



TOLL COLLECT  
service on the road

# TOLL2GO<sup>®</sup>

Toll Collection in  
Germany and Austria

TWO COUNTRIES,

ONE OBU



Updated edition  
2022

[www.toll-collect.de](http://www.toll-collect.de)

## Toll collection in Austria and Germany with the On-Board Unit (OBU) from Toll Collect



The Toll Collect system technology is designed to support other toll systems. The toll service **TOLL2GO** was set up in September 2011 – the first cross-system, international service between a satellite-supported and microwave technology based toll system. This joint service offered by Austrian toll operator ASFINAG and Toll Collect in Germany enables transport companies to pay tolls in both countries using a single in-vehicle device, the Toll Collect On-Board Unit (OBU). Separate contracts are maintained with each of the two toll operators and, as in the past, toll invoicing by the two companies remains completely independent.

**TOLL2GO** is available for all vehicles subject to toll with a gross vehicle weight of 7.5 tonnes and higher. This service is particularly convenient for transport companies with trucks operating are often on the road in both Austria and Germany.

Companies with vehicles of a gross vehicle weight from 3.5 to 7.5 tonnes can pay the toll in Austria as previously using the GO-Box.

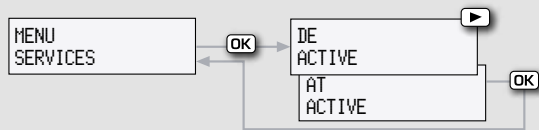
To apply for the **TOLL2GO** service, users must register on the ASFINAG SelfCare portal at [www.go-maut.at](http://www.go-maut.at).

### Practical instructions for registered **TOLL2GO** customers

Activation of the **TOLL2GO** service is indicated by “AT ACTIVE” in the “SERVICES” menu on the Toll Collect OBU. ASFINAG also notifies users by e-mail or in the SelfCare portal at [www.go-maut.at](http://www.go-maut.at) about successful **TOLL2GO** activation.



The customer can display the relevant activated service in „MENU SERVICES“ in the main menu of the Toll Collect OBU. Please note - calling up the menu during the journey is not possible.



## Acoustic signals from the Toll Collect OBU

When the vehicle crosses the border to Austria, the AT toll service is automatically activated by the OBU. Similar to the GO-Box, an acoustic signal notifies the driver that toll collection in Austria is active. Note: Information about the toll to be paid in Austria is not shown on the OBU display or by the LEDs.

**i** The signal tone (beep) is automatically activated in Austria, even if the user manually deactivates it for journeys in Germany. (Important: the acoustic signal is not emitted in Germany with the switch to central toll collection.) The signal tone cannot be switched off in Austria!

When travelling under a toll portal on the Austrian road network, acoustic signals will be made, which the driver must respond to differently in each case.



♪ → **ONE** short beep indicates that toll payment is confirmed based on the number of axles entered on the OBU and the EURO emission class valid in Austria. Not a warning!

♪♪ → **TWO** short beeps indicate that toll payment is confirmed based on the number of axles entered on the OBU and the EURO emission class valid in Austria. Warning!



*WARNING: The **TWO** short beeps direct the driver to visit the nearest GO sales point for further instructions. For example, it may be necessary to return a GO Box. Failure to comply with this request may result in a blocked OBU for toll payment in Austria.*

♪♪♪♪ → **FOUR** short beeps mean that the toll was not properly paid. In this case, it is necessary within 5 hours and within 100 kilometres to go to a GO sales point and pay for toll segments that were not properly charged.



*CAUTION: If two in-vehicle units (GO-Box and Toll Collect OBU) are in the vehicle at the same time, one of the units will beep four times to indicate non-payment of tolls. In this case only, there is no obligation to take further action providing the other unit has confirmed proper toll payment with one or two short beeps.*



→ **NO** beep means that no toll payment has been made. In this case, the driver must stop at a GO sales point to pay the toll.



## Displayed error messages – Meaning and recommended actions

red TOLL COLLECTION  
DISRUPTED XX

**The OBU is not operational due to a technical fault. Please visit a Toll Collect Service Partner.**

(D)

If defective, the on-board unit is not ready for operation with the automatic toll collection system. If such a situation occurs in Germany, you must therefore register the toll manually using the online log-on facility or the Toll Collect app.

(A)

If such a situation occurs in Austria, you must obtain a GO Box.

red DE: TOLL COLLECTION  
DISRUPTED XX

**The OBU is not operational due to a technical fault. Please contact a Toll Collect Service Partner.**

(D)

The on-board unit is not ready for operation. If such a situation occurs in Germany, you must therefore register the toll manually using the online log-on facility or the Toll Collect app.

(A)

In Austria, tolls can still be collected without any trouble despite this error message if the error message first **appears after the system has detected that you have entered Austria**. Pay attention to the signal tones as usual.

red 2 AXLES  
NO TOLL SERVICE

**The on-board unit is not ready for operation without mobile communication.**

(D)

You must therefore register the toll manually for route sections subject to toll using the online log-on facility or the Toll Collect app.

