Telepass Fines Management

Update: 26-06-2026

Version 21

Fine Management (1/2)

In order to avoid fines, if the OBU has a red LED, no LED, and / or error message, **the emergency procedure** of the specific toll domain must be followed.

The **Telepass Hotline** is available **24/7** to provide information on the OBU service status and to remind the driver which is the procedure to follow in the toll domain the customer is travelling in if a malfunctioning is detected.

In case a fine is received by the customer, in order to assess the accountabilty of the sanction and identify the next steps for a possible claim and refund, it is necessary to:

1. Retrieve from the customer the **complete documentation of the fine** where plate, date and time of infraction, reason for the fine and amount are visible;

Once the technical analysis is available, Telepass will inform the Sales Partner providing the template with the info of the status of the OBU at the time of the fine.

Fine Management (2/2)

If at the exact time of the fine the OBU is confirmed to be:

- In **NO GO** status with red LED and / or error message and/or no beeps/4 beeps emitted → the customer should have followed the emergency procedure to avoid any fines. Hence, no refund can be provided by Telepass.
- **OFF** due to disconnection of cable → the customer should not disconnect the cable as stated in the user manual. Hence, no refund can be provided by Telepass.
- In **GO** status with green LED and confirmation of tolling correctly acquired → the fine in this case should be claimed by the customer directy to the authorities using the instructions featured on the fine document and providing the Telepass technical analysis
- In **NO GO status but with green LED and/or no issues visible to the driver** → in this case, since the issue was not visible to the driver and he had no way to follow the emergency procedure, Telepass will proceed with the refund of the fine.

Possible reasons for fines

Possible Reasons for Fines				
Toll domain	No Tolling (OBU NO GO)	No Tolling (OBU off)	Wrong axles setting	Wrong weight category setting
Austria	X	X	X	
Belgium	X	X		
Bulgaria	X	X	X	
Denmark	X	X		
France + LFK tunnel	X	X		
Germany	X	X	X	X
Hungary	X	X	X	
Italy	X	X		
Norway	X	X		
Poland A4	X	X		
Poland EETS	X	X	X	X
Portugal	X	X		
Slovakia	X	X	X	X
Slovenia	X	X	X	
Spain	X	X		
Sweden	X	X		
Switzerland	X	X	X	
Croatia	X	X	X	
Poland A1	X	X		

Emergency Procedures

Update: 26-06-2026

Version 21

Emergency Procedures – General Overview

In case of OBU malfunctioning (i.e. gate non opening, red LED, error message, no beeps emitted/4 beeps emitted) it is mandatory for the customers following the Emergency Procedures provided in each Toll Domain.

Please make sure that your customers do not remove the back label placed on each device: this is extremely important in case of malfunctionings in specific Toll Domains.

Assistance

Assistance provided to SP / customers with OBU functioning by:

Hotline

Issues with installation (basic info)

Tolling issues (Belgium, basic support for the other toll domains)

24/7

- 080081449 toll-free number for calls from Belgium
- 08001090191 toll-free number for calls from Germany
- 0039 06.89.41.63.33 for calls out of Belgium

Emergency Procedures - Austria

In order to avoid fines in Austria, the customer should always follow the below instructions:

1 – Austria – Before a journey:

- Set the number of axles, as indicated on the User Manual. In case that axles are not properly set the customer will be subject to fines completely at his charge.
- Store the Vehicle Declaration inside the vehicle (or in PDF). The Vehicle Declaration is always sent to the customer together with the User Manual in case of requests for GO Services. It also available on the Telepass Dealer Portal. The customer must also always check the correctness of the data. In case the data on the document does not correspond to the vehicle, the customer will be subject to fines completely at his charge.

