GB

TOLL COLLECT
service on the road

TRUCK TOLL IN GERMANY

USER INFORMATION

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Commissioned
by

Bundesamt
für Güterverkehr

Dear reader,

Toll Collect GmbH, a state-owned company on behalf of the Federal Ministry for Digital and Transport (BMDV) since 2018, is an efficient technology service provider for toll collection and enforcement. Since 1 January 2005, it has been operating one of the largest toll systems in the world. Its main task is collecting the truck tolls in Germany according to the legal regulations and transferring them to the German Treasury, where they are earmarked for the maintenance and expansion of the road infrastructure.

The toll system calculates and collects the fees based on the distance travelled – in contrast to how vignettes work. The system also guarantees that the flow of traffic is not impeded during toll collection. It makes it unnecessary for vehicles to reduce their speed, stop or stay within prescribed lanes.
Tolls are based on distance, emission class and weight class, which helps to ease the burden on the environment and, in turn, makes an important contribution to meeting climate objectives.

The toll requirement applies to all domestic and foreign vehicles and vehicle combinations with a gross vehicle weight of 7.5 tonnes or more that drive on motorways, including fuel stations and service areas, and on all federal trunk roads, even in urban areas, which amounts to almost 52,000 kilometres of road subject to toll.

A satellite-assisted toll system is the best choice for such a large network of toll roads. In particular, automatic toll collection via the On-Board Unit (OBU) offers everyone unequivocal advantages, since it permits drivers to change their routes at any time without manual intervention, for example. This provides flexibility and saves transport and logistics companies time and money on a daily basis. Even without an OBU however, the Toll Collect system's straightforward and practical log-on options – a free app and online log-on – enable uncomplicated and rapid payment.

In addition, Toll Collect has set up the technical platform for a central toll collection service for Germany on behalf of the Federal Office for Goods Transport (BAG). The service completely handles the detection and tariffing of route sections subject to toll. Since the introduction of the European Electronic Toll Services (EETS) in Germany, EETS providers can also process truck toll in Germany for their customers. With the Toll Collect platform, the Federal Office for Goods Transport (BAG) provides EETS providers with a central toll collection service.

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

We hope you always have a good journey!

Your Toll Collect

OVERVIEW

The toll requirement in Germany applies to all domestic and foreign vehicles and vehicle combinations with a gross vehicle weight of 7.5 tonnes or more that drive on all motorways, including fuel stations and service areas, and on all federal trunk roads, even in urban areas.

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

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

In order to take advantage of automatic toll collection with an OBU, customers have to register their transport company and their vehicles subject to toll in the Toll Collect customer portal. Each vehicle is then equipped with an On-Board Unit at the workshop of one of our service partners. Registered customers can pay the toll with their credit card or fuel card, transfer funds in advance to their credit account with Toll Collect, or have the toll amount debited from their bank account via Toll Collect direct debit.

Toll Collect offers modern log-on options for manual toll payment with the same user interface. Log-ons and cancellations can be done flexibly using the app or online. Both manual log-on methods can be used without having to register with Toll Collect first. Customers simply pay for their journeys subject to toll in advance using the payment method on file (only applies for customers with registration or log-on account), a credit card, fuel card or a paysafecard. The Toll Collect customer service team will gladly help with any questions on payment methods and about the entire toll system.

Legal bases for distance-based toll collection:

