



E-TOLL USER GUIDE



**NATIONAL
TOLL PAYMENT
SERVICES PLC**

Issue 2014/1

Toll categories of the HU-GO electronic toll system

On 1 July 2013 the distance based proportionate HU-GO electronic toll system was introduced in Hungary. Toll is required to be paid by all cargo vehicles with a maximum permissible gross weight exceeding 3.5 tons on toll sections of expressways and main roads.

You can see the detailed, enlargeable map of the toll expressway and main route system and a complete list of road sections subject to toll payment on the www.hu-go.hu web site under the "Map menu item".

Environmental classification	Vehicle category / Road category					
	Category J2		Category J3		Category J4	
	Expressway	Main road	Expressway	Main road	Expressway	Main road
≥ EURO III.	42.42	18.05	59.52	31.24	86.70	54.08
EURO II.	49.90	21.23	70.02	36.75	108.38	67.60
≤ EURO I.	57.39	24.41	80.52	42.26	130.06	81.12

Gross rate for road use (HUF/km) Valid from 1 January 2014.



Road use declaration and toll payment

From 1 November 2013 the State Motorway Management Company Ltd. continues its operation as National Toll Payment Services PLC (NÜSZ Zrt.). Our scope of activities will cover toll collection, universal toll service provision and control-support operations in the distance-based toll collection, penalisation and control in the national public road network, and toll collection, universal toll service provision and control support operations in the distance based HU-GO electronic toll collection system.

The HU-GO system is based on self-declaration, which can be made in one of two ways: by purchasing a route ticket or by using an on-board unit (OBU). In case of a route ticket, which presumes a pre-specified route, planning your route and purchasing your route ticket can be accomplished on the www.hu-go.hu web site and by route planning devices (kiosk, tablet, PC) located at HU-GO sales and customer service points.

The POS locations are listed on the www.hu-go.hu site under the "Map menu item". You can obtain your on-board unit necessary for declaring your road use at our customer service offices, from our retail partners or directly from the declaration operators.

Road use purchase options in the HU-GO system

As a non-registered user, you can purchase your ad-hoc route ticket by:

- payment online by bank card through the www.hu-go.hu site or at a POS, or customer service office
- by route planning through a kiosk with payment at a POS, or customer service office.

Purchasing road use authorisation charging it against the balance of a registered user, which may be accomplished by:

- charging it to a pre-paid balance
- retrospective payment (post-paid)

Ad-hoc route tickets

Ad-hoc route tickets offer a convenient, fast solution for road users who wish to use the Hungarian toll road network only for relatively infrequent trips on a specific route. In this case purchasing road use authorisation is carried out without registration in the HU-GO system and can be completed within by providing the data of the vehicle and those required for route tickets. Instant payment for the ticket can be made online with a bank card. VAT-detailed invoice can be requested at the ugyfel@hu-go.hu e-mail address. However, as an alternative, you can decide to print your ticket and pay it subsequently at a POS or customer service office. In this case, a VAT-detailed invoice can be requested at the point where the payment is made.

When specifying the destination, it is important to state, in addition to the name of the city, the detailed address of your destination, with street name and house number. Before you begin using a toll road, please be sure to pay the toll before your journey!

Charging your route ticket purchase against a balance

In case of purchasing a route ticket against a balance, the road user must register in the HU-GO system, which can be accomplished simply via the www.hu-go.hu web site. After providing basic information (name, contact, contact details, etc.) during registration, a user account is opened offering the following services:

- Opening current accounts
- Assigning vehicles to current accounts
- Detailed statements of current account transactions.

Post-paid option is available even to those registered road users who charge their route ticket purchase against their balance, if they meet the NÚSZ Zrt. customer qualification requirements. It is important that you must purchase your authorisation before beginning to use the toll road in this case also.

Invoicing information

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

You will not receive a VAT invoice automatically if you wish to purchase your route ticket via the www.hu-go.hu web site as a non-registered user. If you wish to request a VAT invoice automatically when making a route ticket or online purchase, please make sure to register before buying your ticket! After registration, the system will prepare the accountable tax receipt of your purchases.

You will receive a traditional (paper based) VAT invoice if you purchase a route ticket at a POS or a NÚSZ Zrt. customer service office or top up your current account. Please be sure to state accordingly at the cash register in each case!

You will receive an electronic invoice (e-invoice) if you top up your current account online as a registered user via bank transfer or bank card payment at the www.hu-go.hu online customer service office.

More information about invoicing is available on the www.hu-go.hu web site under the *"General information main menu/Methods of invoicing menu item"*.

Services available at customer service offices

Modifying customer registration and data

If you are not a registered user of the e-toll system, our customer service representatives will help you with your online registration, as well as any modification in your entered data.

Route ticket sale

If you wish to purchase your route ticket through a PC or kiosk located at a customer service office, you can pay for your road use in the method and currency – cash (HUF, €), bank card, fuel card – locally used.

Balance top-up

You can top up your balance with a bank card, cash (HUF, €) or, in certain cases, with a fuel card, at customer service offices.

OBU sale

From January 2014, on-board units are available not only at POS's or directly from the declaration operators but also at our customer service offices.

OBU registration

You can order your on-board unit for your cargo vehicle at customer service offices that have kiosks (Budaörs, Székesfehérvár, Veszprém, Lébény, Szeged, Gyöngyös, Miskolc, Debrecen, Szolnok, Budapest).

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

If you meet the requirements included in the customer qualification procedure, you will be able to pay for your road use retrospectively. You can submit the documents required for the procedure and, after positive evaluation, the contract previously negotiated with NÚSZ Zrt. at customer service offices. Ask for more information in person at our customer service offices or at postpaid@hu-go.hu.

