAL INFORMATION ..... 35
  
- 2 SCOPE OF APPLICATION ..... 35
  
- 3 THE MANDATORY TOLL..... 36
  - 3.1 Network of roads on which tolls are levied ..... 36
    - 3.1.1 Areas with existing road section tolls ..... 37
      - 3.1.1.1 Mixed toll lane operation ..... 37
      - 3.1.1.2 Open toll lane operation..... 38
    - 3.1.2 The mandatory toll in areas around road works ..... 38
    - 3.1.3 Temporary entries and exits in accordance with section 26(2) Federal Highways Act..... 39
  - 3.2 Signing ..... 39
  - 3.3 Exemptions from the mandatory toll ..... 40
    - 3.3.1 Permanent exemptions ..... 40
    - 3.3.2 Temporary exemptions ..... 41
    - 3.3.3 Special exemptions..... 42
  
- 4 TOLL RATES..... 42
  
- 5 REGISTERING WITH AND DEREGISTERING FROM THE TOLL SYSTEM ..... 43
  - 5.1 General information..... 43
  - 5.2 Distribution channels..... 44
  - 5.3 Processing fee ..... 45
  - 5.4 Payment procedures..... 45
    - 5.4.1 General information..... 45

5.4.2	About the post-pay procedure.....	45
5.4.3	About the pre-pay procedure .....	46
5.5	Data storage.....	46
5.5.1	General information.....	46
5.5.2	Obligation to immediately inform of changes in the data to be stored in accordance with section 5.5.1 .....	47
5.5.3	SALE of a vehicle .....	47
5.5.3.1	SALE of a vehicle without a registration number and without a GO-Box .....	47
5.5.3.2	SALE of a vehicle with a registration number and without a GO-Box .....	48
5.5.3.3	SALE of a vehicle without a registration number and with a GO-Box .....	48
5.5.3.4	SALE of a vehicle with registration number and GO-Box.....	49
5.5.4	Vehicle RENTAL .....	49
5.5.4.1	RENTAL of a vehicle without a GO-Box .....	49
5.5.4.2	RENTAL of a vehicle with GO-Box .....	50
5.6	Provisions relating to the GO-Box.....	51
5.6.1	General information.....	51
5.6.2	GO-Box: period of validity, guarantee, exchange, bearing of costs, and recall.....	51
5.6.3	Theft, loss, and deactivation of the GO-Box .....	52
5.6.4	Deregistration, returning the GO-Box, and the lapse of toll credit .....	53
5.6.5	Transportation of GO-Boxes without the obligation to pay the mandatory toll .....	54
5.7	Provisions regarding the authorisation of other on-board units.....	54
5.7.1	On-board units from the operators of foreign toll systems.....	54
5.7.2	Special conditions governing Tripon on-board units.....	54
6	ITEMISED TOLL INFORMATION SHEETS .....	56
7	RETROACTIVE TOLL PAYMENT .....	56
7.1	Retroactive payment at GO DISTRIBUTION OUTLETS and to toll enforcement officers ...	56
7.2	Central retroactive payment in the event of use of a category that is too low .....	57
7.3	Retroactive billing .....	58
8	THE DRIVER'S OBLIGATIONS .....	58
8.1	Correct installation of the GO-Box .....	58
8.2	Correct operation of the GO-Box .....	59
8.2.1	Parts of the GO-Box.....	59
8.2.2	Declaring and setting the vehicle category (not applicable for buses and motorcaravans)	59
8.2.3	Declaring and setting the vehicle category (buses and motorcaravans).....	60
8.2.4	Checking that the GO-Box is in working order.....	60
8.2.4.1	The driver's duties.....	60
8.2.4.2	Before starting the trip.....	60
8.2.4.3	During the trip.....	61
8.2.4.3.1	The following acoustic signals provide customers with information: .....	61
8.2.4.3.2	The following acoustic signal must be observed by the customer: .....	61
8.2.4.3.3	No acoustic signal: .....	61
8.2.4.4	After the trip.....	62

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9 MONITORING PAYMENT OF THE MANDATORY TOLL ..... 62

9.1 Toll enforcement officers and their powers ..... 62

9.2 Toll enforcement officers' identification cards ..... 63

9.3 Toll enforcement officers' vehicles ..... 63

10 TOLL EVASION ..... 64

10.1 Penalties for toll evasion ..... 64

10.2 Non-imposition of a penalty ..... 64

10.3 Substitute toll ..... 65

10.3.1 Method of payment ..... 65

10.3.1.1 Apprehension by toll enforcement officers ..... 65

10.3.1.2 Retroactive summons procedure ..... 65

10.3.2 Substitute toll rate ..... 65

10.3.3 Initiation of administrative penal proceedings ..... 66

11 VIOLATION OF THE OBLIGATION TO STOP ..... 66

12 PLACE OF JURISDICTION AND APPLICABLE LAW ..... 66

13 COMPETENCE AND CUSTOMER SERVICE ..... 66

## PREAMBLE

The rights of usufruct over all motorways and expressways in Austria were granted to Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft (ASFINAG) with the signing of the Usufruct Agreement concluded by virtue of the ASFINAG Authorisation Act 1997, BGBl. (Federal Official Gazette) I No. 113/1997. Consequently, ASFINAG has the right to collect tolls from all drivers who use the federal highways or sections thereof that are the object of this usufruct. ASFINAG is a public limited company that was established by virtue of the ASFINAG Act, BGBl. No. 591/1982. The shares in ASFINAG are held in their entirety by the Republic of Austria.

1. In accordance with the provisions of the Federal Road Tolls Act 2002 (BStMG), BGBl. I No. 109/2002 (unless expressly indicated otherwise, all references to Acts relate to the respective Act as amended), ASFINAG has the right to collect either a time-related toll or a distance-related toll from the users of all motorways and expressways, depending on the maximum gross vehicle weight of the vehicle. Mandatory toll exists also in respect of all those areas, which are parts of federal roads according to section 3 of the Federal Highways Act 1971.

In accordance with section 14(1) BStMG, ASFINAG is obliged to draw up Tolling Regulations containing provisions governing the use of motorways and expressways on which tolls are levied. The present Tolling Regulations contain the following:

- general provisions for the payment of the **time-related toll** levied on vehicles with a maximum gross vehicle weight of up to 3.5 t (**Tolling Regulations Part A I**), whereby the collection of tolls and/or the operative tasks associated with toll collection (e.g. toll sticker service centre, toll sticker production, toll sticker sales etc.) will be executed by ASFINAG Maut Service GmbH, Alpenstraße 94, A-5020 Salzburg, Austria, on behalf of and for the account of ASFINAG, and
  - general provisions for the payment of the **distance-related toll** levied on vehicles with a maximum gross vehicle weight of more than 3.5 t (**Tolling Regulations Part B**), whereby the fully electronic toll system shall be operated by and the distance-related toll collected by ASFINAG Maut Service GmbH, Alpenstraße 94, A-5020 Salzburg, Austria, on behalf of and for the account of ASFINAG.
2. By decree of the Federal Minister of Transport, Innovation, and Technology in agreement with the Federal Minister of Finance, the general provisions and toll charges relating to the road section tolls for the toll road sections on the A 9, A 10, A 11, A 13, and S 16 are adopted with regard to ASFINAG. The laws governing the collection of road section tolls will hereinafter be explained for each of the existing toll road sections.

A 9 Pyhrn motorway: The toll will be collected between the Spital/Pyhrn and Ardnig junctions and between the St. Michael intersection and the Übelbach junction. This toll road

section is divided into two separate sections and includes the Bosruck and Gleinalm tunnels. The authorisation to collect a charge is regulated by section 2(1) of the Pyhrn Motorway Financing Act, BGBl. No. 479/1971.

A 10 Tauern motorway: The toll will be collected between the Flachau and Rennweg junctions. This toll road section includes the Tauern and Katschberg tunnels. The authorisation to collect a charge is regulated by section 2(1) of the Tauern Motorway Financing Act, BGBl. No. 115/1969.

A 11 Karawanken motorway: The toll will be collected on the A 11 southbound between the St. Jakob/Rosental junction and the southern tunnel entrance (in Slovenia). In conformity with the provisions of the State Treaty on the Karawanken Tunnel (BGBl. 441/1978), the toll is only levied on the southbound carriageway on the Austrian side of the border. The toll on the northbound carriageway is levied on the Slovenian side of the border. The authorisation to collect a charge is regulated by Article 12 of the aforementioned Treaty and section 2 of the Karawanken Motorway Financing Act, BGBl. No. 442/1978.

A 13 Brenner motorway: The toll will be levied between the Innsbruck-Amras/Innsbruck-Wilten intersection and the national border on the Brenner Pass. The authorisation to collect a charge is regulated by section 1(1) of the Innsbruck–Brenner Motorway Financing Act, BGBl. No. 135/1964.

S 16 Arlberg expressway: The toll will be collected between the St. Anton am Arlberg and Langen/Arlberg junctions. This toll road section includes the Arlberg tunnel. The authorisation to collect a charge is regulated by section 2(1) of the Arlberg Expressway Financing Act, BGBl. No. 113/1973.

The road section toll will be collected by ASFINAG Maut Service GmbH, Alpenstraße 94, A-5020 Salzburg, Austria, on behalf of and for the account of ASFINAG. In accordance with Tolling Regulations Part A II, the toll will be levied on vehicles with a maximum gross vehicle weight of up to 3.5 t. The Federal Road Tolls Act 2002 and the provisions of Tolling Regulations Part B apply to vehicles with a maximum gross vehicle weight of more than 3.5 t.

3. Tolling Regulations Parts A I and B are formally approved by the Federal Minister of Transport, Innovation, and Technology in agreement with the Federal Minister of Finance in accordance with section 14(2) BStMG; Tolling Regulations Part A II was adopted with regard to ASFINAG by the Federal Minister of Transport, Innovation, and Technology in agreement with the Federal Minister of Finance.



## **PART A I: TOLLING REGULATIONS FOR VEHICLES WITH A MAXIMUM GROSS VEHICLE WEIGHT OF UP TO 3.5 t**

### **1 SCOPE OF APPLICATION**

Tolling Regulations Part A I applies to all vehicles with a maximum gross vehicle weight of up to 3.5 t. These vehicles are liable for a time-related toll (toll sticker or 'vignette'). Unless expressly indicated otherwise, all references to individual sections contained in Part A I of the Tolling Regulations relate specifically to sections in Part A I of the Tolling Regulations.

Vehicles with three wheels are always considered to be twin-track vehicles. No time-related toll must be paid for trailers being towed by twin-track vehicles with a maximum gross vehicle weight of up to 3.5 t or for sidecars attached to single-track vehicles.

Twin-track vehicles that have not yet been registered and carry trade plates are obliged to pay the time-related toll as long as their service weight does not exceed 3.5 t. Drivers must carry a copy of the vehicle's logbook respectively an affirmation of the producer or his assignee according to section 29(2) of the Motor Traffic Act about the service weight of the vehicle when driving a vehicle carrying trade plates. The driver must show this document if requested to do so. If no correct affirmation is provided due to this demand the controlled twin-track vehicle is considered to be a vehicle with a service weight of more than 3,5 t.

**2 TOLL STICKER REQUIRED**

**2.1 Network of roads on which tolls are levied**

Unless exemptions apply, a time-related toll must be paid for vehicles that are liable for the toll for the use of the following motorways and expressways:



Illustration 1

Toll roads in Vienna:



Illustration 2

'KorridorVignette':

The single-direction 'KorridorVignette' authorises the holder to drive a single-track or twin-track vehicle with a maximum gross vehicle weight of up to 3.5 t in the specific direction printed on the front of the 'KorridorVignette' on the A 14 Rheintal/Walgau motorway between the German border at Hörbranz and the Hohenems junction (hereinafter referred to as 'the corridor'). The dual-direction 'KorridorVignette' authorises the holder to use the aforementioned corridor in both directions as printed on the front of the 'KorridorVignette'.

See section 5.4 for details of the duration of the entitlement of use.

All extensions of the toll road network must be specified and published in appendix 4 (Net toll road section rates). The time-related toll must be paid for these extensions as soon as they come into effect.

In accordance with section 10(2) BStMG, the following sections of motorway and expressway are excluded from the mandatory time-related toll system (see Tolling Regulations Part A II):

- the section of the A 9 Pyhrn motorway between the Spital/Pyhrn and Ardning junctions and between the St. Michael intersection and the Übelbach junction;
- the section of the A 10 Tauern motorway between the Flachau and Rennweg junctions;
- the section of the A 11 Karawanken motorway between the St. Jakob im Rosental junction and the national border in the Karawanken tunnel;
- A 13 Brenner motorway
- the section of the S 16 Arlberg expressway between the St. Anton and Langen junctions.

In accordance with the Toll Road Section Exemption Ordinance issued by the Federal Minister for Transport, Innovation, and Technology, as amended, the following sections of motorway or expressway are excluded from the mandatory time-related toll system:

- the section of the A 6 Nordost motorway from the regional highway B 50a to the national border at Kittsee (this exclusion is only valid until the opening of the whole A 6 Nordost motorway on November 19<sup>th</sup> 2007);
- the section of the S 2 Wiener Nordrand expressway on the Vienna section (Hirschstetten (A 23) - Wagramer Straße);
- the section of the S 5 Stockerauer expressway between the Grafenwörth and Krems junctions (regional highway B 3, regional highway B 37).

## 2.2 Signing

Information signs on federal and regional highways leading to national border crossings for motor vehicle traffic notify road users of the obligation to carry a toll sticker and toll sticker prices (see illustrations 3 and 4). The obligation to carry a toll sticker on toll roads is also indicated on additional information signs on approach roads (see illustration 5).



Illustration 3\*



Illustration 4\*



Illustration 5\*

(\*The 'GO' symbol refers to the toll for which vehicles with a maximum gross vehicle weight of more than 3.5 t are liable – see Tolling Regulations Part B for details)

Additional information signs in the vicinity of the corridor (see section 2.1.), i.e. at border crossings, on approach roads, and on the A 14 near the Hohenems junction, notify drivers of the beginning and the end of the zone in which a 'KorridorVignette' is required.



Illustration 4a



Illustration 5a



Illustration 5b

## 2.3 Exemptions from the mandatory toll

### 2.3.1 Permanent exemptions

Toll stickers do not have to be attached to the following vehicles before using motorways and expressways for which toll stickers are mandatory:

- Vehicles to which blue headlights or warning lights have been attached and are visible in accordance with section 20(1)(d) and subsection 5 of the Motor Traffic Act 1967, BGBl. No. 267.
- Army vehicles (section 2(1)(38) Motor Traffic Act 1967).
- Vehicles that are used within the scope of the agreement among the states party to the North Atlantic Treaty and the other states participating in the Partnership for Peace regarding the status of their forces ('PfP-SOFA', BGBl. III No. 136/1998). If non-military vehicles are used for these trips, they shall provisionally be subject to the provisions of the time-related toll. The toll paid in the course of these trips will be refunded by ASFINAG free of charge. Applications for refunds must be submitted by the relevant state authorities once the trips have been completed. Refund applications must be accompanied by evidence that the toll was paid and submitted directly to ASFINAG Maut Service GmbH (see appendix 7a).
- Vehicles that are used for the implementation of measures for securing peace within the scope of an international organisation, the Organisation for Security and Co-operation in Europe or the European Union in conformity with a Decision made within the scope of the Common Foreign and Security Policy. If non-military vehicles are used for these trips, they shall provisionally be subject to the provisions of the time-related toll. The toll paid in the course of these trips will be refunded by ASFINAG free of charge. Applications for refunds must be submitted by the relevant state authorities once the trips have been completed. Refund applications must be accompanied by evidence that the toll was paid and submitted directly to ASFINAG Maut Service GmbH (see information in section 13).
- Vehicles belonging to the public security forces, tax authorities, prison services, and foreign security forces in accordance with section 2(3) of the Police Co-operation Act, BGBl. No. 104/1997, in the amended version BGBl. I No. 146/1999, as well as vehicles belonging to foreign customs and judicial authorities.
- Vehicles belonging to foreign public emergency services, foreign fire brigades, or foreign rescue services, as long as blue headlights or warning lights have been attached to the exterior of these vehicles and are visible, and as long as the use of such headlights or warning lights is permissible according to the laws of the relevant foreign state.