- *German Federal Trunk Road Toll Act (BFStrMG) from 12 July 2011 (BGBl. I, p. 1378), most recently modified by article 2 of the law of 08 June 2021 (BGBl. I, p. 1603)*
- *Toll System Act (MautSysG) from 05 December 2014 (BGBl. I, p. 1980), most recently modified by article 1 of the law of 08 June 2021 (BGBl. I, p. 1603)*
- *Truck toll regulations regulating the provision of proof of correct toll payment and the refunding of toll charges (German Truck Toll Regulations – LKW-MautV) of 25 June 2018 (BGBl. I, p. 1156), most recently modified by article 4 of the regulation of 28 September 2021 (BGBl. I, p. 4619)*
- *Regulation on the transfer of powers to issue regulations to the Federal Office for Goods Transport (BAG) (BAG transfer regulation – BAGÜV) dated 14 January 2016 (BAnz AT 26/01/2016 V1), modified by article 1 of the regulation dated 11 July 2018 (BAnz AT 30/07/2018 V1)*
- *Regulation on the definition of deviating toll junctions for federal trunk roads (federal trunk road toll junction regulation – BStrMKnotV) dated 31 July 2018 (BAnz AT 17/08/2018 V1), modified by article 1 of the regulation dated 12 November 2019 (BAnz AT 04/12/2019 V2)*

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

TOLL REQUIREMENT

The German Federal Office for Goods Transport (BAG) publishes the current toll road network on the Internet. All federal motorways and federal trunk roads subject to toll are listed at www.mauttabelle.de.

2.1 Vehicles subject to toll

Vehicles subject to toll are defined as all vehicles or vehicle combinations with a gross vehicle weight of at least 7.5 tonnes, which
- are intended for transportation of goods (1st alternative), or
- are being used for this purpose (2nd alternative).

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

Vehicles that are intended for transportation of goods (1st alternative) are subject to toll regardless of whether
- a journey is for private purposes,
- goods are actually being transported,
- transportation of goods is for commercial or internal purposes (own-account transport operations), or
- the affected vehicle is exempt from vehicle tax.

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

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

2.2 Toll road network

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

In accordance with Section 1 paragraph 3

no. 1 to 3 of the German Federal Trunk Road Toll Act (BFStrMG), the following sections of motorway have no toll requirement:
- Sections of A 6 motorway from the German / French border to the Saarbrücken-Fechingen junction in both directions,
- Sections of A 5 motorway from the German / Swiss border and the German / French border to the Müllheim/Neuenburg junction in both directions,
- Sections of motorway for use of which a toll is levied in accordance with the applicable version of Section 2 of the Private Financing of Trunk Roads Act of 30 August 1994 (BGBl. I, p. 2243).

The toll road network in Germany now covers around 39,000 kilometres of federal trunk roads and 13,000 kilometres of motorways (one direction).

2.3 Toll-free and toll-exempt

In accordance with the German Federal Trunk Road Toll Act (BFStrMG), certain vehicles and vehicle combinations ("vehicles" for short) are not subject to the toll. On the one hand, these are vehicles that

do not fall under the definition criteria of a vehicle subject to toll (toll-free vehicles) and, on the other hand, vehicles for which the legislature has created special exemptions (toll-exempt vehicles). Whether a vehicle is or is not subject to toll is directly determined by the law in all cases. On-demand determination by the German Federal Office for Goods Transport (BAG) or Toll Collect is neither provided for nor required.

Vehicles that do not fall under the legal definition of a vehicle subject to toll (according to Section 1 paragraph 1 clause 2 of the German Federal Trunk Road Toll Act (BFStrMG)) are vehicles that
a) are neither structurally intended for road haulage (e.g. self-propelled working machines)
b) nor used for commercial road haulage or own-account transport operations for charged or business-related transportation of goods (in accordance with Section 1 of the German Road Haulage Act (GüKG)).

Toll exemption only results if both requirements are fulfilled.