2 – Austria – During a journey – Driver's obligations:

- Always check the OBU positioning all the time, otherwise it cannot be guaranteed the payment of the toll.
  He must always pay attention to the acoustic signals:
  - **1 x Beep** = Transaction OK (toll paid based on the number of axles and the stored EURO emission category)
  - **2 x Beeps** = Transit recorded but battery dying or contract expiring, contact your local dealer
  - **4 x Beeps = Transaction is not OK, no payment**
  - **No beeps = transaction is not OK, no payment**

NB: in case of no beeps or 4 beeps emitted, as per user manual, even if the LED is green the emergency procedure must be followed. If not followed, the customer will risk fines which Telepass will not be held responsible for.

Emergency Procedures - Austria

3 – Austria – In case of no payment:

- In case of no payment (so, if the device did 4 or no beeps – or if the OBU/service is not active) the customer must follow the emergency procedure:
  - He needs to exit the Austrian Network and go to the closest GO Point of Sale;
  - In this case, it is possible to retroactively pay the toll **within 5 hours and 100km** from the Portal where the transaction has not been properly acquired. He needs to present the Vehicle Declaration and a valid payment method, that could be a credit card or a fuel card. It is not possible to retroactively pay with the Telepass OBU or with a debit card. The list of the fuel and credit card accepted by Asfinag is available at the following link: https://www.asfinag.at/media/uz3dbt0y/tolling-regulations-version-67-incl-all-appendices.pdf (Appendix 2 pagg. 7-9).
  - In case of OBU not working, the customer needs to request an alternative payment method in order to keep travelling in Austria. So, in case the OBU is not functioning anymore, the user will must request a **GO Box** provided by Asfinag at the GO Point of Sale.

Important: it is necessary that one transaction is correctly been acquired in order to be able to pay the toll retroactively. If no transactions are made Asfinag provides the only solution of taking a Go Box.

Important: Even if the LED is green, in case of no beeps /4 beeps the driver should follow the emergency procedure.

Emergency Procedures – Italy, France, Spain, Poland A4

In case the gate does not open in:

- **Italy** → Plate Number Photo: In case of OBU malfunctioning a picture of the vehicle's license plate is taken and an RMPP (Request for non-payment) is sent to the vehicle's owner. The RMPP can be paid online on Autostrade per l'Italia website, or it can be charged on the Telepass Account.

- **France** → Sticker on OBU: In case of OBU malfunctioning at the gate, the driver can directly contact the operator that, by scanning the bar code on the OBU label, will allow the customer to manually pay the toll.

On the free-flow motorway *ALIAE* the Emergency Procedures is the following:

If OBU is not detected/malfunctioning, the license plate is used. The license plate number is checked in the list of associations between an OBU and license plate:

a) If the license plate number is present, the license plate is reassigned to the respective OBU to which the trip is assigned;

b) If the license plate is not present, the Concessionaire is not able to reassign the transit to the customer's OBU. In this case, the customer will have to pay for the journey using their license plate number on the website https://paiement.aliae.com/fr/ by clicking on «Payer vos trajets en flux libre».

Below you will find the link of the Concessionaire in question, which indicates the payment methods on the free flow motorway network: https://paiement.aliae.com/fr/quali-sono-le-modalita-di-pagamento-disponibili -for-travel-free-flow-peage-en-flux-libre--8310394478509599828

- **Spain** → Sticker on OBU: In case of OBU malfunctioning at the gate, the driver can directly contact the operator that, by scanning the bar code on the OBU label, will allow the customer to manually pay the toll.

- **Poland A4** → Plate Number Photo: In case of malfunctioning of the OBU entering and exiting the A4, the system works as a "stop and go", therefore if the OBU is not read the picture is taken and the bar is raised, and the transactions are charged on the Telepass Account. For further rules of conduct, customers are required to consult, before travelling on Stalexport Malopolska S.A., the website www.autostrada-a4.com.pl.

Emergency Procedures – Portugal

When a customer with an authorized OBU uses a toll in Portugal, he should always use the lanes marked with a "V" symbol, that represents *Via Verde lanes*, that are specific for electronic tolling and have no barriers.