Vehicles to which blue headlights or warning lights have been attached to the exterior of the vehicle and are visible, or vehicles that have not yet been registered and carry trade plates are liable to pay the toll and must pay the toll correctly in accordance with the provisions of these Tolling Regulations in order to use the toll road network. Failure to comply with this provision constitutes a toll evasion offence.

Autobahnen- und Schnellstraßen-Finanzierungs-Aktiengesellschaft must provide free toll stickers for army vehicles (section 2 sub-paragraph 38 Motor Traffic Act 1967), vehicles belonging to the

public security forces, tax authorities, and the prison services that have been allocated special number plates ('Deckkennzeichen') in accordance with section 48(1) Motor Traffic Act 1967.

### 2.3.2 Temporary exemptions

#### 2.3.2.1 Urgent traffic restrictions

In the event of an urgent traffic restriction within the meaning of section 44b(1) of the Road Traffic Act (StVO), BGBl. No. 159/1960 on a non-trunk road network, vehicles that are directed by officers of the road inspection authorities, road maintenance units, fire brigade, public breakdown service or waste disposal companies to use sections of a motorway or expressway as part of the diversion route are not obliged to carry a toll sticker on the motorway or expressway. Vehicles without a valid toll sticker must leave the motorway or expressway at the next possible exit.

#### 2.3.2.2 Exceptions for vehicles delivering humanitarian aid

In addition to the above provision, ASFINAG may in accordance with section 5(2) BStMG and depending on the circumstances, exempt vehicles with a maximum gross vehicle weight of up to 3.5 t that are delivering humanitarian aid in the event of emergencies or disasters from paying the mandatory toll.


To obtain such an exemption, which allows a trip to be completed without payment of the toll (i.e. the attachment of a toll sticker in accordance with section 5), an exemption application form in accordance with appendix 3a (which can be downloaded at [www.asfinag.at](http://www.asfinag.at)) must be completed, properly signed, and returned to ASFINAG either by e-mail to [info@asfinag.at](mailto:info@asfinag.at) or by fax to +43 1 955 12 77 at least 24 hours before use of the toll road network. The applicant will receive confirmation. This confirmation must be carried in the vehicle for the duration of the trip that is exempt from the mandatory toll and must be presented on request as evidence of exemption approval. A toll exemption for trips made by vehicles delivering humanitarian aid is valid for both the outward and the return journeys.


This provision applies exclusively to those cases that result from a cause within the meaning of section 5(2) of the Federal Road Tolls Act and are announced at this point in the Toll Regulations.

## 3 TOLL STICKER PRICES

The toll sticker prices are defined in an Ordinance issued by the Federal Minister of Transport, Innovation, and Technology in consent with the Federal Minister of Finance. The valid toll sticker prices are quoted in appendix 1 and vary according to the type of vehicle and the duration of use. Prices include 20 % VAT.

## 4 TOLL STICKER SALES OUTLETS

Toll stickers can be purchased at sales outlets marked with the toll sticker symbol  (see appendix 1).

'KorridorVignettes' can be purchased at sales outlets marked with the 'KorridorVignette' symbol .

The price of purchased toll stickers cannot be refunded or replaced.

## 5 DURATION OF ENTITLEMENT OF USE

### 5.1 Annual toll sticker

The annual toll sticker is valid for the year indicated on the toll sticker. Furthermore, it may be used from 1 December of the year preceding and until 31 January of the year following the year indicated on the toll sticker (see appendix 1).

### 5.2 Two-month toll sticker

The two-month toll sticker allows the bearer to use the roads for two months. This toll sticker expires at the end of the day of the second month that corresponds to the date on which the toll sticker came into effect or, if no such date exists in that month, at the end of the last day of the second month (see appendix 1).

### 5.3 Ten-day toll sticker

The ten-day toll sticker allows the bearer to use the roads for ten successive calendar days, whereby the day of issue, which can be freely chosen, counts as the first calendar day of the ten-day validity period (see appendix 1).

### 5.4 'KorridorVignette'

The 'KorridorVignette' authorises the holder to use the corridor (see section 2.1) for a period of 24 consecutive hours. The end of the period of validity is printed on the front of the 'KorridorVignette' (see appendix 1).

## 5.5 Date of issue

Sales personnel at the sales outlets validate two-month and ten-day toll stickers by punching a hole in the appropriate starting day in accordance with the toll sticker samples (see appendix 1).

## 6 RELIEF MEASURES FOR DISABLED DRIVERS

ASFINAG provides disabled people with toll stickers free of charge upon presentation of evidence that the following conditions are fulfilled. To this end, ASFINAG Maut Service GmbH (see information in section 13) shall provide the Federal Agency for Social Matters and the Disabled with the required number of annual toll stickers for the subsequent calendar year free of charge.

The regional offices of the Federal Agency for Social Matters and the Disabled provides disabled people

- who are resident in or ordinarily resident in the catchment area of that regional office,
- in whose name a twin-track vehicle with a maximum gross vehicle weight of up to 3.5 t has been registered,
- who are in possession of a disabled person's identity card in accordance with section 40 of the Federal Disabled Persons Act, BGBl. No. 283/1990, on which one of the following disabilities has been noted: a long-term, serious walking disability; chronic ill-health that means the card holder cannot reasonably be expected to use public transport; blindness,

with a free annual sticker for the aforementioned vehicle for every calendar year. The Federal Agency for Social Matters and the Disabled is authorised to issue disabled person's identity cards to disabled people who do not belong to the category of people defined in section 40(1)(1–5) of the Federal Disabled Persons Act but cannot reasonably be expected to use public transport as a result of serious walking disabilities or blindness. Should more than one vehicle be registered in the name of the applicant, the free toll sticker may only be issued for one of these vehicles.

Applications for a free toll sticker should be submitted to the relevant regional office of the Federal Agency for Social Matters and the Disabled.

If the free toll sticker does not reach the applicant in time despite the fact that the application was submitted in time and if, as a result, the applicant is obliged to purchase a corresponding annual toll sticker, the applicant may request a refund of the purchase price of the annual toll sticker from ASFINAG Maut Service GmbH (see information in section 13) by submitting the documents listed below.

- a copy of the entry in the applicant's disabled person's identity card in accordance with section 40 of the Federal Disabled Persons Act;
- a copy of the disabled person's identity card holder's vehicle registration documents;



- the original confirmation from the Federal Agency for Social Matters and the Disabled that the annual toll sticker could not be sent to the applicant in time;
- the lower section (allonge) of the toll sticker.

Please refer also to the information in the context of the road section toll (see sections Annual card with toll sticker credit, subpoint Annual card for commuters, and 3.3.4 Resident's card for the A 13 in Tolling Regulations Part A II).

If a disabled person has been issued with a free toll sticker for a specific vehicle by the relevant regional office of the Federal Agency for Social Matters and the Disabled, and if that person changes his/her vehicle within the period of validity of the issued toll sticker, the disabled person is entitled to apply to ASFINAG Maut Service GmbH (see information in section 13) for a new free toll sticker for the remainder of the period of validity of the original free toll sticker. In such cases, both the application and the following evidence/documents must be submitted to ASFINAG Maut Service GmbH:

- evidence that the applicant has already received a free annual toll sticker for the current calendar year in the form of a confirmation from the relevant regional office of the Federal Agency for Social Matters and the Disabled;
- the removed annual sticker including the lower section (toll sticker tab and/or backing paper);
- confirmation from the vehicle registration unit that the vehicle for which the relevant regional office of the Federal Agency for Social Matters and the Disabled has already issued a free toll sticker has been removed from the register;
- a copy of the entry in the applicant's disabled person's identity card in accordance with section 40 of the Federal Disabled Persons Act;
- a copy of the vehicle registration document of the new vehicle belonging to the holder of the disabled person's identity card.

## **7 ATTACHING THE TOLL STICKER**

### **7.1 Where and how to attach the toll sticker**

Before using the toll road network, a valid toll sticker, which has to be appropriate to the respective vehicle category, must be properly attached to every vehicle (using the original toll sticker adhesive strip) that is liable for the toll (taking into account section 7.2 of Tolling Regulations Part A I). Any other kind of Attachmet (e.g by [additional] adhesive strips) is not allowed and forfeits the evidence the evidence that the toll has been properly paid. Special provisions apply for the 'KorridorVignette' (see section 7.3).

Once it has been removed from the backing paper, the undamaged toll sticker must immediately be attached to the inner surface of the windscreen so that it can easily be seen and monitored from outside the vehicle (e.g. the toll sticker should not be attached to the windscreen behind a strip of tinted glass). The adhesion of a toll sticker on a side window is not permissible. It is allude to the attachment recommendations on the back of the toll sticker. On a motorcycle, toll stickers

must be attached in a visible place on a part of the motorcycle that is either difficult or impossible to remove.

In the interest of road safety and in order to ensure effective, user-friendly monitoring of time-related toll payment, a maximum of one other toll sticker should, if possible, be attached to the vehicle in addition to the valid toll sticker.

The removal and reattachment of an attached, valid toll sticker; the repeated use of the toll sticker, with the exception of the repeated use that is expressly permitted by these Tolling Regulations; or a chemical or technical manipulation of the original toll sticker adhesive strip in such a way that the toll sticker is prevented from self-destructing upon removal, is impermissible and does not count as evidence that the toll has been properly paid.

## **7.2 Permissibility of carrying an unattached toll sticker in the vehicle**

Drivers of approved vehicle models without windscreens are permitted to carry an unattached toll sticker in the vehicle. The same applies in cases where the manufacturer of a windscreen provides technical certification that toll stickers may not be attached to the windscreen on condition that an original vehicle-specific letter of authorisation is also carried in the vehicle.

In the case of vehicles that carry trade plates, drivers are permitted to carry an unattached, properly stamped two-month toll sticker in the vehicle instead of directly attaching the toll sticker to the vehicle (please refer to section 1).

Before leaving a parked vehicle (e.g. at service areas on the toll road network) the driver must ensure that the toll sticker can easily be seen and inspected from outside the vehicle. Failure to comply with this provision constitutes a toll evasion offence (see section 10).

## **7.3 Carrying the 'KorridorVignette'**

The 'KorridorVignette' only has to be carried in the vehicle, not attached to it in any way. In the case of twin-track vehicles (e.g. cars), the driver must ensure that the 'KorridorVignette' is placed inside the windscreen in such a way that it can easily be seen and inspected from outside the vehicle.

## 8 TOLL STICKER REPLACEMENT

In cases where the toll sticker has been rendered invalid or destroyed in circumstances that fall within the sphere of responsibility of the toll sticker producer or in circumstances that occurred while the sticker was being attached for the first time, ASFINAG Maut Service GmbH (see information in section 13) or its authorised agents shall provide a replacement toll sticker free of charge. This also applies to cases where the windscreen to which the toll sticker was attached is destroyed and replaced, as long as there are no claims against third parties. Should a replacement toll sticker be required, the following evidence must be provided:

- a copy of the invoice for the replaced wind screen issued by the garage that carried out the repairs (in the case of company cars, the name of the driver must also be given);
- the detached toll sticker together with the lower section (allonge) of the toll sticker;
- a toll sticker replacement form (completed, signed and - in the case of companies - stamped).

If a vehicle to which an annual toll sticker is attached is damaged to such an extent as a result of an accident or force majeure that this vehicle is no longer roadworthy (i.e. the vehicle is a technical write-off), the owner of the annual toll sticker is entitled to apply for a free replacement toll sticker from ASFINAG Maut Service GmbH as long as there are no claims against third parties.

Should such a replacement toll sticker be required, the following evidence must be provided:

- the original removed annual sticker or a sufficient part of the remaining toll sticker parts including the lower section (toll sticker tab and/or backing paper);
- confirmation from a garage or automobile club that the vehicle is a technical write-off or confirmation that it has been scrapped or handed over to a third party for scrapping.
- confirmation from the vehicle registration unit that the vehicle has been removed from the register;
- brief description of the events that occurred.

Owners of annual toll stickers who are granted a so-called eco premium (Ökoprämie) during the period of validity of the Eco Premium Act (Ökoprämiengesetzes, BGBl. No. I 28/2009) are also entitled to apply for a free replacement toll sticker from ASFINAG Maut Service GmbH. In this case, the owner of the annual toll sticker must use the form for technical write-offs and provide ASFINAG Maut Service GmbH with the above-mentioned evidence. Moreover, the application for payment and transfer of the eco premium in accordance with section 5 of the Eco Premium Act must be submitted as evidence.

In cases of doubt, ASFINAG is entitled to request photographic evidence of the vehicle in question.

More details and the toll sticker replacement form are available on the Internet at [www.asfinag.at](http://www.asfinag.at) (please refer also to the information in section 13). It is impermissible for a driver to use toll roads until such time as the replacement toll sticker has been received.

No replacements are provided for toll stickers that are destroyed in other circumstances (e.g. the removal of a toll sticker that has already been attached).

## 9 MONITORING TOLL STICKERS

In accordance with sections 17 and 29 BStMG, payment of the time-related toll is monitored by the officers of the road inspection authority and toll enforcement officers.

Toll enforcement officers are public inspection officers. They are nominated by ASFINAG and are appointed and sworn in to the job by the local district administrative authorities. When discharging their duties, toll enforcement officers must carry with them the identification card defined below and show it to the person concerned when requested to do so.

The identification card for toll enforcement officers, which confirms their official status, is the size of a cheque card, is printed on both sides, and features the following in particular: a photograph and the name, and duty number of the toll enforcement officer (see illustration 7).



Illustration 7

The toll enforcement officers' vehicles are public security force enforcement vehicles that comply with section 20(1)(d) of the Motor Vehicle Act 1967. These vehicles are silver-grey operational vehicles that are equipped with flashing blue lights and a siren. Furthermore, they are marked with the following words: 'ASFINAG', 'Mautaufsicht' (toll enforcement) and 'Service- und Kontrolldienst der ASFINAG' (ASFINAG customer service and toll enforcement unit). See illustration 8 for details.



Illustration 8

In order to monitor the correct payment of tolls, toll enforcement officers are authorised, among other things, to use clearly visible and audible signals to request drivers to stop; to stop these drivers; to inspect the attachment of the toll sticker; to determine the identity of the driver and the registered owner; to inspect the vehicle (in particular the vehicle registration documents), - when driving a vehicle carrying trade plates according to section 1 – affirmations about the service weight of the vehicle (in particular a copy of the vehicle's logbook); and to verbally request the apprehended driver to pay the substitute toll.

Moreover, in order to monitor the correct payment of tolls and to conduct traffic surveys, toll enforcement officers are authorised to use automatic traffic diversion equipment to divert traffic to the toll inspection areas, which are currently located in Suben, Walserberg, Arnoldstein, Hörbranz, Eberstallzell, Gersdorf, Arnwiesen, Kellerberg, Nüziders, Hoher Göll, Haag, Kematen, and Haimburg.

If no substitute toll is paid and if prosecution or execution of a sentence appear obviously impossible or very difficult, the toll enforcement officers are authorised in accordance with section 27 BStMG to request provision of a provisional security deposit or, if the stipulated provisional security deposit is not provided, to request that the trip be interrupted and prevent its continuation by taking suitable preventative measures (e.g. confiscation of vehicle documents and keys, clamping of the vehicle, parking it in a suitable place and other similar measures) in accordance with section 28 BStMG.

## 10 TOLL EVASION

### 10.1 Penalties for toll evasion

It is prohibited to drive a vehicle that is liable for the toll within the meaning of Tolling Regulations Part A I on the toll road network without a valid toll sticker that has either been properly attached to the vehicle or properly carried in the vehicle in accordance with section 7.2 of Tolling Regulations Part A I. In accordance with section 20(1) BStMG, drivers who violate this prohibition are in breach of an administrative rule and may be fined between **€300.00** and **€3,000.00** by the local district administrative authorities (This amended provision shall apply on administrative offences which are committed after coming into effect of the amendment of the Federal Road Tolls Act, BGBl. (Federal Official Gazette) I No. 82/2007).