In addition, as set out in Section 1 paragraph 2 of the German Federal Trunk Road Toll Act (BFStrMG), the following vehicles and vehicle combinations are toll-exempt:
1. Buses and coaches,
2. Vehicles owned by the military, the police authorities, civil defence and disaster control vehicles, fire service and other emergency vehicles and federal government vehicles,
3. Vehicles used exclusively for road maintenance and road operation,

including road cleaning and winter services,
4. Vehicles used exclusively in the showperson and circus trade,
5. Vehicles used by non-profit-making or charitable organisations to transport emergency aid in serious humanitarian crises,
6. Agricultural or forestry vehicles in accordance with Section 2 paragraph 1 number 7 of the German Road Haulage Act and the associated empty trips,
7. Electric vehicles as defined in Section 2 number 1 of the Electric Mobility Act in the respective valid version,
8. Vehicles powered mainly by natural gas that are delivered from the factory for operation with CNG (compressed natural gas), LNG (liquefied natural gas) or for operation as dual fuel engines with LNG/diesel, and which have system approval in accordance with Regulation (EC) No 595/2009 (emission class Euro VI), during the period from 1 January 2019 to 31 December 2023.
The toll-exempt status shall expire after 30 September 2021 for vehicles which have been subsequently retrofitted or have had one or more natural gas tanks added, as well as for natural gas vehicles which do not fall under emission class Euro VI.
From 1 January 2024, the partial toll rates for infrastructure costs pursuant to section 3(1)(1) BFStrMG (German Federal Trunk Road Toll Act) and the noise pollution costs caused pursuant to section 3(1)(3) BFStrMG shall be payable for vehicles powered mainly by natural gas.

The prerequisite for toll exemption, in the cases listed in numbers 2 to 4, is that the motor vehicles are outwardly recognisably intended for the respective purpose.

In the case of vehicle combinations, the motor vehicle is generally decisive for the toll exemption of the combination for all constellations of cases in numbers 1 to 8.

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

All information provided on the form for registration of toll-exempt vehicles must be truthful and complete. The company is responsible for the accuracy and completeness of the information for registration of a toll-exempt vehicle (self-declaration principle). The registration of the vehicles implies no legal recognition of toll-free or toll-exempt status by Toll Collect or the German Federal Office for Goods Transport (BAG). These respon-

sible authorities are entitled to verify the accuracy of the information provided at any time. For the relevant requirements, refer to Section 1 paragraphs 1 and 2 of the German Federal Trunk Road Toll Act (BFStrMG).

2.4 Responsibilities

2.4.1 Toll Collect's responsibilities

The legal toll regulations set out in detail the vehicles and routes for which a toll is to be paid, how it is to be collected and how compliance with the toll requirement is to be enforced. These toll requirement regulations set out the framework within which Toll Collect operates on behalf of the Federal Ministry for Digital and Transport (BMDV). Toll Collect has implemented the toll system and operates it.

In addition, Toll Collect has been appointed as an entrusted contractor to carry out the following tasks:
- identification of road usage subject to toll,
- verification of correct toll payment,
- retrospective collection of a toll in certain cases.

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

2.4.2 Responsibility for enforcement and fine proceedings: Federal Office for Goods Transport (BAG)

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

2.4.3 Responsibility for the toll road network: German Federal Highway Research Institute (BASt)

Determining the toll road network is the responsibility of the German Federal Highway Research Institute (BASt). On the basis of the Federal Information System for Roads (BISStra), into which the data is entered by the federal states, e.g. when new route sections are completed, the toll road network is updated on a monthly to bi-monthly basis. The toll table created based on this data is published and updated on the Internet by the Federal Office for Goods Transport (BAG) at www.mauttabelle.de.

3

REGISTRATION

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

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

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

The Toll Collect customer portal offers many advantages:

- Rapid registration of vehicles subject to toll: Directly after receiving the registration confirmation, the customer can make an appointment to have the On-Board Unit installed at a service partner workshop.
- Existing vehicle data can be changed easily and synchronised to the OBU via mobile radio.
- Deregistering vehicles without an On-Board Unit – even for vehicles with OBUs already removed – can be done directly in the portal.
- Current customer and vehicle data can be viewed and changed by the customer at any time.
- The contract information and current payment method can be changed.
- The current invoicing documents, such as toll statements, itemised journey lists, journey details and invoices, can be viewed and downloaded.
- The customer can view journeys that have not yet been invoiced as well as outstanding statements.
- Service records for the installation, deinstallation and checking of an OBU by a service partner workshop are available in the portal in the relevant language.