If the client has an OBU authorized to be used in Portugal with the respective License Plate correctly stored on it, in case of OBU malfunctions the customer doesn't need to do anything, because through photo-tolling the transaction will be associated to his OBU and charged on the Telepass Account. In this case no outstanding payments will exist, as all transactions recorded will be charged through the OBU.

If the License Plate is not stored on the OBU, the customer will have a pending debt to the respective road Concessionaire, as the transaction it will be treated as an infraction because no valid OBU was possible to be recognized (was not read in the toll and there is not information on OBU-License Plate association).

If the client doesn't have an OBU or the right License Plate is not stored on the OBU, then it is advisable to consult the Concessionaires of the roads where he travelled. Via Verde has a website in partnership with the Concessionaires that can be used to search for pending debt: https://www.pagamentodeportagens.pt/ (it is available in Portuguese, Spanish, English and French and allows to pay most of the transactions or gives you instructions for the ones that you cannot pay there).

Emergency Procedures – Germany, Scandinavia

In case the gate does not open:

- **Germany** → The customer must exit from the German Networks and use the Toll Collect alternative payment methods by manually booking via online log-on or using the **Toll Collect APP.**

- **Scandinavia** → In case of OBU malfunctioning, in order to pay the toll on the Storebaelt Bridge and the Øresund Bridge, the customer needs to show the Vehicle Declaration – the document that is produced and sent together with the OBU (also available on Telepass Dealer Portal). For all the other routes, please refer to the below table:

Country	Where	Action if problem	Alternative	Post action
Denmark	Great belt bridge	Push help button, and present **vehicle declaration*** to service personal	Drive directly in manual lane and present vehicle declaration	Contact the OBE issuer for further investigation of malfunction
Denmark/Sweden	Oresunds bridge	Push help button, and present **vehicle declaration*** to service personal	Drive directly in manual lane and present vehicle declaration	Contact the OBE issuer for further investigation of malfunction
Sweden/Norway	Svinesunds connection	No action needed, license plate are read and the toll shall be charged as normal with some delay	N/A	Contact the OBE issuer for further investigation of malfunction
Norway	Toll roads, bridges and tunnels	No action needed, license plate are read and the toll shall be charged as normal with some delay	N/A	Contact the OBE issuer for further investigation of malfunction
Norway	Basto fosen ferry	No action needed, license plate are read and the toll shall be charged as normal with some delay	N/A	Contact the OBE issuer for further investigation of malfunction
Norway	Flakk-Rorvik ferry	Have to pay full price onboard the ferry	N/A	Contact the OBE issuer for further investigation of malfunction

Emergency Procedure - Belgium

Belgium → If the customer is in Belgium and the OBU has a malfunctioning (red LED or no LED) it means that he cannot pay the toll. Therefore, he must call the Telepass Call Center to the free number **080081449** (free number from Belgium).
If the customer is instead about to enter in Belgium and has problems with the OBU he can call the Telepass Call Center to the toll number **+39 06.89.41.63.33.** Both numbers are active **24/7** for English, German and Italian; For French, Spanish and Polish is available **from Monday to Sunday from 6 am to 10 pm**.
A toll free number from Germany is now also available: **08001090191**

If the operator cannot solve the problem, he will inform the customer and register the Technical Problem event – which deactivates the Belgium service and allows the customer to get another mean of payment without getting a fine. The operator will then direct the customer to the nearest Satellic Point in order get another mean of payment of the toll. Starting from the moment when the Technical Problem is registered, the customer has **3 hours to get a Satellic device** and he will not receive any fines during this period..

Once the customer get the Satellic device at the Service Point, he is **not allowed to travel with 2 OBUs on the same vehicle.**
Therefore, the malfunctioning Telepass OBU must be kept turned off, unloaded, shielded or stored in the Telepass Screen Box.