### 10.2 Non-imposition of a penalty

A penalty is not imposed if the driver pays a substitute toll, which is defined below. A substitute toll, which is paid in due time and in proper form, cannot be reclaimed.

### 10.3 Substitute toll

#### 10.3.1 Method of payment

The substitute toll may not be paid in instalments. If instalments are received, they will be credited to the payer's account minus a processing fee of € 15.00 (including 20 % VAT). The same applies to late payments. In the event of overpayment by less than € 5.00, no money will be credited to the payer's account (otherwise the entire amount will be credited to the payer's account).

##### 10.3.1.1 Apprehension by toll enforcement officers

If the driver of the vehicle is apprehended by toll enforcement officers, the toll enforcement officer is authorised to verbally request that the driver pay the substitute toll. The substitute toll must be paid immediately on request either in cash or using an authorised means of payment mentioned in section 10.3.4. The driver will then be given a confirmation document.

##### 10.3.1.2 Official perception by absence of the driver

If a violation is established by toll enforcement officers during the course of their work without the driver being apprehended in person, perhaps because the driver is not at the vehicle, a written request to pay the substitute toll may be placed at the vehicle.

This written request will provide details of the substitute toll to be paid, an identification number (ID No.), and details of a bank account.

The substitute toll must be transferred to the account indicated in the written request and must include the identification number (ID No.) given thereon. The obligation to pay the substitute toll is met when the substitute toll has been credited to the given account within two weeks of the

placement and as long as the transfer order contains the complete and correct identification number, which must be written in such a way that it can be automatically read by a machine.

#### 10.3.1.3 Retroactive summons procedure

If a violation was detected through automatic checks without the driver being apprehended in person, the registered owner(s) may receive a written request to pay the substitute toll.

This written request will provide details of the substitute toll to be paid, an identification number (ID No.), and details of a bank account.

The substitute toll must be transferred to the account indicated in the written request and must include the identification number (ID No.) given thereon. The obligation to pay the substitute toll is met when the substitute toll has been credited to the given account within four weeks (This amended provision shall apply on administrative offences which are committed after coming into effect of the amendment of the Federal Road Tolls Act, BGBl. (Federal Official Gazette) I No. 82/2007) of the issuing of the request and as long as the transfer order contains the complete and correct identification number, which must be written in such a way that it can be automatically read by a machine.

#### 10.3.2 Substitute toll rate

The substitute toll rates (including 20 % VAT) for non-payment of the time-related toll are given below:

Vehicle category	Substitute toll rate
<b>A</b>	<b>€ 65.00</b>
<b>B</b>	<b>€120.00</b>

The removal and reattachment of an attached, valid toll sticker; the repeated use of the toll sticker, with the exception of the repeated use that is expressly permitted by these Tolling Regulations; or a chemical or technical manipulation of the original toll sticker adhesive strip in such a way that the toll sticker is prevented from self-destructing upon removal, automatically doubles the price of the substitute toll for each category (see table above).

#### 10.3.3 Continuing the journey with a substitute toll receipt or credit transfer form

Payment of the substitute toll authorises the driver of the vehicle to use the toll road network on the day he or she was apprehended and/or the day on which the request for payment was left on his or her vehicle and on the following day. Either the receipt issued after the driver was apprehended or the credit transfer form attached to the written request to pay the substitute toll are considered to be proof of payment of the substitute toll. Failure to comply with this provision constitutes a toll evasion offence.

Drivers who refuse to pay the toll after being apprehended are obliged to leave the toll road immediately at the next possible exit.

Upon leaving the vehicle, the driver must ensure that the receipt or the credit transfer form is placed inside the windscreen in such a way that the entitlement of use (especially the location, date, and time of issue and the vehicle registration number) can easily be seen and inspected from outside the vehicle. Failure to comply with this provision constitutes a toll evasion offence.

#### 10.3.4 Payment of the substitute toll

Substitute tolls must be paid in euros. Information regarding the means and methods of payment that are accepted for payment of the substitute toll to toll enforcement officers is given in appendix 2 and on the Internet at [www.asfinag.at](http://www.asfinag.at). This information may also be obtained from customer services (see information in section 13).

## 11 VIOLATION OF THE OBLIGATION TO STOP

Drivers who, contrary to section 18(2) BStMG, do not stop when requested to do so by an officer defined in section 9 are in breach of an administrative rule contrary to section 21 BStMG and must be fined up to **€ 3,000.00** (This amended provision shall apply on administrative offences which are committed after coming into effect of the amendment of the Federal Road Tolls Act, BGBl. (Federal Official Gazette) I No. 82/2007).

## 12 PLACE OF JURISDICTION AND APPLICABLE LAW

The exclusive place of jurisdiction for all claims against ASFINAG under civil law arising out of these Tolling Regulations and/or the use of the toll road network shall be the court that has jurisdiction as regards such matters for the first district in Vienna. Only Austrian law applies, excluding the conflict of laws rules of private international law.

## 13 COMPETENCE AND CUSTOMER SERVICE

All queries or complaints should be addressed to ASFINAG Maut Service GmbH:

**ASFINAG Maut Service GmbH**  
**Alpenstraße 94**  
**A-5020 Salzburg**  
**AUSTRIA**

**Tel.: +43 (0) 800 400 11 400**  
**Fax: +43 (0) 800 400 11 444**  
**e-mail: [info@go-maut.at](mailto:info@go-maut.at)**



**PART A II: TOLLING REGULATIONS FOR VEHICLES WITH A MAXIMUM GROSS VEHICLE WEIGHT OF UP TO 3.5 t FOR EXISTING ROAD SECTION TOLLS ON THE AUSTRIAN MOTORWAY AND EXPRESSWAY NETWORK: A 9, A 10, A 11, A 13, S 16**

**1 SCOPE OF APPLICATION**

Tolling Regulations Part A II applies to all vehicles with a maximum gross vehicle weight of up to 3.5 t (in short, category 1). Unless expressly indicated otherwise, all references to individual sections contained in Part A II of the Tolling Regulations relate to sections in Part A II of the Tolling Regulations.

Twin-track vehicles that have not yet been registered and carry trade plates are obliged to pay the rates in category 1 in accordance with section 3 as long as their service weight does not exceed 3.5 t. Drivers must carry a copy of the vehicle's logbook when driving in a vehicle carrying trade plates. The driver must show this document to toll enforcement officers or toll collection employees if requested to do so.

No toll must be paid for trailers being towed by twin-track vehicles with a maximum gross vehicle weight of up to 3.5 t.

**2 ROAD SECTIONS ON WHICH TOLLS ARE LEVIED**

**2.1 Names of the toll road sections and toll points**

The table below lists the names of the toll road sections and toll points that are the subject matter of, and are subject to, Tolling Regulations Part A II:

<b>Motorway</b>	<b>Name of the toll road section</b>	<b>Name of the toll point</b>
The sections of the <b>A 9 Pyhrn motorway</b> between the Spital/Pyhrn and Ardning junctions and between the St. Michael intersection and the Übelbach junction	Bosruck/Gleinalm	Bosruck toll point
		Gleinalm toll point
The section of the <b>A 10 Tauern motorway</b> between the Flachau and Rennweg junctions	Tauern/Katschberg	St. Michael i.L. toll point
the section of the <b>A 11 Karawanken motorway</b> between the St. Jakob im Rosental junction and the national border in the Karawanken tunnel;	Karawanken	Rosenbach toll point
<b>A 13 Brenner motorway</b>	Brenner	Schönberg main toll point

The section of the <b>S 16 Arlberg expressway</b> between the St. Anton am Arlberg and Langen am Arlberg junctions	Arlberg	St. Jakob toll point
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## 2.2 Signing

Drivers are notified of the mandatory toll by appropriate mandatory signs at the start of each toll road section.

## 2.3 Toll road network (road section toll)

Vehicles may only drive through existing toll points on the specially marked lanes. Depending on traffic volume, so-called open toll lane operation or mixed toll lane operation may be used on these lanes.

### 2.3.1 Mixed toll lane operation

During mixed lane operation (see illustration 9), the toll lane may be used by both vehicles with a maximum gross vehicle weight of up to 3.5 t and vehicles with a maximum gross vehicle weight of more than 3.5 t (see Tolling Regulations Part B). Instructions given by the toll point personnel must be followed. All lanes at secondary toll points are mixed toll lanes. This means that there are no special toll lane operation signs at the secondary toll points at the Zederhaus and St. Michael/Lungau junctions on the A 10 and the Zenzenhof, Igls Patsch, Schönberg Stubaital, Matriei Steinach, Nösslach, and Brennersee junctions on the A 13.

### 2.3.2 Open toll lane operation

During open toll lane operation, one lane is reserved for vehicles that are liable for the distance-related toll. These lanes will be clearly marked as such (see illustration 10).

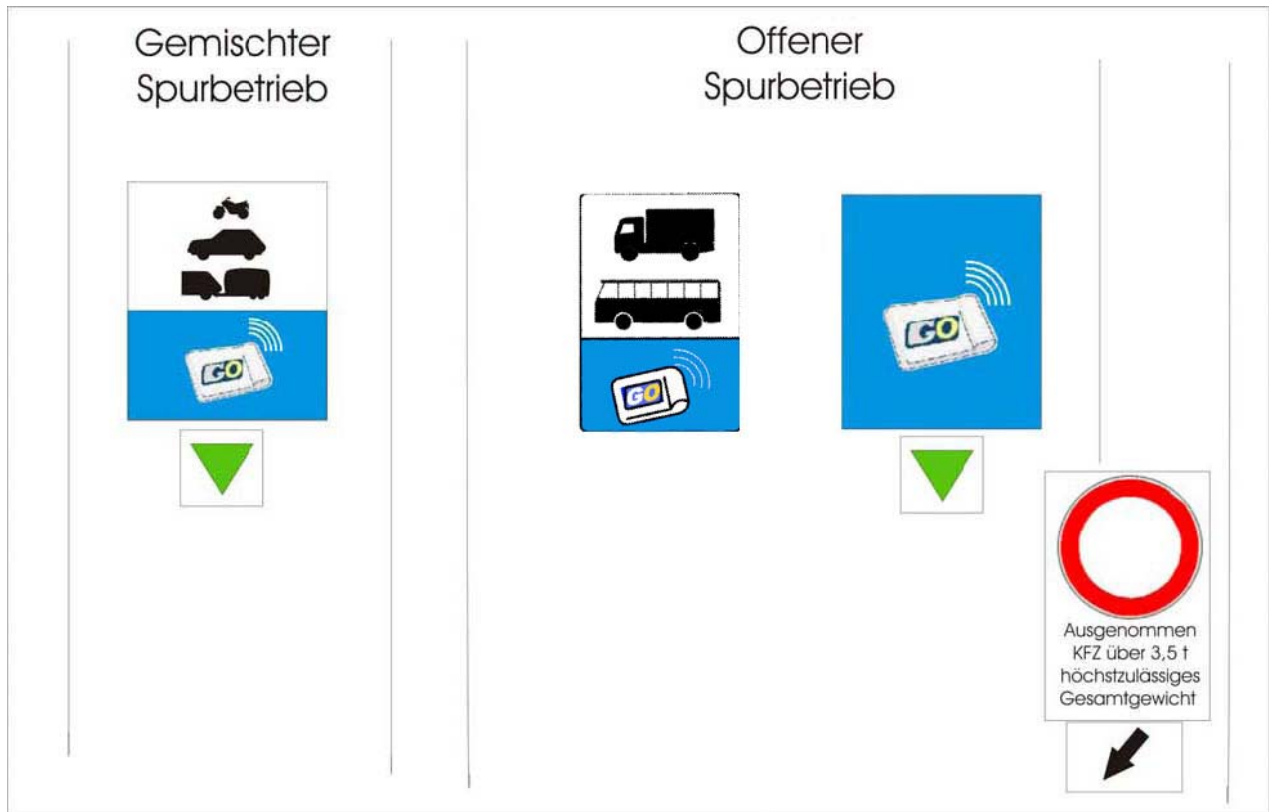


Illustration 9: 'mixed lane operation'

Illustration 10: 'open lane operation'

## 2.4 Exemptions from the mandatory toll

### 2.4.1 Permanent exemptions

The following vehicles are exempt from the road section toll:

- Vehicles with flashing blue light in accordance with section 2(1)(25) StVO 1960, BGBl. No. 159 (operational vehicles), whereby ASFINAG is authorised to randomly check the correctness of the declaration that the vehicle is in use as an operational vehicle by contacting the appropriate command and control centre.
- Army vehicles (section 2(1)(38) Motor Traffic Act 1967).
- Vehicles that are used within the scope of the agreement among the states party to the North Atlantic Treaty and the other states participating in the Partnership for Peace regarding the status of their forces ('PfP-SOFA', BGBl. III No. 136/1998).
- Vehicles that are used for the implementation of measures for securing peace within the scope of an international organisation, the Organisation for Security and Co-operation in Europe or the European Union in conformity with a Decision made within the scope of the Common Foreign and Security Policy.

Vehicles to which blue headlights or warning lights have been attached to the exterior of the vehicle and are visible, or vehicles that have not yet been registered and carry trade plates are liable to pay the toll and must pay the toll correctly in accordance with the provisions of these Tolling Regulations in order to use the toll road network. Failure to comply with this provision constitutes a toll evasion offence.

## 2.4.2 Temporary exemptions

In addition to the above provision, ASFINAG may in accordance with section 5(2) BStMG and depending on the circumstances, exempt vehicles with a maximum gross vehicle weight of up to 3.5 t that are delivering humanitarian aid in the event of emergencies or disasters from paying the mandatory toll.

To obtain such an exemption, which allows a trip to be completed without payment of the road section toll at a toll point, an exemption application form in accordance with appendix 3c (which can be downloaded at [www.asfinag.at](http://www.asfinag.at)) must be completed, properly signed, and returned to ASFINAG either by e-mail to [info@asfinag.at](mailto:info@asfinag.at) or by fax to +43 1 955 12 77 at least 24 hours before use of the toll road network. The applicant will receive confirmation.

The fully completed and signed application form (original) containing the issued application number must be handed over at the relevant toll point. If a return journey is to be made, a copy of the original application form must be made and handed over at the toll point on the return journey.

This provision applies exclusively to those cases that result from a cause within the meaning of section 5(2) of the Federal Road Tolls Act and is announced at this point in the Toll Regulations.

## 3 TOLL RATES

Each toll rate includes 20 % VAT and is explained in the table below.

Amendments of the toll rates during the validity period of the pre-paid various kinds of toll cards (Single trip, annual card, 10-trip monthly card, monthly card, commuter card, video toll card) do not have a bearing on the already paid toll rate. Such amendments therefore do not result in any title on any side for additional payment or repayment of the toll difference. This does however not apply for pre-paid cards according to section 3.2.1.

### 3.1 Standard toll rates

The following toll rates apply on the toll road sections:

#### 3.1.1 A 9 Gleinalm and A 9 Bosruck

Category 1	Card type	Price	Gleinalm	Bosruck
<b>A 9 Gleinalm Bosruck</b>	Single trip		€ 7,50	€ 4,50
	Annual card	€ 87,00		
	AC Commuter <sup>(1)</sup>		€ 33,50	€ 33,50

(1) see section 3.2.2.3

3.1.2 A 10 Tauern/Katschberg

Category 1	Card type	Price	overall distance	section
<b>A 10 Tauern/ Katschberg</b>	Single trip		€ 9,50	€ 4,50
	Annual card	€ 87,00		
	AC commuter <sup>(1)</sup>	€ 33,50		

(1) see section 3.2.2.3

3.1.3 A 11 Karawanken

Category 1	Card type	Price	Price per trip
<b>A 11 Karawanken</b>	Single trip		€ 6,50
	pre paid card	€ 58,00	€ 4,00
	10-trip monthly card <sup>(1)</sup>	€ 21,50	€ 2,15

(1) see section 3.3.1

3.1.4 A 13 Brenner

Category 1	Card type	Price	overall distance	Subsection 1	Subsection 2	Subsection 3	Subsection 4
<b>A 13 Brenner</b>	Single trip		€ 8,00	€ 1,00	€ 2,00	€ 2,50	€ 4,00
	Annual card	€ 87,00					
	AC commuter <sup>(1)</sup>	€ 33,50					
	Monthly card <sup>(2)</sup>	€ 33,50					

(1) see section 3.2.2.3

(2) see section 3.3.3

overall distance: every tripp passing the main toll point

Subsection 1: Innsbruck – Zenzenhof or Brenner Pass – Brennersee and respectively in the other direction

Subsection 2: Innsbruck – Patsch/Europabrücke or Brenner Pass – Nösslach and respectively in the other direction

Subsection 3: Innsbruck – Stubai Valley and in the other direction

Subsection 4: Matrei – Brenner Pass and in the other direction

3.1.5 S 16 Arlberg road tunnel

Category 1	Card type	Price	Price per trip
<b>S 16 Arlberg Tunnel</b>	Single trip		€ 8,50
	Annual card	€ 87,00	
	AC commuter <sup>(1)</sup>	€ 33,50	

(1) see section 3.2.2.3

## 3.2 Rates other than single trip rates

Different types of rates are available in addition to single trip rates. These rates are defined in sections 3.2.1 to 3.4.