Alternatively to registration using the customer portal, guides to form completion for the German registration form can also be requested from Toll Collect customer service. The documents must be printed, signed and returned with a company stamp to Toll Collect by e-mail, fax or post.

4

LOG-ON OPTIONS

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

4.1 Automatic log-on using an On-Board Unit

After registration of the transport company and the vehicles subject to toll with Toll Collect, customers can have an On-Board Unit (OBU) installed in their vehicle at a service partner workshop. Collection and settlement of the toll via the On-Board Unit is the simplest and most convenient way for the transport company to pay the toll.

4.1.1 Operation of the On-Board Unit

The OBU switches on automatically when the ignition is started. The drivers must check the data entered (number of axles, gross vehicle weight and emission class) before every journey and must edit it if necessary.

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

For vehicles weighing 7.5 tonnes or more, the weight is declared in increments of 1.5 tonnes. The weight class cannot be set lower than the gross vehicle weight registered during the vehicle registration. Once your journey has started, the OBU display will continuously show the selected weight class:

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

To determine the gross vehicle weight of vehicle combinations, the gross vehicle weights of the individual vehicles are simply added, contrary to the German Road

Traffic Registration Regulations. As of the beginning of 2019, support and fifth-wheel loads are no longer included in this calculation.

Furthermore, the current number of axles is to be adjusted if the gross vehicle weight is greater than 18 tonnes and the number of axles deviates from the personalised number of axles on the OBU. It is also possible for vehicles and vehicle combinations with a gross vehicle weight up to 18 tonnes to give the number of axles. Lift axles and any type of tandem axles also count as axles.

Drivers have the option of entering a cost centre to facilitate the later assignment of their journeys to certain orders in company accounting.

The current trip can be terminated in terms of calculations by triggering a cash closure. This means that toll amounts will be available quickly for reuse in the customer portal under "Non-invoiced journeys".

not subject to toll

| <7.5 t | ≥7.5 t to <12 t | ≥12 t to ≤18 t | >18 t |

The OBU sends the vehicle-specific characteristics to the computing centre in a time-delayed and encrypted manner. The data is allocated to the toll road network when it arrives at the Toll Collect computing centre. Afterwards, the toll for the roads subject to toll is calculated in the computing centre based on the vehicle-specific tariff characteristics.

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

The toll to be paid is assigned to the customer based on the vehicle's licence plate number; the transport company then receives a toll statement on a monthly basis if a toll is due.

Information on journeys that haven't been charged yet can be found on the customer portal. The information about the individual journeys and associated toll amounts are accessible in the "Non-invoiced journeys" section.

Changing vehicle data

Changing a licence plate number and changing vehicle data can be done conveniently in the Toll Collect customer portal. Once the change request has been issued, the changed data excluding the vehicle identification number (VIN) is simply transferred to the On-Board Unit via mo-

bile radio. In addition this the vehicle data (emission class, number of axles, gross vehicle weight, VIN), the licence plate number and the country code can also be changed. The next time the OBU is started up, the change request is then indicated by "NEW VEHICLE DATA REQUESTED" appearing for a short time in the On-Board Unit display. The message "VEHICLE DATA UPDATE" does not appear until after the next ignition cycle, and the changed data is displayed for a few seconds. Once the change has been made in the Toll Collect systems, the customer receives written confirmation. As soon as the new data is loaded in the OBU, the kilometres travelled are invoiced at the potentially different rates.

Until the change request is completed, the OBU should be set to "MANUAL TOLL COLLECTION" and toll should be paid via one of the manual log-on options.

4.1.2 Installation of the On-Board Unit

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

The OBU is available free of charge and remains the property of Toll Collect when installed. The installation costs and other

expenses involved are paid by the company. The maximum installation time is four hours per vehicle. For a new vehicle, this time can be significantly reduced if the truck is factory-fitted with a cable set for the OBU installation.