Emergency Procedures - Switzerland

- **Switzerland** → When the Swiss/Liechtenstein borders are crossed, the driver must ensure that the Telepass OBU has the Swiss service as active, and that the device is properly functioning (green LED). In particular, please note that the driver is responsible for:
  - checking the presence of the OBU in the right vehicle
  - checking whether the OBU properly works during the entire journey or not
  - checking the axles settings

It is essential that in the system at the time of the order the minimum nr of axles as in the vehicle registration certificate, and that before entering into Switzerland the current nr of axles is registered on the OBU. It is not allowed to registered the maximum nr of axles in the system at the time of the order.

In case of any issues, the driver must follow the emergency procedure.

Starting from 1-st of June 2025, the BAZG has announced the decommissioning of physical terminals at customs where it was possible to regularize the journey in the event of a malfunction of the device. Consequently, the new emergency procedure in Switzerland requires users with a non-functioning OBU to purchase a daily ticket on-line on the National Manual Toll Service (NMTS) Portal.

Therefore, in the event of a device malfunction, the procedure to follow is the following:

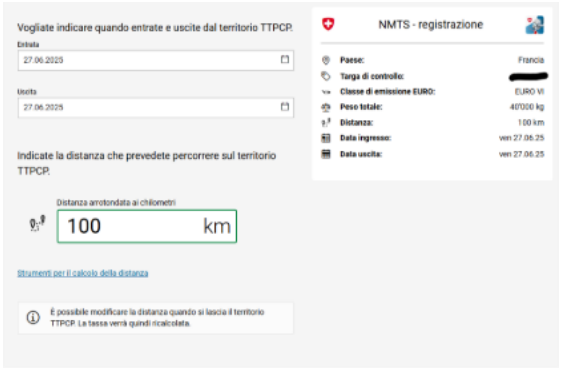
1. Access the link ***https://via.admin.ch/shop/config/nmts***;

2. Enter the License Plate and Country of registration of the vehicle, then click on "*Continue*";

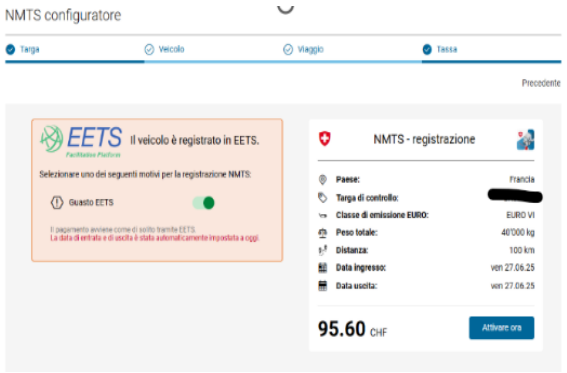
3. Select the corresponding Euro Class and the F3 Weight of the vehicle (by applying the emergency procedure it will not be possible to declare the actual weight of the vehicle);

4. Indicate the date of entry and exit from Swiss territory and the estimated mileage to be traveled from the moment of the malfunction (which can also be calculated via a link to *Google Maps: Distance calculation tools*), then click on "*Calculate*";

Emergency Procedures - Switzerland



5. Flag “EETS Failure” and then click “Activate Now”.



The data entered will then be re-processed by the BAZG which will apply the necessary checks for the reconstruction of the transit and the vehicle data, and then charge the transit via invoicing flow.