### 3.2.1 Pre-paid card

Pre-paid cards are only available for the A 11 Karawanken motorway and are only valid on that route. Pre-paid cards are cards with magnetic strips. The appropriate toll rate is deducted from the card's credit (i.e. the pre-paid purchase price). Cards are valid for 18 months and are transferable. Remaining credit can be carried over and used for payment in conjunction with another pre-paid card or for cash payment. Remaining unused credit cannot be refunded once the pre-paid card has expired.

### 3.2.2 Annual cards

#### 3.2.2.1 General information

An annual card is a card that is restricted to one particular vehicle registration number and is valid for one year from the date of issue. An annual card entitles the holder to unlimited use of a specific toll road section. Annual cards are not available for the A 11 Karawanken motorway. Annual cards cannot be issued for trade plates.

#### 3.2.2.2 Annual card with toll sticker credit

In accordance with section 13(3)(2) BStMG, presentation of the allonge (toll sticker tab) from a valid passenger car or motorcycle annual toll sticker for one of the toll road sections entitles the holder to a once-off credit of € 40.00 (including 20 % VAT) against the purchase price of an annual card.

#### 3.2.2.3 Annual card for commuters

The annual card for commuters is valid for one year from the date of issue. For all toll roads, with the exception of the A 11 Karawanken motorway, annual cards for commuters can be obtained if the following conditions are fulfilled:

- The applicant is employed (also applies to conscripts).
- Verifiable and plausible confirmation of the place of residence and place of work are provided. Use of the toll road must either be unavoidable or at least constitute the shortest distance.
- The distance between place of residence and place of work is no more than 150 km.
- The annual card for commuters is only issued for one vehicle registered in the commuter's name.

In accordance with section 13(3)(1) BStMG, presentation of the allonge (toll sticker tab) from a valid passenger car annual toll sticker entitles the holder to a free annual card. The aforementioned requirements will be checked individually for each subsection (leg) of the toll road sections on the A 9 Bosruck/Gleinalm.

### 3.2.3 Annual card for disabled drivers

The annual card for disabled drivers can be obtained for € 7.00 (including 20 % VAT) if the following conditions are fulfilled:

- Presentation of a disabled person's parking permit.
- An entry in the valid driver's licence indicating that the holder is restricted to driving disability-adapted vehicles (the entry that he or she is restricted to driving vehicles with automatic transmission is the minimum requirement).
- The annual card for disabled drivers is only issued for one vehicle registered in the disabled driver's name.

The card is also issued in the name of the beneficiary and is, in derogation of the provisions governing annual cards (Tolling Regulations Part A II), valid for all ASFINAG toll road sections with the exception of A 11 Karawanken motorway.

## 3.3 Special provisions

### 3.3.1 10-trip monthly card for the A 11

This card is restricted to one particular vehicle registration number and entitles the driver to ten trips through the Karawanken tunnel during the 30 calendar days from the date of issue. Unused trip credits cannot be refunded at the end of the 30 calendar days.

### 3.3.2 Annual card for disabled drivers on the A 13

Annual cards for disabled drivers on the A 13 can be obtained for € 7.00 (including 20 % VAT) by the following persons on the terms governing the eligibility for annual cards for commuters:

- Holders of official certificates and victim's identity cards whose reduction in earning capacity is at least 50 per cent.
- Seriously disabled people according to section 9(2) of the War Victims Welfare Act BGBl. 152/ 1957.
- Blind civilians who carry a blind person's identity card.
- Disabled people who can provide evidence that they suffer from at least 50 per cent disability.

This annual card is valid only for the A 13.

### 3.3.3 Monthly card for the A 13

This card is restricted to one particular vehicle registration number and entitles the driver to an unlimited number of trips on the Brenner motorway within the 30 calendar days from the date of issue. This card is issued upon presentation of the vehicle registration documents.

### 3.3.4 Resident's card for the A 13

Inhabitants of the Wipp and Stubai Valley will be given a resident's card upon fulfilment of the following conditions:

- The applicant is a natural person.
- Verifiable and plausible confirmation of the place of residence is provided.
- The resident's card is only issued for one vehicle registered in the applicant's name.

Presentation of the allonge (toll sticker tab) from a valid passenger car annual toll sticker entitles the holder to a free resident's card.

### 3.3.5 Video toll card

The road section toll for the A 9 Pyhrn motorway, the A 10 Tauern motorway, the A 13 Brenner motorway, and the S 16 Arlberg expressway can be paid in advance. The following media/outlets can be used to pay these tolls in advance:

- Internet (at [www.videomaut.at](http://www.videomaut.at)),
- Text messaging, and
- at selected distribution outlets.

Video toll cards are valid for one year from issuance. For more detailed information, please refer to [www.videomaut.at](http://www.videomaut.at).

## 3.4 Cards that are restricted to specific vehicle registration numbers

No cards that are restricted to specific vehicle registration numbers are issued for trade plates.

Cards that are restricted to specific vehicle registration numbers can only be transferred to another registration number upon presentation of the card during its period of validity. The processing fee for this transfer is € 6.50 (including 20 % VAT).

Lost cards that are restricted to specific vehicle registration numbers can be replaced against payment of a processing fee of € 6.50 (including 20 % VAT).

## 4 MEANS OF PAYMENT

Tolls paid on toll road sections must be paid in euros. Information regarding other acceptable means and methods of payment is given in appendix 2 and on the Internet at [www.asfinag.at](http://www.asfinag.at). This information may also be obtained from customer services (see information in section 8).

## 5 TOLL ENFORCEMENT OFFICERS



Toll enforcement officers are public inspection officers. They are nominated by ASFINAG and are appointed and sworn in to the job by the local district administrative authorities.

When discharging their duties, toll enforcement officers must carry with them the identification card defined below and show it to the person concerned when requested to do so. The identification card for toll enforcement officers, which confirms their official status, is the size of a cheque card, is printed on both sides, and features the following in particular: a photograph and the name, and duty number of the toll enforcement officer (see illustration 11).



Illustration 11

The toll enforcement officers' vehicles are public security force enforcement vehicles that comply with section 20(1)(d) of the Motor Vehicle Act 1967. These vehicles are silver-grey operational vehicles that are equipped with flashing blue lights and a siren. Furthermore, they are marked with the following words: 'ASFINAG', 'Mautaufsicht' (toll enforcement) and 'Service- und Kontrolldienst der ASFINAG' (ASFINAG customer service and toll enforcement unit). See illustration 12 for details.



Illustration 12

## **6 CONSEQUENCES OF INCORRECT RATE PAYMENT**

Toll enforcement officers and/or toll collection personnel are entitled to confiscate cards that are restricted to specific vehicle registration numbers if these cards are being used for unauthorised vehicles.

Moreover, in order to monitor the correct payment of tolls and to conduct traffic surveys, toll enforcement officers are authorised to use automatic traffic diversion equipment to divert traffic to the toll inspection areas, which are currently located in Brenner-West.

## **7 PLACE OF JURISDICTION AND APPLICABLE LAW**

The exclusive place of jurisdiction for all claims against ASFINAG under civil law arising out of these Tolling Regulations and/or the use of the toll road network shall be the court that has jurisdiction as regards such matters for the first district in Vienna. Only Austrian law applies, excluding the conflict of laws rules of private international law.

## **8 COMPETENCE AND CUSTOMER SERVICE**

All queries or complaints should be directed to ASFINAG Maut Service GmbH:

**ASFINAG Maut Service GmbH**  
**Alpenstraße 94**  
**A-5020 Salzburg**  
**AUSTRIA**

**Tel.: +43 (0) 800 400 11 400**  
**Fax: +43 (0) 800 400 11 444**  
**e-mail: [info@go-maut.at](mailto:info@go-maut.at)**

## **PART B: TOLLING REGULATIONS FOR TWIN-TRACK VEHICLES WITH A MAXIMUM GROSS VEHICLE WEIGHT OF MORE THAN 3.5 T**

### **1 GENERAL INFORMATION**

The distance-related toll is collected using a fully electronic toll system.

The entire toll road network is divided up into toll road sections, whereby the toll for each individual toll road section is collected separately. To ensure correct payment of the toll, an authorised and correctly functioning on-board unit (a GO-Box or a Split GO-box, both hereinafter referred to as 'GO-Box' - see section 5.6.1 - or another authorised on-board unit - see section 5.7) must be carried in the vehicle that is liable for the toll. Unless expressly indicated otherwise, all references to individual sections contained in Part B of the Tolling Regulations relate to sections in Part B of the Tolling Regulations. In principle, steel structures (so-called toll collection points or toll gantries - see illustration) fitted with antenna (radio beacons) are installed over the carriageway between the individual junctions on the toll road network. See illustration 13.



Illustration 13

When a vehicle passes a toll collection point, the on-board unit in the vehicle communicates with the toll collection point's antenna over the road by means of microwave technology and consequently initiates toll collection (also referred to as a toll transaction or toll charging).

In accordance with section 7.3, ASFINAG reserves the right to bill users retroactively and automatically for the toll that must be paid on specific toll road sections without necessarily erecting a toll collection point on that specific toll road section. The toll road section rates that apply to these sections are listed according to their category in appendix 4.

In accordance with section 4 of the Federal Road Tolls Act 2002 as amended (BStMG), drivers and registered owners (both hereinafter referred to as 'customer') are jointly liable to pay the toll.

### **2 SCOPE OF APPLICATION**

Tolling Regulations Part B applies to all twin-track vehicles with a maximum gross vehicle weight of more than 3.5 t. These vehicles are liable for a distance-related toll.

Twin-track vehicles that have not yet been registered and carry trade plates are obliged to pay the distance-related toll as long as their service weight exceeds 3.5 t. Drivers must carry a copy of the vehicle’s logbook respectively an affirmation of the producer or his assignee according to section 29(2) of the Motor Traffic Act about the service weight of the vehicle when driving a vehicle carrying trade plates. The driver must show this document if requested to do so. If no correct affirmation is provided due to this demand the controlled twin-track vehicle is considered to be a vehicle with a service weight of more than 3,5 t.

No toll must be paid for trailers being towed by twin-track vehicles with a maximum gross vehicle weight of up to 3.5 t.

### 3 THE MANDATORY TOLL

#### 3.1 Network of roads on which tolls are levied

Distance-related tolls must be paid for vehicles that are liable for the toll for use of the motorways and expressways listed and illustrated below:



Illustration 14

Toll roads in Vienna:



Illustration 15

In accordance with the Toll Road Section Exemption Ordinance issued by the Federal Minister for Transport, Innovation, and Technology, BGBl. II. No. 497/2002 as amended, the following sections of motorway or expressway are excluded from the mandatory distance-related toll system:

- the section of the A 6 Nordost motorway from the regional highway B 50a to the national border at Kittsee (this exclusion is only valid until the opening of the whole A 6 Nordost motorway on November 19<sup>th</sup> 2007);
- the section of the S 2 Wiener Nordrand expressway on the Vienna section (Hirschstetten (A 23) - Wagramer Straße);
- the section of the S 5 Stockerauer expressway between the Grafenwörth and Krems junctions (regional highway B 3, regional highway B 37).

### 3.1.1 Areas with existing road section tolls

This also applies to use of the motorways and expressways with existing toll points (A 9, A 10, A 11, A 13, and S 16). It is no longer possible to pay the toll for vehicles with a maximum gross vehicle weight of more than 3.5 t manually at existing toll booths. Vehicles may only drive through existing main toll points on the specially marked lanes. Depending on traffic volume, so-called open toll lane operation or mixed toll lane operation may be used on these lanes.

#### 3.1.1.1 Mixed toll lane operation

During mixed lane operation, the toll lane may be used by both vehicles with a maximum gross vehicle weight of up to 3.5 t (see Tolling Regulations Part A II) and vehicles with a maximum gross vehicle weight of more than 3.5 t (see corresponding signs in illustration 16 below). The barrier used for mixed toll lane operation is automatically raised for vehicles with a maximum gross vehicle weight of more than 3.5 t if the distance-related toll has been correctly paid. If this is not the case, the barrier remains down. In this case, instructions given by the toll point personnel must be followed. All lanes at secondary toll points are mixed toll lanes. This means that there are no special toll lane operation signs at the secondary toll points at the Zederhaus and St. Michael/Lungau junctions on the A 10 and the Zenzenhof, Igls Patsch, Schönberg Stubaital, Matriei Steinach, Nösslach, and Brennersee junctions on the A 13.

### 3.1.1.2 Open toll lane operation

During open toll lane operation, one lane is reserved for vehicles that are liable for the distance-related toll. These lanes will be clearly marked as such (see illustration 17).

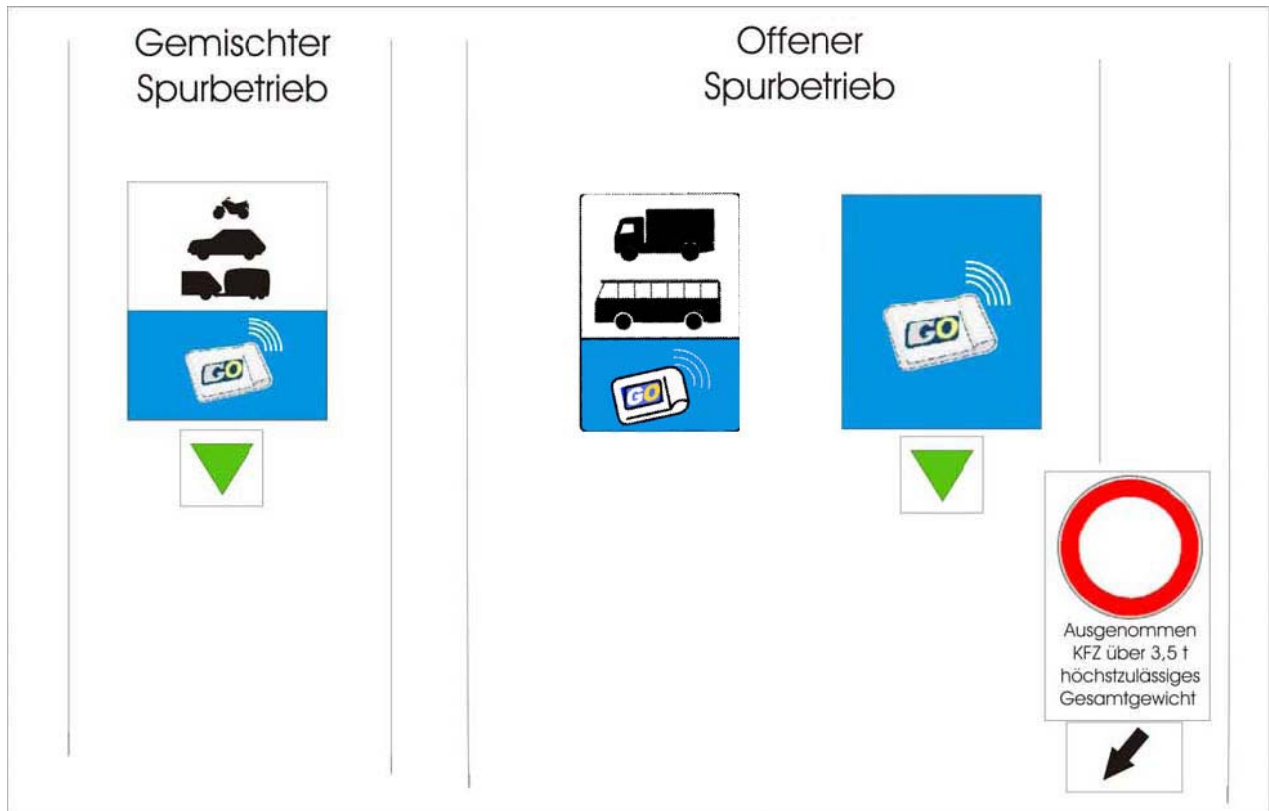


Illustration 16: 'mixed lane operation'

Illustration 17: 'open lane operation'

### 3.1.2 The mandatory toll in areas around road works

The mandatory toll must be paid in full for areas around road works. The mandatory toll must also be paid in full for road works that require traffic to use different lanes or carriageways, or on sections where contraflow systems have been introduced. Vehicles travelling to or from the works area are also liable to pay the toll.