Installation on-site by the service partner workshop involves the following steps:
- For vehicles that have not been fitted out in advance: installation of the antenna and DSRC cable, connection of a suitable speed signal and installation of the power supply cable,
- installation of the OBU and DSRC module,
- personalisation of the OBU (loading of vehicle and customer data),
- conducting a test drive and customer briefing,
- digital documentation of the installation by the service partner workshop and creation of the report in the customer portal.

4.2 Manual log-on

Manual log-on for toll payment is possible in the following ways:
- log-on via the Toll Collect app, and
- online log-on, which can be used on stationary PCs as well as on mobile devices such as tablets and smartphones.

The technical implementation and design are the same for both options for accessing the manual log-on procedure. Regardless of the option by which the toll is manually paid, the user interface remains consistent, enabling rapid and straightforward log-on. Drivers can log on up to 24 hours in advance and each log-on method is available in a number of different languages.

After entering the journey start time, the drivers enter all relevant vehicle data, such as the licence plate number, number of axles, emission class and weight class, then plot the origin, via and destination points of the journey by entering the address, selecting points of interest (PoIs) or by clicking on the map (address-based, vehicle-specific route planning for the entire German road network). The toll is then calculated for the selected route within the toll road network.

The manual log-on procedure offers many advantages:
- Any company can use any available manual log-on method without having to register in advance.
- The address-based and vehicle-specific route planning service for the entire German road network with selection of origin, destination and via points allows for custom route planning by entering an address, selecting PoIs or clicking on the map, and also includes non-toll routes. The suggested route can be changed by setting via points.
- The route calculation takes vehicle-specific traffic restrictions such as closures or weight restrictions into consideration.
- At the end of the log-on procedure, there are also navigation instructions in addition to the log-on receipt, if desired.
- All documents can be printed out, downloaded, sent via unencrypted e-mail or the log-on number can be sent to a mobile phone via SMS.

- For example, with the manual log-on procedure, it is even possible to log on a journey online and cancel it and log on again on the road via the app.

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

4.2.1 Log-on via the app

Toll Collect offers an app for smartphones and tablets – the most flexible way to access the manual log-on system. With it, log-ons can be done from anywhere, at any time using a smartphone or tablet – even directly from a parked vehicle.

The Toll Collect app can be downloaded

free of charge from the respective stores of major operating systems (Android, iOS).

4.2.2 Online log-on

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

You can access the start page of the online log-on at www.toll-collect.de by selecting "Book a route". No special software is required for this. Registered customers can use their access data for the Toll Collect customer portal for online log-on. Data saved in the customer portal, such as vehicle data, will therefore be rapidly available for manual log-on and the payment is carried out via the payment method saved. Non-registered customers can log on either using the log-on account they created or simply online without advance registration.

4.2.3 Cancel and change using the manual log-on procedure

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

For cancelling the manual log-on, you can use either log-on option for the cancellation, regardless of the original log-on option used. For example, if the driver logged on via the app, they or someone else from the company can cancel/change the route via online log-on.

The amount to be refunded to the customer is refunded to the originally used payment method after the cancellation.

There is a charge for changes and cancellations. Immediate cancellations within 15 minutes of log-on are excepted, provided the period of validity has not yet begun at the time of cancellation. For all other cancellations, a fee of three euros is charged.

Cancellation is not possible if the amount to be refunded or the available credit is less than or equal to the cancellation fee of three euros.

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

4.2.4 Refund request

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

Bundesamt für Güterverkehr (BAG)
Werderstraße 34
50672 Cologne
Germany

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

TOLL AMOUNT

The toll is determined based on the distance travelled by the vehicle on roads subject to toll and a toll rate in cents per kilometre, which can be broken down into three parts: costs of air pollution, costs of noise pollution and infrastructure costs.