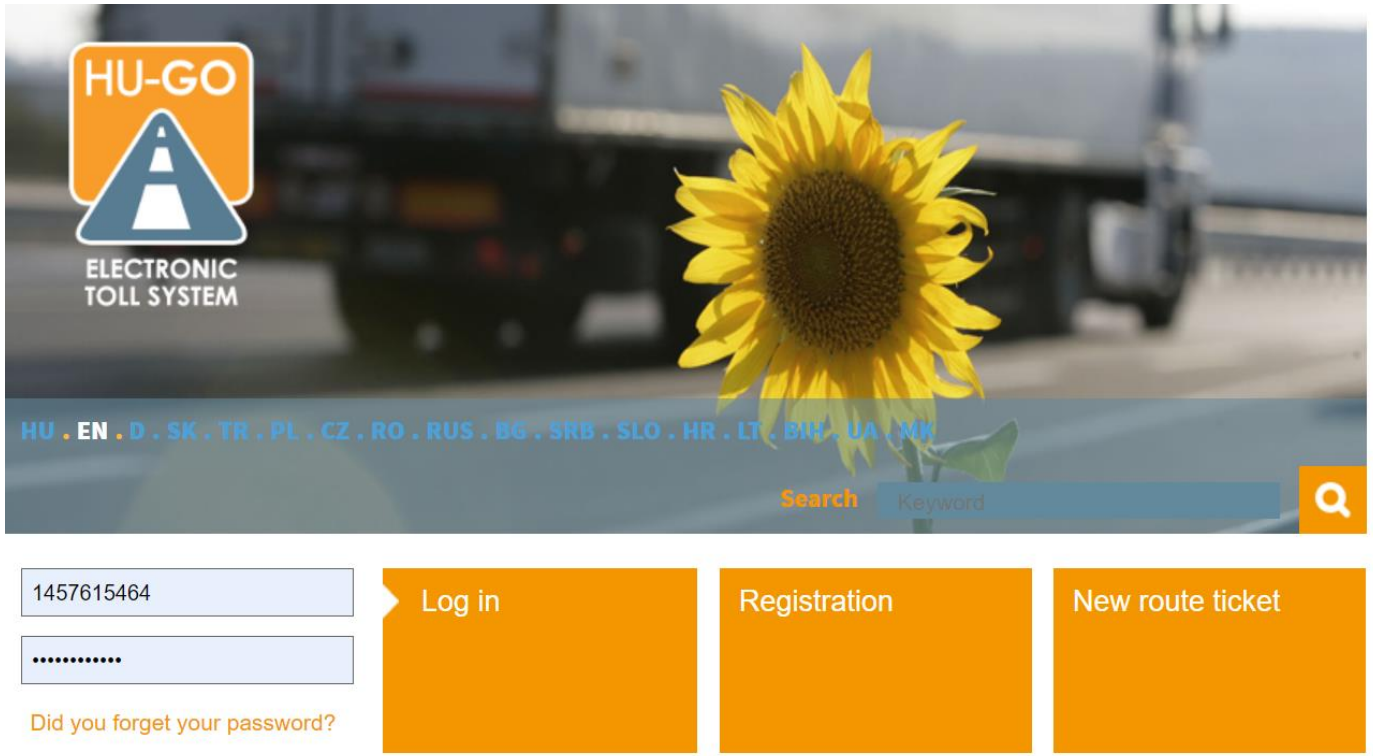
We inform you that at the moment the Swiss Toll Charger is not yet ready to charge back in the invoice the transactions carried out via emergency procedure, in one of the next Memorandums you will be informed of the date from which the transits in question will be present.

Emergency Procedures - Hungary

- **Hungary** → In case of OBU malfunctionings in Hungary, the driver must stop and purchase a Route ticket (section "New route ticket") on Hu-Go website at the following link: https://hu-go.hu. The registration is not required in order to proceed with the purchase and there is no need of a Hu-Go Account. In order to purchase a Route ticket the customer will have to enter:

- LPN and Nationality
- Axles number of the vehicle
- Euro Class
- Details of the vehicle
- Route details (start/end location)
- Credit card payment data
- Invoicing data

→Please note that starting from 01 Feb 2025 the validity of route tickets will be decreased to 2 hours



Emergency Procedures - Bulgaria

- **Bulgaria** → In case of OBU malfunctioning in Bulgaria, the customer must take a pre-payment directly on the Tollpass website, buying a Route Pass. No registration is needed in order to proceed with the purchase, that can be made at the following link: https://tollpass.bg/en. In order to purchase a Route Pass the customer will have to enter:
  - LPN and Nationality
  - Weight
  - Euro Class
  - Details of the vehicle
  - Declaration stating whether the vehicle is carrying dangerous or perishable goods
  - Route details (start/end location)
  - Credit card number