Only trips made on the carriageways that are closed to traffic are an exception to this rule. This exemption requires that the vehicle that is liable for the toll is correctly registered with the system in accordance with section 5, and that the GO-Box in the vehicle (both for the pre-pay and post-pay procedures) is deactivated, for example by properly attaching the shield cover that is available from ASFINAG Maut Service GmbH at GO DISTRIBUTION OUTLETS (see section 5.2). To this end, the cover must be wrapped at least three times around the GO-Box and subsequently closed securely using staples or adhesive tape. If the GO-Box is not deactivated, toll transactions will be triggered or tolls collected automatically. If this happens, the collected tolls will not be refunded.

3.1.3 Temporary entries and exits in accordance with section 26(2) Federal Highways Act

The existence of entries and exits in accordance with section 26(2) of the Federal Highways Act 1971 (i.e. temporary entries and exits from the toll road network in conjunction with infrastructure projects that are being carried out in the public interest) does not affect in any way the toll road sections and toll road section rates defined in accordance with section 9(4) BStMG (see also section 4). Depending on the location of the toll collection station on the one hand and the entries and exits created within a toll road section on the other, the toll road section rate must be paid in full if the vehicle passes a toll collection station that is used to collect the rate for that toll road section, even if only part of the toll road section is used.

3.2 Signing

Information signs on federal and regional highways leading to national border crossings for motor vehicle traffic notify road users of the mandatory toll (see illustrations 18 and 19 below). Road users are also notified of the mandatory toll on additional information signs on all approach roads leading to motorways and expressways on which tolls are levied (see illustration 20 below).



Illustration 18\*

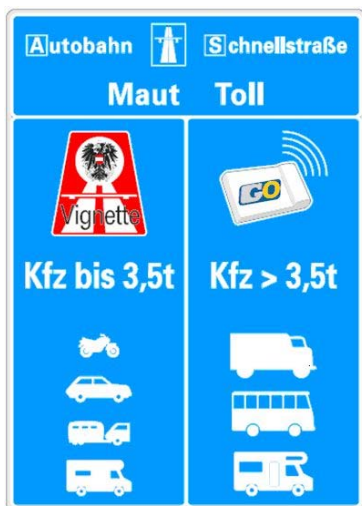


Illustration 19\*



Illustration 20\*

(\*)The toll sticker ('vignette') symbol refers to the toll for which vehicles with a maximum gross vehicle weight of up to 3.5 t are liable – see Tolling Regulations Part A I for details

### 3.3 Exemptions from the mandatory toll

#### 3.3.1 Permanent exemptions

Only the vehicles listed below are permanently exempt from the mandatory toll:

- Vehicles to which blue headlights or warning lights have been attached to the exterior of the vehicle and are visible in accordance with section 20(1)(d) and subsection 5 of the Motor Traffic Act 1967, BGBl. No. 267.
- Army vehicles (section 2(1)(38) Motor Traffic Act 1967).
- Vehicles that are used within the scope of the agreement among the states party to the North Atlantic Treaty and the other states participating in the Partnership for Peace regarding the status of their forces ('PfP-SOFA', BGBl. III No. 136/1998). If non-military vehicles are used for these trips, they shall provisionally be subject to the provisions for the payment of the distance-related toll. The toll paid in the course of these trips will be refunded by ASFINAG free of charge. Applications for refunds must be submitted by the relevant state authorities once the trips have been completed. Refund applications must be accompanied by evidence that the toll was paid and submitted directly to ASFINAG Maut Service GmbH (see appendix 7b).
- Vehicles that are used for the implementation of measures for securing peace within the scope of an international organisation, the Organisation for Security and Co-operation in Europe or the European Union in conformity with a Decision made within the scope of the Common Foreign and Security Policy. If non-military vehicles are used for these trips, they shall provisionally be subject to the provisions for the payment of the distance-related toll. The toll paid in the course of these trips will be refunded by ASFINAG free of charge. Applications for refunds must be submitted by the relevant state authorities once the trips have been completed. Refund applications must be accompanied by evidence that the toll was paid and submitted directly to ASFINAG Maut Service GmbH (see section 13).
- Vehicles belonging to the public security forces, tax authorities, the prison services, and foreign security forces in accordance with section 2(3) of the Police Co-operation Act, BGBl. No. 104/1997, as well as vehicles belonging to foreign customs and judicial authorities, and vehicles belonging to the German Federal Border Guards as long as blue headlights or warning lights have been attached to the exterior of these vehicles and are visible.
- Vehicles belonging to foreign public emergency services, foreign fire brigades, or foreign rescue services, as long as blue headlights or warning lights have been attached to the exterior of these vehicles and are visible, and as long as the use of such headlights or warning lights is permissible according to the laws of the relevant foreign state.

Vehicles to which blue headlights or warning lights have been attached to the exterior of the vehicle and are visible, or vehicles that have not yet been registered and carry trade plates are liable to pay the toll and must pay the toll correctly in accordance with the provisions of these Tolling Regulations in order to use the toll road network. Failure to comply with this provision constitutes a toll evasion offence.



### 3.3.2 Temporary exemptions

In addition to the above provision, ASFINAG may in accordance with section 5(2) BStMG and depending on the circumstances, exempt vehicles with a maximum gross vehicle weight of more than 3.5 t that are delivering humanitarian aid in the event of emergencies or disasters from the mandatory toll.

To obtain such an exemption, which allows a trip to be completed without payment of the toll (i.e. no GO-Box or other authorised on-board unit must be fitted in the vehicle), an exemption application form (see appendix 3b) must be completed on the INTERNET at [www.go-maut.at](http://www.go-maut.at) and subsequently printed out at least 30 minutes before use of the toll road network. The completed, printed form must then be duly signed. If no Internet connection is available, the applicant must call the ASFINAG CUSTOMER SERVICE (the telephone number is given in section 5.2 and in the information in section 13). The application form will then be completed by the CUSTOMER SERVICE agent in accordance with the details provided by the applicant and then faxed to the applicant. This fax must then be duly signed. Each application has a specific application number and is only valid for a freely selectable calendar day. In the event of national disasters, ASFINAG reserves the right to grant an exemption from the mandatory toll for a period of more than one day. The fully completed and signed application form (original) must be carried in the vehicle for the duration of the trip that is exempt from the mandatory toll and must be presented on request as evidence of exemption approval. Before starting the journey, the applicant is obliged to request the activation of the exemption from the mandatory toll. To this end, the applicant should call the ASFINAG CUSTOMER SERVICE (the telephone number can be found in section 5.2 and the information in section 13) and provide the registration number of the vehicle and the specific application number.

If the vehicle in question is fitted with a GO-Box or another authorised on-board unit, the following provisions must be observed: Exemption from the payment of the toll requires that the GO-Box used for the pre-pay procedure (see sections 5.4.1 and 5.4.3) is deactivated by the customer for the duration of the trip that is exempt from the mandatory toll, for example by properly attaching the shield cover that is available from ASFINAG Maut Service GmbH at GO DISTRIBUTION OUTLETS (see sections 5.2). To this end, the cover must be wrapped at least three times around the GO-Box and subsequently closed securely using staples or adhesive tape.

If the GO-Box for pre-pay procedures is not deactivated, toll transactions will be triggered or tolls collected automatically. If this happens, the collected tolls will not be refunded.

These instructions do not apply to GO-Boxes that are used for the post-pay procedure or other authorised on-board units (see sections 5.4.1 and 5.4.2). Consequently, the GO-Box must not be deactivated and may remain in the vehicle. This provision applies exclusively to those cases that result from a cause within the meaning of section 5(2) of the Federal Road Tolls Act and which is announced at this point in the Tolling Regulations.

### 3.3.3 Special exemptions

Vehicles that are towed away are exempt from the distance-related toll for the duration of the towing procedure. Neither the axles of the vehicle being towed away, nor the axles of any attached trailers or motorcaravans that also have to be towed away increase the category that must be set for the towing vehicle. This exemption requires that the GO-Box in the vehicle being towed away (both for the pre-pay and post-pay procedures) is deactivated, for example by properly attaching the shield cover that is available from ASFINAG Maut Service GmbH at GO DISTRIBUTION OUTLETS (see section 5.2). To this end, the cover must be wrapped at least three times around the GO-Box and subsequently closed securely using staples or adhesive tape. If the GO-Box is not deactivated, toll transactions will be triggered or tolls collected automatically. If this happens, the collected tolls will not be refunded.

Please note that in accordance with section 46(3) StVO 1960, the vehicle being towed away must leave the motorway or expressway immediately at the next exit (junction).

## 4 TOLL RATES

The base kilometre toll for vehicles with two axles for the distance-related toll is defined in an Ordinance issued by the Federal Minister of Transport, Innovation, and Technology in consent with the Federal Minister of Finance.

The valid kilometre toll (excluding 20 % VAT) are quoted in appendix 4a and vary in accordance with section 9(2) BStMG, depending on the number of axles on the vehicle or combination of vehicles. All lift axles, tandem axles, and twin axles must be counted for the purpose of this provision. Support axles and trailers that are attached to buses or motorcaravans within the meaning of section 2(1)(28a) of the Motor Traffic Act 1967, on the other hand, must not be taken into account when counting the number of axles.

The rates per category (categories as listed above) for the toll road sections listed in accordance with the provisions of section 10(2) BStMG were stipulated in the Toll Rate Ordinance in accordance with section 9(7) BStMG, whereby a night-time rate applies to the use of the A 13 Brenner motorway by category 4 vehicles between the hours of 10.00 p.m. and 5.00 a.m. This night-time rate does not apply to buses and motorcaravans. The time registered in the toll system at the time the vehicle passes the appropriate toll collection point is decisive when it comes to determining whether the night-time rate applies (the time on the radio-controlled clock is used as a reference).

Registered owners of vehicles in category 4, to which the night-time rate on the A 13 does not apply, but for which a toll is collected for technical reasons, may apply to have the difference between the night-time rate and the normal rate refunded within six months of travelling on the toll road section in question. The application form is available from the Schönberg main toll point and on the Internet at the ASFINAG website ([www.asfinag.at](http://www.asfinag.at)). The following documents must be submitted with the first application:

- 
- information concerning the toll road section used and the time of passage (itemised toll information sheets or transaction information - i.e. the information about the last 30 transactions stored in the GO-Box - at GO DISTRIBUTION OUTLETS)
  - a copy of the vehicle registration documents
  - name and bank account details for the transfer of the refunded amount.

As long as there is no change in the aforementioned data, only the toll road section used and the time of passage must be indicated when submitting further refund applications for the same vehicle. Applications for refunds must be submitted by post or fax to ASFINAG Maut Service GmbH (see section 13).

In the toll for the trip is paid using the pre-pay procedure, the driver of the vehicle must ensure that there is enough toll credit in the GO-Box to cover the toll. Partial non-payment of the toll resulting from insufficient toll credit in the GO-Box shall be treated as a toll evasion offence and incurs all the relevant consequences and penalties.

The rate stipulated in the Toll Rate Ordinance for the section between the St. Jakob/Rosental junction and the national border in the Karawanken tunnel only applies for Slovenia-bound trips. The toll for Austria-bound trips is collected by DARS d.d. Družba za avtoceste v Sloveniji (see [www.dars.si](http://www.dars.si)) on its own behalf and for its own account in accordance with the toll rates stipulated in Slovenia.

The toll road sections are defined by ASFINAG in accordance with section 9(4) BStMG. In cases where the rates were not stipulated by sections 2 and 4 of the Toll Rate Ordinance, the calculation of rates for the individual toll road sections was based on the tolls per kilometre and the distance travelled, whereby the resulting toll road section rates are rounded up to the nearest full cent. The toll road section rates calculated in this way exclude VAT.

The stipulated toll road sections and the calculated net toll rates for each toll road section and category are listed in the toll road section rate table in appendix 4. To facilitate orientation, the toll road sections have been named after the relevant junctions or intersections in accordance with the signs on the toll road network. If junctions are temporarily moved or temporarily closed as a result of road works, the toll road section rates remain unchanged.

For the post-pay procedure, the net toll rates for each registration number and each registered means of payment are added up once a day to obtain a daily total. VAT is then added to this daily total to obtain the gross toll rate for that day. For the pre-pay procedure, VAT is paid when the customer tops up his or her toll credit.

## **5 REGISTERING WITH AND DEREGISTERING FROM THE TOLL SYSTEM**

### **5.1 General information**

In accordance with section 8(1) BStMG, the drivers of vehicles that are liable for the toll are obliged to equip their vehicles with authorised on-board units for electronic collection of the distance-related toll in accordance with the provisions of Tolling Regulations Part B before using

the toll road network. This obligation includes registering with the toll system (system registration for the post-pay or pre-pay procedure; see section 5.4), the acquisition of an authorised on-board unit and the proper attachment of this unit to the vehicle that is liable for the toll (see section 8.1). There are no plans for other forms of toll collection. Retroactive payment of the toll is only possible in certain circumstances (see sections 7.1 and/or 7.2). The vehicle registration documents for the vehicle that is liable for the toll must be presented for registration with the toll system.

Only the following on-board units are authorised for electronic toll collection:

- ASFINAG on-board units: the GO-Box or the Split GO-Box (see section 5.6),
- on-board units that have been expressly authorised by the operators of foreign toll systems (see section 5.7).

## 5.2 Distribution channels

Users can register with the toll system and acquire GO-Boxes through the following distribution channels. When registering with the toll system via the INTERNET or the ASFINAG CUSTOMER SERVICE, customers can only register for the post-pay procedure. Not all means of payment are accepted when registering for the post-pay procedure at GO VENDING MACHINES. For more information, please refer to appendix 2. In those cases where no GO DISTRIBUTION OUTLET is available, users are obliged to use an existing GO VENDING MACHINE, which are available nationwide.

- INTERNET: at [www.go-maut.at](http://www.go-maut.at).
- ASFINAG CUSTOMER SERVICE: please call the following telephone numbers:
  - Tel.: 0800/ 400 11 400 when calling from Austria, Germany, and Switzerland
  - Tel.: 00800/ 400 11 400 when calling from Belgium, Denmark, Germany, Finland, France, Ireland, Italy, Luxemburg, Malta, Netherlands, Portugal, Sweden, Spain, Czech Republik and United Kingdom
  - Tel.: +43 1 955 12 66 when calling from all other countries
- GO DISTRIBUTION OUTLETS that are marked as such (see the list of GO DISTRIBUTION OUTLETS and GO VENDING MACHINES at [www.go-maut.at](http://www.go-maut.at)).
- GO VENDING MACHINES: These machines are freely accessible at numerous GO DISTRIBUTION OUTLETS (see the list of GO DISTRIBUTION OUTLETS and GO VENDING MACHINES at [www.go-maut.at](http://www.go-maut.at)).

Shield covers for GO-Boxes are available from GO DISTRIBUTION OUTLETS.

GO DISTRIBUTION OUTLETS are marked with the following signs (see complete illustration in appendix 5):



Illustration 21

### 5.3 Processing fee

When users register with the toll system, a non-refundable processing fee for system access (toll system registration) of €5.00 (incl. 20 % VAT) is charged for every GO-Box issued.