The toll rate proportion of the infrastructure and noise pollution costs are dependent on the weight class and additionally on the number of axles for vehicles above 18 tonnes gross vehicle weight.

The proportion of toll rate for the air pollution caused are determined by the emission class and weight class and additionally by the number of axles for vehicles above 18 tonnes gross vehicle weight. Every vehicle is assigned to one of six categories A, B, C, D, E and F according to its emission class. Specifying the emission class is the responsibility of the company which, according to the self-declaration principle, is obliged to provide correct data relevant for the toll.

For vehicles that belong to no emission class or emission class S1, the toll rates for category F apply. For vehicles in emission class S2, the rates for category E apply. Vehicles in emission class S3 fall under category D. Vehicles in emission class S2 with a particulate reduction system from PRC* 1, 2, 3 or 4 use the lower toll rates for category D. For vehicles in emission class S4 and S3 combined with PRC* 2, 3 or 4, the rates for category C apply. For vehicles in emission classes S5 and EEV class 1, the category B rates are applicable. For vehicles in emission class S6, the rates for category A apply.

Determination of the emission class for a vehicle subject to toll

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

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

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

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

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

Toll rates per kilometre from 01 January 2023

| Emission class | Axle and weight class | Proportion of toll rate * for external costs | | Proportion of toll rate * for | Toll rate * |
		Noise pollution	Air pollution	infrastructure	
Euro 6	7.5–11.99 t	1,6	1,5	6,7	9,8
	12–18 t	1,6	1,5	10,9	14,0
	>18 t to 3 axles	1,6	2,2	14,3	18,1
	>18 t from 4 axles	1,2	2,3	15,5	19,0
Euro 5. EEV 1	7.5–11.99 t	1,6	4,3	6,7	12,6
	12–18 t	1,6	5,2	10,9	17,7
	>18 t to 3 axles	1,6	6,2	14,3	22,1
	>18 t from 4 axles	1,2	6,2	15,5	22,9
Euro 4. Euro 3 + PRC 2**	7.5–11.99 t	1,6	5,9	6,7	14,2
	12–18 t	1,6	6,3	10,9	18,8
	>18 t to 3 axles	1,6	8,0	14,3	23,9
	>18 t from 4 axles	1,2	8,7	15,5	25,4
Euro 3. Euro 2 + PRC 1**	7.5–11.99 t	1,6	8,8	6,7	17,1
	12–18 t	1,6	10,1	10,9	22,6
	>18 t to 3 axles	1,6	13,4	14,3	29,3
	>18 t from 4 axles	1,2	14,9	15,5	31,6
Euro 2	7.5–11.99 t	1,6	11,3	6,7	19,6
	12–18 t	1,6	12,1	10,9	24,6
	>18 t to 3 axles	1,6	16,4	14,3	32,3
	>18 t from 4 axles	1,2	18,2	15,5	34,9
Euro 1. Euro 0	7.5–11.99 t	1,6	11,4	6,7	19,7
	12–18 t	1,6	12,3	10,9	24,8
	>18 t to 3 axles	1,6	16,9	14,3	32,8
	>18 t from 4 axles	1,2	18,7	15,5	35,4

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

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

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

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

PAYMENT METHODS

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

Registered customers

- Settlement by credit account
- Toll Collect direct debit
- Credit cards
- Fuel cards

Non-registered customers / Customers with a log-on account

- paysafecard
- Credit cards
- Fuel cards

6.1 Payment methods for registered customers

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

6.1.1 Settlement by credit account

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

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

If you need it to go quicker

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

Customers can call Toll Collect customer service at any time to request their up-to-date credit balance.

6.1.2 Toll Collect direct debit

Toll Collect direct debit is an exceptionally straightforward and uncomplicated payment method. Toll Collect collects due amounts from the company's bank account via SEPA direct debit. Before each withdrawal, the customer will receive a notification of the debit amount by e-mail.