Emergency Procedures – Poland KAS, Poland A1, Croatia

- **Poland KAS** → In case of OBU malfunctioning in Poland (section covered by the service e-Toll Poland), there are two possible procedure to follow:

- Via Toll PL APP

In case of malfunctioning of the OBU it is necessary to follow the below steps in order to avoid penalties:
- Install the e-Toll PL APP (available both on iOS and Android)
- Obtain the verification code in the APP and use it to register the APP in the e-Toll Portal
- Activate the APP as a new OBU/OBE on e-Toll Portal

For more details, please refer to the Poland KAS Manual presentation and to the link: https://etoll.gov.pl/en/heavy-vehicles/e-toll-system/devices/e-toll-pl-app/about-e-toll-pl-app/

- Via "Complete your Journey" option

In case of malfunctioning of the OBU or of the APP e-Toll PL, on the e-Toll Portal it is also possible to use the function "Complete your Journey", that allows the payment of the toll for the route concerned. In order to proceed it is not necessary to deactivate the Polish OBU ID from the vehicle on e-Toll Portal, but it will be sufficient to select the starting point of the journey (i.e. where the OBU stopped working) and the end point. By clicking on "Register your travel", the amount will be automatically calculated and charged to the account according the previous payment method set. For further details, please refer to the link: https://etoll.gov.pl/en/tools-for-toll-payment/e-toll-pl-mobile-application/

IMPORTANT: to use this function it is necessary to ensure that the Business ID is associated with the correct license plate, as there is no communication and therefore there are no updates between the E-Toll portal and the Telepass systems.
All transits made through the emergency procedure are not charged by Telepass but directly in the E-Toll portal through the payment methods provided therein.

Emergency Procedures – Poland KAS, Poland A1, Croatia

- **Poland A1 →** In case the video-tolling system does not work:

- In case of entry into the motorway with automatic recognition of the license plate and non-automatic recognition of the license plate at the exit gate, the driver can use the S.O.S. button to get the assistance of the Operator's staff;
- At the entry, it will be necessary to collect the ticket and then to pay the toll at the exit toll, using either cash or one of the cards accepted by the Toll Charger;
- Only at the exit (i.e. without entrance ticket), the operator will be able to see the entrance of the vehicle based on video-tolling data and it will be possible to pay the toll with cash or with one of the cards accepted by the dealership.

- **Croatia →**

OBU malfunctioning on entry

- Customer must contact the station assistance staff who will issue a ticket indicating the entry station
- At the exit the driver will have to take the lane for manual payments, and then pay the toll by card or cash.

OBU malfunctioning on exit

- The customer should contact the station assistance staff and will have to fill out a form (among the info required they need to provide the entry station). The form will be handed over to HAC for verification of the White Lists
- If the OBU is in the White List, the transit will be charged directly on invoice in one of the next billing cycles; otherwise, the customer will receive communication from HAC to settle the amount by another means of payment.

Emergency Procedures – Slovenia, Slovakia

- **Slovenia** → In case of OBU malfunctioning in Slovenia, the customer must stop at the nearest DarsGo point (map available at the following link: https://www.darsgo.si/portal/en/points-map) and make a retroactive payment or equip himself with a DarsGo replacement device.

- **Slovakia** → In the event that the Telepass device malfunctions in Slovakia (e.g. in the case of non-communication with portals), it is essential that the driver stops immediately and contacts **Telepass customer service** at + 39 06 89 41 63 33 (H24, 7/7 for Italian, English and German - From 6 a.m. to 10 p.m., 7/7 for Polish, French, Spanish) providing at least the following information: license plate number, nationality, OBU ID, location and destination of journey. The destination of journey is needed to identify the nearest POS point which is on the same direction of travel: https://www.emyto.sk/en/customer-points/list.