### 5.4 Payment procedures

#### 5.4.1 General information

The toll can either be paid by settling an account after the toll has been accrued (the post-pay procedure) or by deducting the toll from a previously purchased toll credit (pre-pay procedure). The preferred payment procedure must be indicated at the time of toll system registration and can (just like the methods and means of payment) subsequently be changed at GO DISTRIBUTION OUTLETS upon presentation of the GO-Box and a valid means of payment.

Information regarding the methods and means of payment that are accepted for the post-pay and pre-pay procedures can be found in appendix 2. This information is also available on the Internet at [www.asfinag.at](http://www.asfinag.at), in the ASFINAG CUSTOMER SERVICE and at all GO DISTRIBUTION OUTLETS.

A paper reprint of the collective invoices issued by ASFINAG for the current year and the immediately preceding calendar year can be obtained on request from the ASFINAG CUSTOMER SERVICE for a fee of €5.00 (including 20 % VAT) per collective invoice.

#### 5.4.2 About the post-pay procedure

For the post-pay procedure, the toll road section rates levied for driving a vehicle that is liable for the toll on the toll road network are added up and combined to produce a daily charge. This charge is then collected using the appropriate method or means of payment.

If a card being used for the post-pay procedure has to be replaced/extended or exchanged as a result of theft, loss or expiry, toll transactions can also be charged to the new petrol card, credit

card or debit card. ASFINAG is informed of the exchange or renewal/extension of the validity of the card by the card issuer.

If a card is cancelled by a card issuer, the toll cannot be paid (see section 8.2.4.3.2). If, in this case, the driver does not avail of the option of retroactively paying the toll (see section 7.1), he or she commits a toll evasion offence (see section 10).

#### 5.4.3 About the pre-pay procedure

The GO-Box for the pre-pay procedure must immediately be charged with a toll credit of at least € 75.00 (including 20 % VAT) once it has been issued to the customer. This applies also for any subsequent charging process. The charged toll credit is limited to a maximum € 500.00 (including 20 % VAT) per GO-Box.

Every time the toll road network is used, the appropriate toll rate for the toll road section that has been used is deducted from the toll credit balance. If the toll credit balance in the GO-Box is too small to pay the toll levied when the vehicle passes a toll collection point, no toll is collected (either in part or in total). The driver is notified by an acoustic signal, which sounds as the vehicle passes the toll collection point, that no toll has been collected (see section 8.2.4.3.2). If, in this case, the driver does not avail of the option of retroactively paying the toll (see section 7.1), he or she commits a toll evasion offence (see section 10).

### 5.5 Data storage

#### 5.5.1 General information

When a user registers with the toll system (system registration), the following data is stored:

- Country (state) where the vehicle that is liable for the toll is registered
- Registration number of the vehicle that is liable for the toll
- Vehicle type (truck and bus, whereby special purpose vehicles (e.g. construction machinery) are subsumed under the vehicle type 'truck' and motorcaravans under the vehicle type 'bus').
- Base category (2, 3 or 4)
- Method and means of payment (including expiry dates)
- GO-Box identification number (GO-Box number)
- Personal Account Number (PAN for short)
- First name, surname or company name of the registered owner of the vehicle (optional for the pre-pay procedure)
- Address of the registered owner (optional for the pre-pay procedure)
- VAT number (optional)
- Petrol, debit or credit card number (depending on the selected means of payment)
- First name and surname of a contact person (optional)
- Telephone number (optional)
- e-mail address (optional)
- Preferred language for correspondence (standard: German; optional: English, Italian, Croatian, Czech or Hungarian)

#### 5.5.2 Obligation to immediately inform of changes in the data to be stored in accordance with section 5.5.1

The driver and the registered owner are obliged to inform ASFINAG Maut Service GmbH immediately of any changes to the stored data as soon as such a change occurs. Failure to do so means that the driver and the registered owner bear sole responsibility for all negative effects resulting from a failure to provide this information.

Changes that are not properly made may lead to incorrect toll payment, which constitutes a toll evasion offence (see section 10).

In view of the fact that the data stored in the GO-Box must be altered in order to change vehicle data (such as the vehicle's registration number) and switch pay procedures (i.e. from post-pay to pre-pay, or from pre-pay to post-pay), the GO-Box and the vehicle registration documents must be presented at a GO DISTRIBUTION OUTLET so that the vehicle data can be changed.

The vehicle registration number and the PAN are all that are required to change data relating to the registered owner. This data can be changed by calling the ASFINAG CUSTOMER SERVICE.

The data given in an application for exemption in accordance with section 3.3.2 is stored upon submission of such an application.

The stored data is deleted as soon as and as long as it is no longer required to collect the toll, charge costs, allow for processing, deal with complaints or fulfil any other legal obligations.

#### 5.5.3 SALE of a vehicle

Within the meaning of Tolling Regulations Part B, any change in the registered ownership of a vehicle that is liable for the toll constitutes a 'SALE'.

##### 5.5.3.1 SALE of a vehicle without a registration number and without a GO-Box

Registered owners who SELL vehicles for which GO-Boxes have been issued are obliged:

- either to deregister from the system and return the GO-Box in accordance with section 5.6.4, or
- to request a change in the stored data in accordance with section 5.5.1 before the GO-Box is used in a different vehicle that is liable for the toll.

Failure to do so, means that the registered owner shall be solely responsible for the settlement and payment of future toll transactions.

Before using the toll road network for the first time, the BUYER of the vehicle is obliged to re-register with the toll system by providing all the data outlined in section 5.5.1.

#### 5.5.3.2 SALE of a vehicle with a registration number and without a GO-Box

Registered owners that SELL vehicles for which GO-Boxes have been issued are obliged:

- either to deregister from the system and return the GO-Box in accordance with section 5.6.4, or
- to earmark the GO-Box for a termination of the contract by calling the ASFINAG CUSTOMER SERVICE. Before using the GO-Box in a different vehicle that is liable for the toll for the first time, the earmarking of the GO-Box for a termination of the contract must be reversed by calling the ASFINAG CUSTOMER SERVICE and requesting an amendment of the data stored for that GO-Box in accordance with section 5.5.1 at a GO DISTRIBUTION OUTLET.

Failure to do so, means that the registered owner shall be solely responsible for the settlement and payment of future toll transactions.

Before using the toll road network for the first time, the BUYER of the vehicle is obliged to re-register with the toll system by providing all the data outlined in section 5.5.1. Before this new GO-Box is issued, the BUYER must provide the new data to be stored and pay a provisional administrative fee in accordance with section 5.6.2. This administrative fee will be refunded by ASFINAG Maut Service GmbH upon presentation of the relevant CONTRACT OF SALE.

#### 5.5.3.3 SALE of a vehicle without a registration number and with a GO-Box

Registered owners who SELL vehicles without a registration number but with a GO-Box are obliged to request the amendment of the stored data in accordance with section 5.5.1. Failure to do so will mean that the registered owner shall be solely responsible for the settlement and payment of future toll transactions.

The BUYER must inform ASFINAG Maut Service GmbH immediately in writing that he or she has taken possession of the GO-Box by providing the GO-Box identification number and the vehicle's registration number, whereby a copy of the vehicle registration document must be appended to this letter.

If the BUYER fails to inform ASFINAG Maut Service GmbH of this change in ownership, he or she shall be solely responsible for not receiving a collective invoice with the relevant company data and that he or she will not be able to call up an itemised toll information sheet for the purchased vehicle using the self care access data (i.e. the user name and password provided by ASFINAG Maut Service GmbH).

Any remaining toll credit in a pre-pay GO-Box and any unpaid tolls in accordance with section 7.3, retroactive billing, are automatically transferred to the buyer when the vehicle is sold together with the GO-Box. This is why it is the sole responsibility of the registered owner and the BUYER to reach agreement on such matters.

If the contract is terminated, any remaining credit will be credited to the means of payment that was used to charge the GO-Box with credit.



#### 5.5.3.4 SALE of a vehicle with registration number and GO-Box

Registered owners who SELL vehicles with a registration number and with a GO-Box are obliged to request the immediate amendment of the stored data in accordance with section 5.5.1. Failure to do so will mean that the registered owner shall be solely responsible for the settlement and payment of future toll transactions.

The BUYER must inform ASFINAG Maut Service GmbH immediately in writing that he or she has taken possession of the GO-Box by providing the GO-Box identification number and the vehicle's registration number, whereby a copy of the vehicle registration document must be appended to this letter.

If the BUYER fails to inform ASFINAG Maut Service GmbH of this change in ownership, he or she shall be solely responsible for not receiving a collective invoice with the relevant company data and that he or she will not be able to call up an itemised toll information sheet for the purchased vehicle using the self care access data (i.e. the user name and password provided by ASFINAG Maut Service GmbH).

Any remaining toll credit in a pre-pay GO-Box and any unpaid tolls in accordance with section 7.3, retroactive billing, are automatically transferred to the BUYER when the vehicle is SOLD together with the GO-Box. This is why it is the sole responsibility of the registered owner and the BUYER to reach agreement on such matters.

If the contract is terminated, any remaining credit will be credited to the means of payment that was used to charge the GO-Box with credit.

#### 5.5.4 Vehicle RENTAL

Within the meaning of Tolling Regulations Part B, any temporary granting of the right of use of a vehicle that is liable for the toll that does not involve a change in the registered owner of the vehicle that is liable for the toll constitutes 'RENTAL'.

##### 5.5.4.1 RENTAL of a vehicle without a GO-Box

In cases where the rented vehicle has not been validly registered with the system, the RENTER must register with the toll system in accordance with section 5.

In cases where the rented vehicle has already been registered with the system, but the RENTER has not been given the GO-Box, the RENTER is obliged to register with the system in accordance with section 5. Once he or she has done so, the GO-Box that was previously registered for this vehicle's registration number will be deactivated. Before the GO-Box is issued, the RENTER must provide the new data to be stored and pay a provisional administrative fee in accordance with section 5.6.2. This administrative fee will be refunded by ASFINAG Maut Service GmbH upon presentation of the relevant rental agreement.

At the end of the period of rental, the RENTER is obliged to

- either deregister from the system and return the GO-Box in accordance with section 5.6.4, or
- to earmark the GO-Box for a termination of the contract by calling the ASFINAG CUSTOMER SERVICE. Before using the GO-Box in a different vehicle that is liable for the toll for the first time, the earmarking of the GO-Box for a termination of the contract must be reversed by calling the ASFINAG CUSTOMER SERVICE and the data stored for that GO-Box must be amended in accordance with section 5.5.1 at a GO DISTRIBUTION OUTLET.

Failure to do so, means that the RENTER shall be solely responsible for the settlement and payment of future toll transactions.

#### 5.5.4.2 RENTAL of a vehicle with GO-Box

Before using the toll road network for the first time, the RENTER is obliged to call the ASFINAG CUSTOMER SERVICE (the telephone number can be found in section 5.2 and the information in section 13), on the INTERNET at [www.go-maut.at](http://www.go-maut.at), or at any GO DISTRIBUTION OUTLET and provide the data required in section 5.5.1, especially a valid means of payment and the new billing data (in particular the name of the company and the invoice address).

At the end of the period of rental, the RENTER is also obliged to request that the aforementioned charging data and means of payment are deleted from the system by calling the ASFINAG CUSTOMER SERVICE (the telephone number can be found in section 5.2 and the information in section 13), on the INTERNET at [www.go-maut.at](http://www.go-maut.at), or at any GO DISTRIBUTION OUTLET. Failure to do so will mean that the RENTER shall be solely responsible for the settlement and payment of future toll transactions.

The provision of itemised toll information sheets in accordance with section 6 for the period of rental must be requested in advance by calling the ASFINAG CUSTOMER SERVICE and providing evidence of the start and end of the rental period, whereby the RENTER must provide both the registration number of the rented vehicle, his or her invoice address, and any reference number for the collective invoice.

Any remaining toll credit in a pre-pay GO-Box and any unpaid tolls in accordance with section 7.3, retroactive billing, are automatically transferred to the new RENTER or the RENTING COMPANY when the vehicle is RENTED together with the GO-Box. This is why it is the sole responsibility of the RENTER, the new RENTER, and the RENTING COMPANY to reach agreement on such matters.

If the contract is terminated, any remaining credit will be credited to the means of payment that was used to charge the GO-Box with credit.

## 5.6 Provisions relating to the GO-Box

### 5.6.1 General information

There are two different types of GO-Box: the GO-Box and the Split GO-Box (both called 'GO-Box' for short), whereby GO-Boxes (not Split GO-Boxes) must be used in all vehicles that are liable for the toll and either do not have a metallised windscreen or have a metallised windscreen and a corresponding DSRC window. If the vehicle that is liable for the toll has metallised windscreens but no corresponding DSRC window, the customer must without exception use a Split GO-Box. Split GO-Boxes are also available in GO DISTRIBUTION OUTLETS.

ASFINAG Maut Service GmbH issues the customer with the GO-Box or the Split GO-Box for use exclusively with the registration number of the vehicle that is liable for the toll and has been registered with the toll system. GO-Boxes are issued free of charge, for a limited period that lasts until the toll system is completely abolished, and for the sole purpose of using the GO-Box to pay the distance-related toll. This means that the customer and ASFINAG Maut Service GmbH conclude a contract of loan for use within the meaning of sections 971 onward of the General Civil Code (ABGB). At the end of the contractual relationship, the customer must therefore return the GO-Box or Split GO-Box to ASFINAG Maut Service GmbH (see section 5.6.4).

Claims for damages against ASFINAG and ASFINAG Maut Service GmbH shall be rejected unless caused intentionally or by gross negligence.

### 5.6.2 GO-Box: period of validity, guarantee, exchange, bearing of costs, and recall

A GO-Box for the post-pay procedure is valid for five years from the date it is issued to the customer. A GO-Box for the pre-pay procedure is valid for two years from the date it was last charged with a toll credit.

ASFINAG Maut Service GmbH grants the customer a five-year full operability guarantee from the date the GO-Box is issued to the customer. ASFINAG Maut Service GmbH will rectify any functional faults that occur during this period by exchanging the GO-Box. As long as the functional faults were not caused by the negligence of the customer or a third party attributable to the customer, the GO-Box is exchanged free of charge. In cases of doubt, the customer is obliged to pay the administrative fee (see below). If ASFINAG Maut Service GmbH is subsequently found to be responsible for the fault, this fee will be refunded if and in so far as the customer has submitted an application for a refund to a GO DISTRIBUTION OUTLET. All claims are satisfied with the exchange of the GO-Box. Once the guarantee period has expired, the customer has the right to claim a free replacement in the form of a brand-new GO-Box or one that is as good as new (in exchange for the return of the old unit).

Defective GO-Boxes can only be exchanged at a GO DISTRIBUTION OUTLET with presentation of the registration certificate.

If the customer or a third party attributable to the customer is responsible for the fault, ASFINAG Maut Service GmbH will charge the following administrative fee (excluding VAT) depending on the amount of time that has passed since the GO-Box was issued to the customer.

Time elapsed since issue	For a GO-Box	For a Split GO-Box
During the first year:	€ 60.00	€ 200.00
During the second year:	€ 48.00	€ 160.00
During the third year:	€ 36.00	€ 120.00
During the fourth year:	€ 24.00	€ 80.00
During the fifth year:	€ 12.00	€ 40.00

The GO-Box will automatically be recalled two months before the period of validity expires. In such cases, the GO-Box sounds a warning signal as an indication of this fact when the vehicle passes a toll collection point (see section 8.2.4.3.1).

ASFINAG Maut Service GmbH is entitled to recall GO-Box for exchange even if the unit is being used. Furthermore, ASFINAG reserves the right to deactivate the GO-Box in the event of technical faults or if it discovers irregularities in the collection of tolls. Irregularities relating to the collection of tolls that entitle ASFINAG to deactivate the GO-Box include cases where unpaid tolls cannot be charged properly. In such cases, the GO-Box sounds a warning signal as an indication of this fact when the vehicle passes a toll collection point (see section 8.2.4.3.2).

Once the period of validity has expired, or once the GO-Box has been deactivated, no more toll transactions can be made using the GO-Box. If, in this case, the driver does not avail of the option of retroactively paying the toll (see section 7.1), he or she commits a toll evasion offence (see section 10).