Advantages:
- The customer receives a payment term of up to 30 days from their first journey by paying "on account".
- A company account is not required.
- Transparent invoicing: The toll statement and amount debited match up and plenty of written notice is given for every direct debit.
- The Toll Collect direct debit is free of charge – Toll Collect does not charge any additional fees.
- Toll Collect guarantees an unlimited driving limit for trouble-free payments.

Further information is available at www.toll-collect.de/go/directdebit-en or directly from Toll Collect customer service.

6.1.3 Other payment methods

Moreover, it is possible to pay the toll through a payment services provider who guarantees to Toll Collect that the toll payments due will be settled up to the agreed credit limit.

Credit cards

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

Fuel cards

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

The credit cards and fuel cards accepted by Toll Collect can be checked online at any time at www.toll-collect.de or requested from customer service.

Further information is available on the card issuers' websites.

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

Customers who are not registered and customers with a log-on account can also use different payment methods when logging on manually.

6.2.1 paysafecard

Toll Collect offers an electronic prepaid payment method for the manual log-on procedure. This allows customers to pay for their log-on via PC, smartphone, tablet or using the app. paysafecards are available at paysafecard sales points, such as petrol stations, supermarkets, post offices and kiosks. The toll due is simply paid online by entering the 16-digit paysafecard PIN. For more information visit www.paysafecard.com.

6.2.2 Fuel cards and credit cards

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

INVOICING FOR REGISTERED CUSTOMERS

7.1 Regular toll statement

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

You can receive the toll statement in the Toll Collect customer portal or by post. As

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

cessed through the Toll Collect customer portal. Explanations of the toll statement, itemised journey list and journey details are available in the download centre at www.toll-collect.de.

7.2 Exceptional statement

In addition to the regular toll statement, it is possible that exceptional statements will be issued. There are currently three reasons for issuing an exceptional statement:

- if the credit account reaches a negative balance: the statement is marked "Sonderaufstellung" ("Exceptional statement"),
- if the payment method is changed: the statement is marked "Sonderaufstellung nach Zahlwegwechsel" ("Exceptional statement after change of payment method"),
- if a monthly limit agreed with the payment services provider has been reached: the statement is marked "Sonderaufstellung" ("Exceptional statement").

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

7.3 Complaint: toll statement

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

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

7.4 Toll-related supplementary services

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

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

ENFORCEMENT

Enforcement of the toll requirement is split between the Federal Office for Goods Transport (BAG) and Toll Collect. The Federal Office for Goods Transport (BAG) implements enforcement of vehicles in road traffic both on motorways and on federal trunk roads. Federal Office for Goods Transport (BAG) agents can also select and perform stationary enforcement on vehicles subject to toll in car parks located past the enforcement gantries. In addition, the Federal Office for Goods Trans-

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

Toll Collect is responsible for operating the automatic enforcement via enforcement gantries and enforcement pillars. This responsibility also includes recovery of toll in the case of toll non-payment or incorrect toll payment. This official task

was entrusted to Toll Collect by the federal government.

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

8.1 Automatic enforcement

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

The enforcement gantries and pillars are stationary devices that check whether a vehicle is subject to toll and whether the toll-relevant vehicle data has been correctly declared in flowing traffic when they are passed or passed through. When a vehicle passes by, an overview, side view and licence plate image are generated.

If the vehicle is equipped with an OBU, a check is performed to ascertain whether the OBU is working and whether the vehicle data is correctly set. The transport company and the drivers are responsible

for the accuracy of the data to be transferred. For vehicles subject to toll without an OBU or that have an OBU that is switched off, the licence plate number is used by the Toll Collect computing centre to determine whether a valid log-on exists.

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

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

Neither the enforcement gantries nor the enforcement pillars carry out general road traffic controls (e.g. for exceeding the speed limit). They check exclusively whether vehicles subject to toll have properly entered the toll-related vehicle data.