  - If the issue cannot be resolved remotely, the call center operator will provide a code to the user and will direct the user to the nearest Myto distribution point. The user is required to follow the indicated route to avoid penalties and to provide the Myto operator with the code received by the call center. The code has to be provided in case of enforcement as well;
  - At the Myto distribution point, the user must provide himself with a domestic device to be able to continue the journey, paying a deposit in cash or by bank card and topping up his "domestic user" prepaid account;
  - The non-functioning OBU should be placed in a shielding box/enclosure to prevent device communication;
  - Only after leaving Slovak territory or reactivating the Telepass device, the user will be able to return the domestic device, with the deposit returned;
  - It is necessary to pay any fines no later than 15 days after receipt.

Emergency Procedures – Denmark

- **Denmark →** In case of OBU malfunction, the driver must stop immediately and purchase a “Digital Kilometer Toll ticket” (also known as KmToll Ticket or Route ticket):

- The ticket purchase will only be possible online at the following link: https://vejafgifter.dk/en/digital-kmtoll-ticket/

- The only payment method allowed will be a credit card
- For non-Danish registered vehicles, at the time of purchasing a KmToll ticket, information on the CO2 emission class and the truck's F1 weight will be required.

- The Route Ticket solution cannot be activated retroactively, and no grace period is provided for ticket purchase.

Emergency Procedures – Czech Republic (1/2)

Czech Republic Emergency procedure: what to do in case of EETS device malfunction

If an EETS device malfunction is detected (red LED or no LED on the OBU), the user must:

1. Immediately stop using toll roads.
2. Reach the nearest SEM (CzechToll) point of sale as soon as possible.
3. Purchase a prepaid SEM unit (OBU – SEM) to continue the journey.
4. Report the malfunction to the Sales Partner, who will in turn inform Telepass through the standard procedure

Important:
No grace period or distance allowance is granted to reach the point of sale. The user must immediately reach the nearest SEM point of sale to avoid fines.

The cost of the OBU – SEM unit varies and can be checked on the CzechToll website under the “Electronic Device” section. Accepted payment methods: cash, credit/debit cards, and fuel cards.
Required documentation for OBU–SEM registration:

- Vehicle registration document.
- Vehicle data (license plate, country of registration, category, emission class, number of axles).
- Driver or vehicle operator identification data.

Emergency Procedures – Czech Republic (2/2)

Czech Republic Emergency procedure: what to do in case of EETS device malfunction

To find the nearest CzechToll point of sale:

- Check the list and map of SEM sales points at the following link: **https://myto.gov.cz/en/customer-points/list?t=728**
  (Points of sale are mainly located along motorways and at border crossings.)
- Contact CzechToll customer service at **+420 243 243 243** (available 24/7).

The call center provides assistance in the following languages: **Czech, Polish, Romanian, English, German, Hungarian, Russian** (standard call rate within the Czech Republic). If a vehicle is stopped with a non-functioning EETS device (e.g., red LED), a fine may be applied. The final decision lies with the Czech Customs Administration (Celní správa).

For more information, please visit the official website: https://myto.gov.cz

Emergency Procedures – HGVC Netherlands

In case of an **OBU malfunction** in the HGVC Netherlands toll domain, the driver must call the Telepass Call Center to the toll number **+39 06.89.41.63.33,** providing at least the following information: license plate number, nationality, OBU ID, location and travel destination. The hotline number is active **24/7** for English, German and Italian; For French, Spanish and Polish is available **from Monday to Sunday from 6 am to 10 pm**.
Telepass will declare the OBU malfunction and the driver will have a **3-hour** grace period from the start of the malfunction, during which the vehicle can circulate without penalties. Within this time, the driver must go to a **point of sale** to obtain a **replacement Nedlinq OBU** from the national service provider.

To avoid fines, it is essential that:

- the vehicle has an **active contract**
- it is equipped with a **working OBU** correctly associated with it
- the **OBU belongs** to the vehicle on which it is installed
- the **license plate** complies with the required format

Thank you!

Telepass