### 5.6.3 Theft, loss, and deactivation of the GO-Box

The customer bears sole responsibility for the safekeeping of the GO-Box. In the event of the theft or loss of the GO-Box (hereinafter referred to as 'LOSS' for short), the customer must immediately inform the ASFINAG CUSTOMER SERVICE giving the relevant GO-Box number and PAN. The GO-Box will be deactivated once its LOSS has been reported. For the LOSS of the GO-Box, an administrative fee defined in section 5.6.2 must be paid before the new GO-Box (also known as a 'replacement GO-Box') is issued and at the latest within one month of reporting the LOSS. No other costs are accrued for the acquisition of a new GO-Box. The customer's obligations in the event of the theft or loss of petrol cards, credit cards, and debit cards depend on the provisions of the respective card issuer (however, see also section 5.4.2).

A LOST GO-Box that is retrieved at a later date can only be reactivated by the ASFINAG CUSTOMER SERVICE upon presentation of the relevant GO-Box number and PAN before a new GO-Box has been issued.

If a LOST GO-Box is retrieved after a replacement GO-Box has been issued, the retrieved (old) GO-Box must be returned in accordance with section 5.6.4. Any toll credit in the old GO-Box will already have been transferred to the replacement GO-Box before the latter was issued.

#### 5.6.4 Deregistration, returning the GO-Box, and the lapse of toll credit

The customer deregisters from the toll system by returning the GO-Box. If the GO-Box cannot be returned as a result of theft or loss, the customer must deregister by writing to ASFINAG Maut Service GmbH (see section 5.6.3).

The GO-Box must be returned in person at a GO DISTRIBUTION OUTLET or by sending it to ASFINAG Maut Service GmbH (see information in section 13) together with the customer's name, address, and bank account details. In cases where a GO-Box contract for the pre-pay procedure cannot be terminated directly at the GO DISTRIBUTION OUTLET, the appropriate GO-Box must be sent to ASFINAG Maut Service GmbH. The provision of this data is only necessary for the pre-pay procedure. Bank account details must only be provided if the GO-Box was charged with a toll credit using cash, Maestro, or Quick Chip. Before sending the GO-Box, the customer must ensure that it is deactivated to avoid the triggering of toll transactions or the collection of tolls during transportation. To deactivate the GO-Box, the customer must call the ASFINAG CUSTOMER SERVICE and provide the PAN and the registration number. If the customer does not arrange for deactivation of the GO-Box, any toll transactions triggered or tolls collected during transportation will not be refunded.

If there is still some unused toll credit when the GO-Box is returned (only applies to the pre-pay procedure), this sum will be refunded, whereby any unpaid tolls will be invoiced separately in accordance with section 7.3, retroactive billing.

If the unused toll credit is less than the last amount with which the GO-Box was charged, the money will be refunded using the means of payment that was last used to charge the GO-Box. In other words, the money will either be refunded in cash (whereby payment with Quick Chip is the same as cash payment), credited to a petrol card or credit card or, in the event of payment using Maestro, by means of a transfer to the customer's bank account. If the unused toll credit is greater than the last amount with which the GO-Box was charged, the last amount with which the GO-Box was charged will be refunded using the means of payment that was last used to charge the GO-Box. The difference between the toll credit and the last amount with which the GO-Box was charged, on the other hand, will be refunded using the means of payment that was used to charge the GO-Box on the last but one occasion. This refund procedure, which is necessary as a result of the current credit card and petrol card conditions, will be repeated in this manner until such time as the entire toll credit has been refunded.

If a GO-Box for the pre-pay procedure is sent by post to ASFINAG Maut Service GmbH, any unused toll credit is only credited to the customer's account if name, address, and bank account details including name of the account holder, IBAN, and BIC (if the GO-Box was charged with a toll credit using cash, Maestro, or Quick Chip) are provided.

Refunds are only credited to the customer's bank account when the unused toll credit exceeds €5.00.

Toll credit (for the pre-pay procedure) is only valid for two years from the date of the last charging procedure. After this period, it is no longer possible to collect tolls. Two months before the end of this two-year period, the GO-Box sounds a warning signal when the vehicle passes a toll collection point (see section 8.2.4.3.1). Toll credit lapses five years after the last charging procedure (in other words, three years after the end of the period of validity) unless more toll credit is charged within this time or the GO-Box is returned. If the GO-Box is charged with new toll credit within this period, the total credit in the GO-Box (i.e. the old toll credit plus the newly charged toll credit) becomes valid.

#### 5.6.5 Transportation of GO-Boxes without the obligation to pay the mandatory toll

Customers can obtain shield covers for GO-Boxes at GO DISTRIBUTION OUTLETS (see section 5.2). For those cases where a GO-Box is carried in a vehicle that is not liable to pay the distance-related toll (e.g. when a GO-Box is being transported in a passenger car), the GO-Box in question must be deactivated by ensuring that the cover is properly closed around the GO-Box. To this end, the cover must be wrapped at least three times around the GO-Box and subsequently closed securely using staples or adhesive tape.

If the GO-Box is not deactivated, toll transactions will be triggered or tolls collected automatically. If this happens, the collected tolls will not be refunded.

### 5.7 Provisions regarding the authorisation of other on-board units

#### 5.7.1 On-board units from the operators of foreign toll systems

Units that are used for the electronic payment of tolls within the Swiss LSVA toll system (Tripon on-board units) are authorised for electronic payment of the distance-related toll in Austria once they have registered with the system.

The simultaneous use of several on-board units, which are certified for Austria, for the electronic payment of tolls can result in multiple toll collections. Therefore this kind of simultaneous use is forbidden. Toll collections that are collected as a result of the simultaneous use of on-board units will not be refunded.

The provisions of the Tolling Regulations Part B and the following special provisions apply to the use of the mentioned on-board units:

#### 5.7.2 Special conditions governing Tripon on-board units

The Tripon on-board units may only be issued by and returned to the Eidgenössischen Zollverwaltung, Oberzolldirektion, Bern, Switzerland (OZD) in accordance with the conditions governing the Swiss LSVA toll system. They must be installed and kept operable in accordance with the standards of the LSVA toll system (visit: [www.zoll.admin.ch](http://www.zoll.admin.ch)). All questions regarding the on-board unit should be directed to the OZD. ASFINAG Maut Service GmbH can neither

maintain, repair nor exchange the on-board unit. If a Tripon on-board unit is used to pay the distance-related toll in Austria, it is not permitted to use a GO-Box at the same time.

Before the Tripon on-board unit is used to pay Austrian tolls for the first time, the vehicle that is liable for the toll must be registered. Registration is free of charge and can be completed using forms that are available on the INTERNET at [www.go-maut.at](http://www.go-maut.at) or from the ASFINAG CUSTOMER SERVICE. The Tripon on-board unit can only be used to pay tolls as part of the post-pay procedure (for details on methods and means of payment that are accepted for this procedure, see section 5.4.1). Toll payment according to the pre-pay procedure is not possible. By registering with the system, the customer authorises the OZD and ASFINAG Maut Service GmbH to exchange the data regarding the customer and the vehicle that is liable for the toll that is required for use of the Tripon on-board unit.

The person registering with the system will be informed in writing by ASFINAG Maut Service GmbH whether the registration has been accepted by ASFINAG Maut Service GmbH and OZD. If the registration is accepted, the registered owner will receive a chip card from the OZD within ten days. This card can be used to activate the Tripon on-board unit in Austria. It must be inserted in the Tripon on-board unit before the unit is used in Austria. The Tripon on-board unit indicates whether the unit is ready for use in Austria by displaying the codes '09' or '13' on the 'Vertrag' data field in the 'INFOR / Fixe Daten' menu. It is the sole responsibility of the customer to activate the on-board unit and use the Tripon on-board unit properly in Austria.

Before beginning his or her journey, the driver must indicate on the on-board unit whether a trailer is attached to the vehicle. The declaration that a trailer is attached to the vehicle automatically triggers toll collection according to the rates in category 4.

When the vehicle passes a toll collection point, the 'short' signal sounded by the Tripon on-board unit indicates that the toll has been correctly paid. If the toll has not been correctly paid, either a 'long' signal (e.g. the on-board unit has been deactivated or the transaction has failed) or no acoustic signal is generated (technical error: no transaction made). In this case, the driver is obliged to pay the toll retroactively in accordance with section 7.1 (whereby the GO-Box number or the registration and the country must be made available; the Tripon on-board unit does not have to be presented) and/or section 7.2. If the driver refrains from doing so, he or she commits a toll evasion offence (see section 10).

Forms that are available on the INTERNET at [www.go-maut.at](http://www.go-maut.at) or from the ASFINAG CUSTOMER SERVICE must be used to change customer data.

Customers can deregister from the toll system at any time (correspondence should be sent to ASFINAG Maut Service GmbH). Deregistration must take the written form only. Once deregistration is complete, the Tripon on-board unit can no longer be used to pay tolls in Austria. Consequently, the Tripon on-board unit generates a 'long' signal when the vehicle passes a toll collection point. Within ten days of deregistration, the registered owner will receive a chip card by post (from the OZD). The registered owner is obliged to start using this chip card immediately to deactivate the on-board unit. This will stop the unit from generating a 'long' signal when the vehicle passes a toll collection point.

## 6 ITEMISED TOLL INFORMATION SHEETS

Itemised toll information sheets that list all automatic toll transactions and the retroactively billed toll sections in the post-pay procedure for the current calendar month and all automatic toll transactions made during up to six immediately preceding calendar months can be obtained on request either in printed form from the ASFINAG CUSTOMER SERVICE for an appropriate fee of € 5.00 (including 20% VAT) per itemised toll information sheet and vehicle, or via the Internet at [www.go-maut.at](http://www.go-maut.at) free of charge.

An itemised toll information sheet is not an invoice; it is for information purposes only. No responsibility or liability will therefore be assumed for the timeliness, correctness, and completeness of the information contained in the itemised toll information sheets.

## 7 RETROACTIVE TOLL PAYMENT

### 7.1 Retroactive payment at GO DISTRIBUTION OUTLETS and to toll enforcement officers

Tolls that have either not been paid or only paid in part for the following reasons can be paid retroactively for vehicles that have been properly registered with the toll system and are equipped with an authorised on-board unit: technical failure of the authorised on-board unit or the toll system, an insufficient pre-pay toll credit balance, use of a cancelled means of payment, use of a GO-Box after the period of validity has ended in accordance with section 5.6.2, or the use of an incorrect (too low) category. However, retroactive payment is only possible if all of the following conditions are fulfilled: Retroactive payment may only be made for the vehicle registration number for which the toll was not paid or was only paid in part.

- Retroactive payment must be made at the latest 100 km after the vehicle has passed the first toll collection point at which the toll transaction was not correctly made (i.e. the toll was not paid at all or was only paid in part). Payment must be made at a GO DISTRIBUTION OUTLET or, if the driver is apprehended, to a toll enforcement officer (see section 9).
- Retroactive payment is only permitted within five hours of the vehicle passing the first toll collection point at which the toll transaction was not correctly made (i.e. the toll was not paid at all or was only paid in part). The reference time of the toll system is used as a reference in this regard.
- GO-Box users must present the GO-Box at the nearest GO DISTRIBUTION OUTLET to make retroactive payment.
- The driver of the vehicle that is liable for the toll must inform personnel at the GO DISTRIBUTION OUTLET or, if the driver is apprehended (stopped), the toll enforcement officer of the point where the toll was not paid or was only paid in part and, when requested to do so, provide information on how he or she intends to use the toll road network in the immediate future.

The toll rate to be paid and, therefore, the amount due is calculated on the basis of the information provided by the driver (regarding the toll point where the toll was not paid or was only paid in part etc.), the presentation of any evidence (e.g. tachograph), and the presentation of the



GO-Box (to avoid double payments, a comparison of the toll transactions stored in the on-board unit may be made). If the amount calculated in this way is lower than €0.10, the amount shall be rounded up to €0.10.

If the driver of the vehicle is stopped by toll enforcement officers the retroactive payment must be made to them.

In cases where the incorrectly paid toll is retroactively charged automatically in accordance with section 7.3 and in conjunction with section 8.2.4.3.3, retroactive payment is not obligatory.

## **7.2 Central retroactive payment in the event of use of a category that is too low**

As an alternative to the procedure described in section 7.1, the driver may, if he/she sets a category that is too low for his/her vehicle, use the central retroactive payment procedure. This payment requires the customer to provide certain information and must take place within 48 hours of passing the first toll collection point at which the toll was not correctly or only partially paid.

Drivers can use the central retroactive payment procedure as long as the following data is made available by either calling the ASFINAG CUSTOMER SERVICE or by submitting it via INTERNET:

1. PAN;
2. the GO-Box identification number of the GO-Box that was used at the time the toll was not correctly paid;
3. the country and registration number entered in the GO-Box;
4. the correct category;
5. the date and time when the toll was not correctly paid;
6. provision of a valid means of payment in accordance with section 3.1.3 of appendix 2 that can be used for central retroactive payment;
7. the name and invoice address (for anonymous pre-pay customers) in cases where an anonymous pre-pay customer would like to receive an invoice.

Central retroactive payment is only an option for the period of time in question that at least one toll transaction happened that indicates that the toll has only been partially paid.

Central retroactive payment is due to the system once only possible for the specified toll road section and period. Therefore an amendment after the payment is not possible.

The toll rate to be paid and, therefore, the amount due is calculated on the basis of the information provided by the customer to ASFINAG's CUSTOMER SERVICE or on the INTERNET (the date and time when the toll was not correctly paid etc.). If the amount calculated in this way is lower than €0.10, the amount shall be rounded up to €0.10.

If the driver of the vehicle is stopped by toll enforcement officers the retroactive payment must be made to them.

### 7.3 Retroactive billing

ASFINAG has the right to bill customers automatically for tolls that have not been paid in situations complying with section 8.2.4.3.3 and in cases where ASFINAG has chosen not to erect a toll collection point on a specific toll road section (see the fourth paragraph of section 1).

Retroactive billing only occurs in cases where a customer uses a road section subject to toll charging but where a toll transaction was not correctly made. The retroactively billed toll for the relevant road section subject to toll charging corresponds exactly to the toll road section rates listed in appendix 4 of the Tolling Regulations at the time the toll transaction was not made. This applies equally to retroactive billing for both the pre-pay and post-pay procedures.

#### The pre-pay procedure

The first time the driver makes contact with personnel at a GO DISTRIBUTION OUTLET after the failed toll transaction, he or she will be requested to pay the retroactively billed toll on the spot. The customer will be given a special receipt for the retroactively billed amount, which contains a detailed listing of the toll road sections for which a toll was retroactively billed. Toll credit can only be recharged, data changed, and contracts terminated once this retroactively billed toll has been paid in full. It is not permissible to offset the retroactively billed toll against any existing toll credit.

#### The post-pay procedure

In the post-pay procedure, retroactive billing is settled without any extra activity on the part of the customer; the retroactively billed toll is simply added to the periodical collective invoices or petrol card invoices that are sent to the customer.

## 8 THE DRIVER'S OBLIGATIONS

### 8.1 Correct installation of the GO-Box

The GO-Box may only be installed in the authorised vehicle that is liable for the toll and carries the registration number to which the GO-Box has been registered. It must be attached to the inside of the windscreen between the middle of the vehicle and the drag link (centerlink) close to the bottom edge of the windscreen on that part of the windscreen that is cleaned by the windscreen wipers and in such a way that the GO-Box control key faces the interior of the vehicle. It must be attached in such a way that the windscreen wipers do not overlap with the GO-Box when the windscreen wipers are not in use (see illustration 22). The area in which the GO-Box is attached to the windscreen must be kept free of all objects that are not part of the vehicle. The driver is obliged to keep away all objects from the GO-Box, which may have an impact to the control keys. An alternative method of attaching the GO-Box is permissible in individual cases only after the specific written authorisation of ASFINAG Maut Service GmbH has been obtained.