8.2 Stationary enforcement

Enforcement teams composed of Federal Office for Goods Transport (BAG) employees can approach vehicles for which the

toll has potentially not been paid or not paid correctly in car parks located past enforcement gantries. These vehicles are selected based on the data collected during automatic enforcement when this data raises doubts as to whether the toll was correctly paid. The Federal Office for Goods Transport (BAG) employees stop these vehicles, clarify the circumstances immediately on the spot, retrospectively collect any toll due and initiate offence proceedings.

8.3 Mobile enforcement

Federal Office for Goods Transport (BAG) mobile enforcement teams enforce correct payment of the toll round the clock. This guarantees comprehensive and flexible enforcement over the entire toll road network. The mobile teams use enforcement vehicles that are equipped with technology similar to that used in the enforcement gantries and pillars. Enforcement is carried out both in moving traffic and from a stationary vehicle. In doing so, they receive data from vehicles where there are doubts as to whether the cooperation obligation was performed properly.

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

8.4 On-site enforcement

Federal Office for Goods Transport (BAG) employees also carry out on-site enforcement across Germany in the form of spot checks. The companies selected for on-site enforcement are selected based on a specific suspicion or randomly. On-site enforcement entails checking whether the toll has been correctly paid in the past, based on shipping documents and fuel receipts, for example.

8.5 Consequences of toll violations

If correct payment of the toll cannot be verified, the toll for the route subject to toll actually travelled is retrospectively collected. Where the actual distance cannot be established, the toll is collected retrospectively for a distance of 500 kilometres per journey. In the event of a lack of proper proof of a vehicle's emission class, the air pollution costs will be calculated at the maximum rate. The required information and proof must be provided by the end of any objection procedure at the latest, as otherwise the lump-sum calculation of the toll will remain in place in accordance with the relevant toll regulations.

The Federal Office for Goods Transport (BAG) evaluates issues relevant for enforcement, and initiates fine proceedings when appropriate. Fines of up to 20,000 euros can be imposed.

DATA PROTECTION

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

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

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

With automatic toll collection, the toll amounts are calculated centrally in the Toll Collect computing centre. In this re-gard, the On-Board Unit sends the journey information to the computing centre several times daily in a time-delayed and encrypted manner. This information is processed via preset technical settings for route sections subject to toll. The routes subject to toll are then assigned to the vehicle. The respective toll amount is calculated based on the parameters provided, such as the emission class, weight class and number of axles.

Following processing into route sections subject to toll, all journey information is immediately deleted.

Only the administrators responsible for operation of the computing centre have access to the system. Strict authorisation management ensures that the data is safeguarded against outside access.

To ensure continuous operation of the On-Board Unit, a status message is additionally sent once daily regarding the status of the On-Board Unit.

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

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

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

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

SERVICE AND CONTACT

More information about the truck toll can be obtained on our website or from our customer service department.

Contact our service hotline, Monday to Friday from 7:00 am to 7:00 pm:

Within Germany: 0800 222 26 28 *
From outside Germany: 00800 0 222 26 28 *

Or write to us

E-mail: info@toll-collect.de

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www.toll-collect.de
https://blog.toll-collect.de
www.facebook.com/TollCollect
www.youtube.com/user/TollCollectVideo

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

* Free call; mobile phone charges may vary.

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

Toll Collect hereby advises that all the information contained in this document is subject to amendment, where it does not relate to circumstances that are subject to continuous change. In particular, this applies to information about the service partner network.

Toll Collect GmbH, its representatives and its vicarious agents only bear liability for this user information in the case of wilful intent or gross negligence. Any other liability is excluded. This exclusion of liability excludes liability of Toll Collect GmbH and its representatives and vicarious agents for losses resulting from death, physical injury or impairment to health, and in accordance with product liability law.

An up-to-date version of the user information brochure can be downloaded free of charge from the download centre at www.toll-collect.de.

General standard terms and conditions

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

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Bundesamt
für Güterverkehr