(A)

If such a situation occurs in Austria, you must obtain a GO Box.

red DE: TOLL COLLECTION  
BLOCKED

**Toll Collect has blocked Service DE (Germany). Please contact the Toll Collect Customer Service.**

(D)

The on-board unit is not ready for operation. If such a situation occurs in Germany, you must therefore register the toll manually using the online log-on facility or the Toll Collect app.

(A)

In Austria, tolls can still be collected without any trouble despite this message. Pay attention to the signal tones as usual.

green AT: TOLL COLLECTION  
BLOCKED

**Toll Collect has blocked Service AT (Austria) due to technical reasons. Please contact a Toll Collect Service Partner.**

(D)

In Germany, tolls can still be collected without any trouble despite this error message if the error message first appears after the system has detected that you have entered Germany.

(A)

The on-board unit is not ready for operation. If such a situation occurs in Austria, you must obtain a GO Box.



## Questions and answers

### 1. How can I register for **TOLL2GO**?

Registration is available on the ASFINAG SelfCare portal at [www.go-maut.at](http://www.go-maut.at).

Before registering for **TOLL2GO**, you must be registered as a Toll Collect customer and your vehicle must be equipped with a Toll Collect On-Board Unit. As a Toll Collect customer, you can easily register new vehicles via the Toll Collect customer portal and then install an OBU. Please have your Toll Collect user ID ready when you register with ASFINAG.

The ASFINAG Service Center is available 24 hours a day to answer general questions about the **TOLL2GO** service. Telephone: 0800 400 12 400 (free call from Austria, Germany and Switzerland) or +43 (0) 1 955 12 66 (subject to a charge from all other countries).

### 2. What information do I need to register with ASFINAG?

To register with ASFINAG you will need your Toll Collect user number, the vehicle registration number, country code, number of axles, EURO emission class along with any necessary supporting documents and a valid means of payment.

### 3. I have been using a GO-Box. Can I continue to use this unit or do I need to have a Toll Collect OBU installed?

You can continue to use your GO-Box. The use of **TOLL2GO** is voluntary. One of the advantages with a Toll Collect On-Board Unit is that you will have one less device installed in your vehicle.

NOTE: Should you decide to use **TOLL2GO**, you are required to return the Austrian GO-Box to a GO sales point after your Toll Collect OBU has been activated for **TOLL2GO**.

### 4. Are my journeys in Austria shown on the Toll Collect monthly statement?

No. As in the past, you will receive separate statements for the truck toll and other services from Toll Collect and ASFINAG.

### 5. What forms of payment are available to pay toll fees in Germany and Austria?

The toll invoice is paid via ASFINAG for Austria and via Toll Collect for Germany. Please check with the toll operators regarding payment methods for each country.

### 6. Do I need to change the OBU settings (number of axles, weight) when driving in Austria?

In addition to making sure the Toll Collect OBU is operating properly, customers are required to set the vehicle category (number of axles) before using the toll road network in Austria. Please note that in Austria toll collection is still carried out for vehicles under 7.5 tonnes if the AT service is activated.

### 7. Does the OBU show whether it is enabled for Austria?

Yes, when the message "AT ACTIVE" is displayed in the "SERVICES" menu.



## **8. Are service fees charged for TOLL2GO?**

**TOLL2GO** is free of charge for vehicles registered with ASFINAG and Toll Collect. ASFINAG charges a one-time processing fee of EUR 5.00 for new customers, e.g. those signing a contract for the first time.

## **9. How can I be sure my OBU is working properly in Austria?**

The OBU beeps every time the vehicle passes a toll portal in Austria to acknowledge the toll transaction. The absence of a beep indicates a fault. In this case, the toll is not being paid and the driver is required to visit a GO sales point to pay the toll charges. If there is no beep at all, a GO-Box must be used for the rest of the journey. Four beeps in quick succession mean that the OBU is blocked and toll collection is not possible. In this case, the driver is required to visit a GO sales point to pay the accrued toll charges. The GO sales point will provide detailed information about why the OBU has been blocked and what needs to be done to have the OBU unblocked for the rest of the journey. Please see the section "Acoustic signals from the Toll Collect OBU".

## **10. When registering on the ASFINAG SelfCare portal, I can't select the correct EURO emission class. Why?**

The SelfCare Portal defaults to the last EURO emission class used for this vehicle registration number and documented by ASFINAG. If no proper proof has been provided, EURO I is suggested. Alternatively, you can use the other EURO emission classes (EURO 0-III) that do not require proof (in Austria). If you can later furnish proof of a different EURO emission class to ASFINAG, Toll Collect will be automatically requested to save this information for toll payment in Austria to your Toll Collect OBU. You can use the forms available for download at [www.go-maut.at](http://www.go-maut.at) for submitting proof or the emission class management tool on the SelfCare Portal.



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## **Always there for you**

For further information about this service or to register, visit [www.go-maut.at](http://www.go-maut.at) and [www.toll-collect.de](http://www.toll-collect.de).