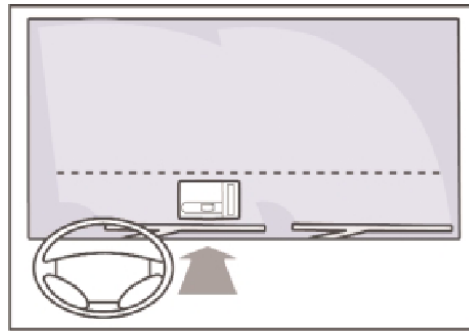


Illustration 22

Special instructions apply for the installation of a Split GO-Box. These instructions can be found in the Split GO-Box's operating manual.

## 8.2 Correct operation of the GO-Box

### 8.2.1 Parts of the GO-Box

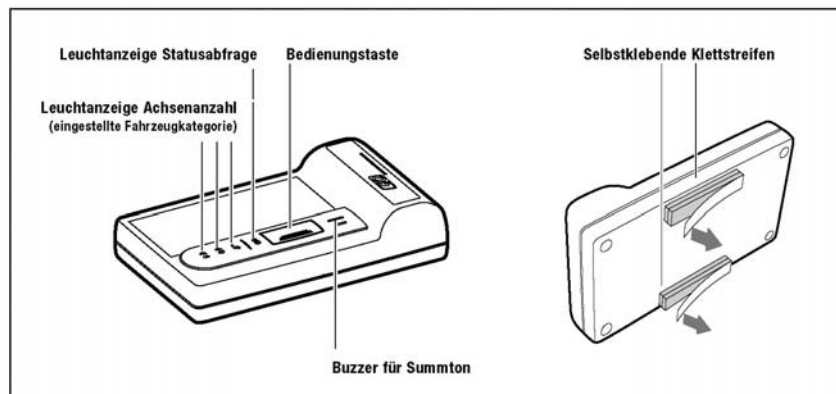


Illustration 23

### 8.2.2 Declaring and setting the vehicle category (not applicable for buses and motorcaravans)

When the GO-Box is issued, a base category is set for the vehicle that is liable for the toll on the basis of the vehicle's number of axles (the base category constitutes the lowest category that can be manually set by the customer). The driver is obliged to check the category in accordance with section 8.2.4.2 before starting each journey.

If a trailer or a road semi-trailer is attached to the vehicle, the driver is obliged to change the vehicle category to the correct category. The actual number of axles of the towing vehicle together with the number of axles of the (semi-) trailer, regardless of the maximum gross vehicle weight of the (semi-) trailer, determines the category that is to be set. The user can increase the category by pressing the control key for longer than two seconds (the base category follows

category 4 in the sequence). Once the category has been changed, the appropriate LED (category 2-4) will flash, thereby indicating the newly set category.

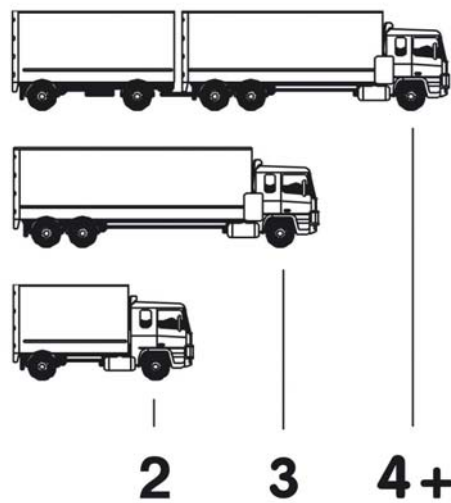


Illustration 24

If the customer mistakenly declares a higher category than the actual category for the vehicle or combination of vehicles that is liable for the toll and consequently pays/is charged the wrong toll rate, ASFINAG can refund the excess toll paid once the reasons for the mistake have been stated and corresponding evidence provided. Applications for refunds must be accompanied by the corresponding evidence and submitted within three months of the date on which the excess toll was paid. Applications should be submitted directly to ASFINAG Maut Service GmbH (see section 13).

### 8.2.3 Declaring and setting the vehicle category (buses and motorcaravans)

When the GO-Box is issued, a base category is set on the basis of the bus or motorcaravan's number of axles (definition given in section 2(1)(28a) of the Motor Traffic Act 1967). See also the illustration in section 8.2.2. It is not necessary to change the base category because trailers attached to buses or motorcaravans are not taken into account when counting the number of axles.

### 8.2.4 Checking that the GO-Box is in working order

#### 8.2.4.1 The driver's duties

In accordance with section 8(2) BStMG, drivers must check that the GO-Box is in working order before, during, and at the end of every trip on the toll road network and report any malfunctions or faults immediately. Furthermore, they should carry a shield cover in the vehicle that is liable for the toll (see section 3.3.3).

#### 8.2.4.2 Before starting the trip

Before entering the toll road network, the customer must check that the GO-Box is in working order (i.e. conduct a status check) by briefly pressing the control key once (for less than two

seconds). The obligation to check that the GO-Box is in working order also includes the correct category declaration and setting in accordance with section 8.2.2.

- If both the 'Status check' and 'Number of axles' LEDs briefly flash 'green' once, the GO-Box is basically in proper technical working order.
- If the 'Status check' LED briefly flashes 'red' twice and the 'Number of axles' LEDs briefly flashes 'green' twice, the toll credit balance has dropped below the fixed limit of € 30.00, (applies only to the pre-pay procedure). The driver must ensure at his own discretion and on his own responsibility that the toll credit is recharged in time.
- If the 'Status check' LED briefly flashes 'red' four times, no tolls can be collected (e.g. because the GO-Box is not in proper working order). In this case, the driver must go immediately to the nearest GO DISTRIBUTION OUTLET or refrain from driving on the toll road network.
- If the 'Status check' and 'Number of axles' LEDs do not flash (no flash), the GO-Box is not in working order. In this case, the driver must equip the vehicle with a new, fully functional GO-Box before entering the toll road network (for information on exchange, see section 5.6.2).

#### 8.2.4.3 During the trip

While travelling on the toll road network, the driver will hear the following acoustic signals when passing every toll collection point. The driver should note the difference between acoustic signals that must be observed and those that provide information.

##### 8.2.4.3.1 The following acoustic signals provide customers with information:

- One brief acoustic signal: Toll payment is confirmed on the basis of the set category.
- Two brief acoustic signals: The toll was correctly paid on the basis of the set category. However, either the toll credit (only applies to the pre-pay procedure) has dropped below the limit of € 30.00 (the customer must ensure that the toll credit is recharged in time); or the toll credit will lapse within the next two months (only applies to the pre-pay procedure); or the the period of validity of the GO-Box expires within the next two months.

##### 8.2.4.3.2 The following acoustic signal must be observed by the customer:

- Four brief acoustic signals: no toll was paid because provisions in Tolling Regulations Part B were not observed by the customer or because the GO-Box was deactivated as a result of a recall of the GO-Box for an exchange, a technical fault or observed irregularities in toll collection. In this case, the customer is obliged to pay the toll retroactively and in full in accordance with section 7.1. Failure to comply with this provision constitutes a toll evasion offence in accordance with section 10.

##### 8.2.4.3.3 No acoustic signal:

If no acoustic signal sounds, no toll was paid. There is no obligation to pay the toll retroactively in accordance with section 7.1 as long as all of the following conditions are met without exception:

- The GO-Box is properly installed in accordance with section 8.1.

- The GO-Box was at the time of passing a toll collection point registered with the system for the post-pay procedure using an authorised means of payment or was charged with sufficient toll credit for the pre-pay procedure.
- The user checked that the GO-Box was in proper working order in accordance with sections 8.2.4.2 and 8.2.4.4.
- The category of the vehicle that is liable for the toll has been correctly set in the GO-Box in accordance with section 8.2.2
- The registration number of the vehicle that is liable for the toll was correctly registered with the system in accordance with section 5.5.

If any one of these conditions is not met, the user is obliged to pay the toll retroactively in accordance with section 7.1.

To verify the acoustic signals, the correct payment of the toll can be checked at any GO DISTRIBUTION OUTLET.

Drivers with a hearing disability are not exempt from these obligations. They are obliged to check that the toll has been properly paid at the aforementioned distribution outlets (see also section 8.2.4.4). Before doing so, the customer may also contact the ASFINAG CUSTOMER SERVICE (see also section 5.2) to inquire whether the toll system is in working order.

#### 8.2.4.4 After the trip

After all trips on the toll road network, the driver must once again check that the GO-Box is in proper working order and, if the GO-Box is not in proper working order (according to the provisions in section 8.2.4.2) must pay any unpaid or partially paid tolls by means of retroactive payment in accordance with section 7.1. Failure to comply with this provision constitutes a toll evasion offence in accordance with section 10.

## 9 MONITORING PAYMENT OF THE MANDATORY TOLL

### 9.1 Toll enforcement officers and their powers

Payment of the distance-related toll is monitored in two ways: by automatic checks and by toll enforcement officers.

Toll enforcement officers are public inspection officers. They are nominated by ASFINAG and are appointed and sworn in to the job by the local district administrative authorities. The law gives these toll enforcement officers powers of authority and powers to enforce administrative acts.

In order to monitor the proper payment of tolls, toll enforcement officers are authorised, among other things, to use clearly visible and audible signals to request drivers to stop; to stop these drivers; to determine the identity of the driver and the registered owner; to inspect the vehicle, in particular the vehicle registration documents, the GO-Box or another on-board unit, the tachograph, the odometer, the control unit in accordance with Regulation (EEC) No. 3821/85, which was recently amended by regulation (EC) no. 432/2004, and – when driving a vehicle carrying trade plates according to section 2 – affirmations about the service weight of the vehicle

(in particular a copy of the vehicle's logbook); and to verbally request the apprehended driver to pay the substitute toll.

Moreover, in order to monitor the correct payment of tolls and to conduct traffic surveys, toll enforcement officers are authorised to use automatic traffic diversion equipment to divert traffic to the toll inspection areas, which are currently located in Suben, Walsberg, Arnoldstein, Hörbranz, Eberstallzell, Brenner-West, Gersdorf, Arnwiesen, Kellerberg, Nüziders, Hoher Göll, Haag, Kematen and Haimburg.

If no substitute toll is paid and if prosecution or execution of a sentence appear obviously impossible or very difficult, the toll enforcement officers are authorised in accordance with section 27 BStMG to request provision of a provisional security deposit or, if the stipulated provisional security deposit is not provided, to request in accordance with section 28 BStMG that the trip be interrupted and prevent its continuation by taking suitable preventative measures (e.g. confiscation of vehicle documents and keys, clamping of the vehicle, parking it in a suitable place and other similar measures).

Provisional security deposits may be provided in cash (euros) or using an authorised means of payment (appendix 2).

## 9.2 Toll enforcement officers' identification cards

The identification card for toll enforcement officers, which confirms their official status and must be carried at all times while on duty and shown to the person concerned on request, is the size of a cheque card, is printed on both sides, and contains the following information in particular: photograph, name, and duty number of the toll enforcement officer (see illustration 25).



Illustration 25

## 9.3 Toll enforcement officers' vehicles

The toll enforcement officers' vehicles are public security force enforcement vehicles that comply with the section 20(1)(d) of the Motor Vehicle Act 1967. These vehicles are silver-grey operational vehicles that are equipped with flashing blue lights and a siren. Furthermore, the enforcement vehicles are marked with the following words: 'ASFINAG', 'Mautaufsicht' (toll enforcement), and 'Service- und Kontrolldienst der ASFINAG' (ASFINAG customer service and toll enforcement unit). See illustration 26 for details.



Illustration 26

## 10 TOLL EVASION

### 10.1 Penalties for toll evasion

It is prohibited to drive a vehicle that is liable for the toll within the meaning of Tolling Regulations Part B on the toll road network without correctly paying the distance-related toll. In accordance with section 20(2) BStMG, drivers who violate this prohibition are in breach of an administrative rule, which is punishable by the local district administrative authorities by imposing a fine of **€300.00** and **€3,000.00** (This amended provision shall apply on administrative offences which are committed after coming into effect of the amendment of the Federal Road Tolls Act, BGBl. (Federal Official Gazette) I No. 82/2007).

If the driver of a vehicle that is liable for the toll is apprehended on the toll road network and found not to have a GO-Box or another authorised on-board unit in the vehicle, he or she must leave the toll road network immediately at the next possible exit.

### 10.2 Non-imposition of a penalty

A penalty is not imposed if the driver pays a substitute toll, which is defined below. A substitute toll, which is paid in due time and in proper form, cannot be reclaimed.



### 10.3 Substitute toll

#### 10.3.1 Method of payment

##### 10.3.1.1 Apprehension by toll enforcement officers

If the driver of the vehicle is apprehended by toll enforcement officers, the toll must be paid retroactively if the conditions in section 7.1 are met. If the driver refuses to pay the toll retroactively or if the conditions in section 7.1 are not fulfilled, the toll enforcement officer is authorised to verbally request that the driver pay the substitute toll. The substitute toll must be paid immediately on request. Both the retroactive payment of the toll and the payment of the substitute toll may be made either in cash (euros) or using an authorised means of payment (appendix 2). The driver will then be given a confirmation document containing a list of the toll road sections concerned.

##### 10.3.1.2 Retroactive summons procedure

If a violation is established by toll enforcement officers during the course of their work or if the incorrect payment of the toll was detected through automatic checks without the driver being apprehended in person, the registered owner(s) may receive a written request to pay the substitute toll.

This written request will provide details of the substitute toll to be paid, an identification number (ID No.), and details of a bank account.

The substitute toll must be transferred to the account indicated in the written request and must include the identification number (ID No.) given thereon. The obligation to pay the substitute toll is met when the substitute toll has been credited to the given account within four weeks (This amended provision shall apply on administrative offences which are committed after coming into effect of the amendment of the Federal Road Tolls Act, BGBl. (Federal Official Gazette) I No. 82/2007) of the issuing of the request and as long as the transfer order contains the complete and correct identification number, which must be written in such a way that it can be automatically read by a machine.

The substitute toll may not be paid in instalments. If instalments are received, they will be credited to the payer's account minus a processing fee of € 15.00 (including 20 % VAT). The same applies to late payments. In the event of overpayment by less than € 5.00, no money will be credited to the payer's account (otherwise the entire amount will be credited to the payer's account).

#### 10.3.2 Substitute toll rate

The substitute toll rates (including 20 % VAT) for the incorrect payment of the distance-related toll are given below:

Reason	Substitute toll rate
Complete non-payment of the toll	€ 220.00
PARTIAL PAYMENT OF THE TOLL (USE OF A WRONG CATEGORY)	€ 110.00

### 10.3.3 Initiation of administrative penal proceedings

If a driver is apprehended and requested to pay a substitute toll or if following a written request, a substitute toll is not paid, is paid in part or not paid on time, administrative penal proceedings shall be initiated.

## 11 VIOLATION OF THE OBLIGATION TO STOP

Drivers who, contrary to section 18(2) BStMG, do not stop when instructed to do so by a toll enforcement officer are in breach of an administrative rule in accordance with section 21 BStMG and shall be fined up to **€ 3,000.00** (This amended provision shall apply on administrative offences which are committed after coming into effect of the amendment of the Federal Road Tolls Act, BGBl. (Federal Official Gazette) I No. 82/2007).

## 12 PLACE OF JURISDICTION AND APPLICABLE LAW

The exclusive place of jurisdiction for all claims against ASFINAG under civil law arising out of these Tolling Regulations and/or the use of the toll road network shall be the court that has jurisdiction as regards such matters for the first district in Vienna. Only Austrian law applies, excluding the conflict of laws rules of private international law.

## 13 COMPETENCE AND CUSTOMER SERVICE

ASFINAG has entrusted ASFINAG Maut Service GmbH with the operation of the toll system and the collection of the toll on behalf of and for the account of ASFINAG. ASFINAG Maut Service GmbH is the company to contact for all procedural questions relating to the distance-related toll.

**ASFINAG Maut Service GmbH**  
Alpenstraße 94  
A-5020 Salzburg  
AUSTRIA

**Tel.: 0800 400 11 400**  
**Fax: 0800 400 11 444**  
**e-mail: [info@go-maut.at](mailto:info@go-maut.at)**

In so far as the persons involved do not have recourse to the courts of law or administrative courts, complaints regarding violations of the powers of toll enforcement officers or similar complaints may be directed either by post or by e-mail to ASFINAG Maut Service GmbH.

-- Ends --