Receipt and issuance of application for agricultural exemption

For cargo vehicles operated by agricultural producers whose exempt status is granted by Government Decree 243/2013. (VI. 30.), NÚSZ Zrt. provides a special registration whereby free-of-charge route tickets can be obtained.

The special registration can be made with an official certificate issued by the clerk of the municipality with relevance to the place of residence or primary place of business. The free-of-charge route tickets can be obtained through the special registration only for the toll sections specified in the official certificate. Further information is available on the web site.

KAVOSZ loan procedures

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

Opening hours of customer service offices

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

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

We reserve the right to change details. Find out more information about the opening hours of the offices and other changes at www.hu-go.hu or our call center.

NÚSZ Zrt. POS's

POS at the border

Rajka, border crossing

Hegyeshalom, border crossing

POS lanes

Left side Budapest bound at Mosonmagyaróvár, 158 km section of M1

Developments to expand convenience functions

Based on customer feedback, NÚSZ Zrt. is continuously developing the toll collection system, in order to provide the highest level and most customer-friendly service.

Division of the basic toll sections

The most salient development of recent is the increase of the number of sections of the basic toll road network; in other words, the subdivision of the basic toll sections for more accurate and customised route planning. The modification of the relevant decree entered into effect on 1 December 2013.

Revision of the basic toll section is continuously carried out, with the involvement of the associated organisations and legislators. You can find a list of the effective basic toll sections at www.hu-go.hu.

Development of the route planner

The industrial parks and logistical centers most frequented by expeditors have been entered into the route planner, and route points can be transferred from one to another when planning the route online. The list of POI's is continuously increasing as well, so it is well worth keeping track at www.hu-go.hu where related news is posted.

Setting the number of axles

The GTA related to the data provision of declaration operators in the HU-GO system have been modified on 9 February 2014, which includes a number of important provisions for our customers as well related to the setting of the number of axles through an on-board unit. Setting can be carried out on the HU-GO web site, after logging into the user account. If you set the number of axles through a declaration operator, NÚSZ Zrt. will check through the toll system whether your OBU is technically capable of doing so, and whether the declaration operator is willing to accomplish the task. If they are, the change is successfully completed, and you can change the number of axles through your OBU subsequently. If you have entered into contract with a service provider that does not support changing the number of axles through an OBU, you receive an error message, so you will be able to change the number of axles only through the www.hu-go.hu web site. Please make sure in time that the relevant data is indicated in the system at all times.

If you change the number of axles through an OBU, you can only do so when you stop and must wait for a confirmation before you continue.

Check at all times whether the correct number of axles is entered correctly before you begin your journey!

POS's abroad

NÚSZ Zrt.'s contracted retailers are available to customers at 34 points in Austria, Slovakia, Romania and Slovenia. You can plan your route ticket and pay toll at each of the retailers. Topping up balance and register new users is only possible at designated POS's. Further POS's in the following countries are expected to join in 2014: Serbia, Slovenia, Croatia, Slovakia. For further information and a list of the current POS's please visit our web site!

Useful information

Control, penalisation

Nationwide 101 permanent control gates have been built at 74 locations. Find out more information about the operation of the permanent gates (*General information menu/Control systems submenu*). In addition to the permanent control cross-sections, mobile control units operate 24/7 nationwide, which are able to detect the presence or absence of a valid road use authorisation even in limited visibility conditions. Data collection can be carried out while driving, without stopping traffic. **Please note that the control system is operating with full capacity and state-of-the-art technology, thereby ensuring a high probability of the detection of unauthorised road users.** NÚSZ Zrt. carries out control-support activities, while penalisation is conducted by the Police.

Violation of the Traffic Code	Penalty rate by vehicle category		
	Category J2	Category J3	Category J4
Failure to pay toll before beginning road use	HUF 140,000	HUF 150,000	HUF 165,000
Toll declaration made for a lower toll category than the actual toll category	HUF 80,000	HUF 90,000	HUF 110,000
Unauthorised road usage due to the breakdown of the on-board unit	HUF 140,000	HUF 150,000	HUF 165,000

Penalty rates from 1 September 2013

In order to avoid penalisation, be aware of the following

- Enter the correct number of axles when you attach or detach a trailer. For example, if you attach a trailer to a two-axle vehicle and now travel with four axles, you must change the J2 number of axles to J4; if you detach the trailer, you must reset the data to J2. Setting the wrong number of axles results in a fine. The number of axles must be set before you begin your journey.
- Be sure you enter the license plate number and the belonging country code correctly, as the latter, in addition to the plate number, is the other important parameter for the identification of your vehicle, which cannot be changed retrospectively, after you have been fined.
- Be sure you purchase your route ticket before you begin road use! Route tickets provide authorisation only **after payment**; a ticket purchased retrospectively for the given road section qualifies as unauthorised road use, which results in a fine. A route ticket purchased for one direction provides road use authorisation **only for the planned route**, for a one-time journey in one direction. When purchasing your route ticket, please double check whether you have entered your data correctly.
- You can accomplish your declaration and toll payment more simply and conveniently; however, there are still important things to be aware of. When paying the toll through your on-board unit, before you begin your journey please check whether the unit is turned on, functions correctly, is rendered to the relevant vehicle, and the available balance is sufficient for your journey.

Things to do after you have received a fine (appeal option)

You can easily avoid a fine by observing the rules. If you receive a letter informing you that you have been fined for unauthorised road use and would like to appeal, you can do so with the provisions included in the police letter.



**ELECTRONIC
TOLL SYSTEM**

www.hu-go.hu

Dear Cargo vehicle driver,

In this publication you will find all of the useful information that you may need for declaration of your road use in the e-toll system or paying your toll.

We will keep you posted with periodically updated content in order to provide the latest news about questions, solutions and issues most frequently raised by road users.

CONTACT

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www.hu-go.hu