



Payment guide

In case of additional questions contact **Satellic Customer Support** on

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(From Belgium and neighboring countries)

or

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(From any location)

Calls from mobile networks may be surcharged according to the terms and conditions of your mobile service operator.

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1. Introduction

General

As from 2016, all owners of lorries having a Maximum Authorised Mass in excess of 3.5 tonnes must pay kilometre charge in Belgium. This measure applies to all public roads: motorways, regional roads and local roads. Satellic is a joint-venture between T-Systems (76%) and Strabag (24%). Satellic is responsible for designing, building, financing, maintaining and running the kilometre charging system on behalf of Viapass (www.viapass.be). Viapass is the inter-regional institution representing the Flemish, Walloon and Brussels-Capital Regions, which are the toll authorities. Satellic collects toll on behalf of the three regions in Belgium under the supervision of Viapass. You can find more information at www.satellic.be.

Who has to pay?

All owners of lorries having a Gross Vehicle Weight (GVW) over 3.5 tonnes must pay toll in Belgium. The Gross Combination Weight Rating (GCWR) must be declared upon registration. This is the basis according to which the tax is levied.

How is the toll calculated?

Any Road User who is not exempt from the toll will be obliged to install an On Board Unit (OBU). With the aid of GNSS satellite technology and mobile data, the OBU will register the distance that a lorry travels on Belgian public roads. Mobile wireless technology is used to send the number of kilometres charged to the data centre, after which a statement/invoice is issued. Toll payment is based on the Guaranteed Payment Means - GPM, i.e. payment to Satellic is always guaranteed.

The amount owed depends on a number of factors:

- number of kilometres travelled,
- road type: motorway, regional road and local road,
- Gross Combination Weight Rating (GCWR),
- EURO emission category of the vehicle.

Changes to the authorities' rate models or to the road network

The data on the On Board Unit is updated by means of GSM technology. Updates of toll roads or of rates are made no more than twice a year by way of Over-the-Air (OTA) updates. This implies that the OBUs will be receiving not only a few automatic software updates during the following years, but also changes to toll parameters if the regions were to decide as much.

2. How do I register or order an OBU?

2.1 Road User Portal (RUP)

You will find the Road User Portal, which is your personal secured internet environment in which you can register your vehicles, order OBUs and can find statements/invoices, at www.satellic.be. You can opt to order one *single* or *multiple* OBUs. The OBUs that are ordered through the RUP are sent to the Road User by post.

a. Single

There is an option to order only **one OBU** at a time. The OBU is then sent to you by parcel post. In this case you can pay the deposit by **credit card, debit card or fuel card**.

b. Multiple

You also order **one or multiple OBUs** through the RUP. If you opt for this option, you must pay the deposit by **bank transfer**. You can choose any number of OBUs between 1 and 936.

2.2 Service Points

If you order an OBU from the Satellic Service Points, you can only order one OBU per registration. A full overview of the Service Points can be found at <https://www.satellic.be/nl-BE/servicepoints>.

A Fast-Track Account can be created at the Satellic Service Points to manage the OBU. You must enter additional data on the RUP to have a full account.

2.3 Partners

You can also order an OBU through a Satellic Business Partner. All partners offer their own services in addition to their own means of payment. All partners can be found at <http://www.satellic.be>.

There are 2 ways of contacting a partner:

1. By contacting the Satellic Business Partner directly: in this case you must ask the Business Partner to manage your account. The Business Partner takes responsibility for matters such as registration.
2. You can also select a Business Partner to manage your account through the RUP. This is done by using the "Manage Account" tab. The decision to manage your account then lies with the Business Partner.

3. How much do you have to pay?

3.1 OBU deposit

A deposit of € 135 is charged for every OBU. This deposit is refunded, depending on the state of the OBU when it is returned.

- OBU is returned undamaged: deposit is refunded in full.
- OBU is damaged and cannot be re-used: deposit is not refunded. Partial refunds are not allowed.

The following are not regarded as damage:

- Cable has been cut
- Cigarette lighter plug attached to the cable has been removed completely (and not returned with the unit)
- Lid of the battery compartment has been removed (and not returned with the unit)
- Seal of the battery compartment is broken
- Battery not returned together with the unit

No invoice is issued when the deposit is paid because the OBU is not sold, but lent. A receipt for the deposit is issued, however.

3.2 Toll

The following elements are used to accurately calculate the toll on the meter:

- Number of kilometres travelled
- Road type: motorway, regional road and local road
- Gross Combination Weight Rating (GCWR)
- EURO Emission Class

The GCWR and Euro Emission Class parameters are entered when the OBU is registered through the RUP or with a Service Point. If it appears from Satellic's inspection of the vehicle documents that the GCWR or the EURO emission class are or is incorrect, the highest vehicle class rate will be applied. This situation continues until the Road User has provided all the correct information. The distance travelled at the incorrect rate is not settled with retroactive effect.

4. How do you pay?

4.1 Deposit

a. Through the RUP

The deposit for one OBU can be paid by debit card, credit card, fuel card or by bank transfer. If you order multiple OBUs (1-936), you can only pay by bank transfer. Below is a screen shot of the Road User Portal where you can choose between ordering one OBU or multiple OBUs. For clarity's sake: you can also order one OBU with the "Order Multiple OBUs" module and pay the deposit by bank transfer.












The screenshot shows a navigation bar with 'My Menu', 'My Vehicles & OBUs', and 'My Invoices'. Below is a section titled 'Order one or more OBU(s)' with a 'Back to My Menu' link. A message asks the user to choose between ordering one OBU for a specific vehicle or multiple OBUs for later use. Two options are presented: 'ORDER ONE' and 'ORDER MULTIPLE'. The 'ORDER ONE' option lists: 1. Select vehicle, 2. What is your shipment address?, 3. How will you pay the toll?, 4. Pay OBU deposit. The 'ORDER MULTIPLE' option lists: 1. How many OBUs do you need?, 2. What is your shipment address?.

b. At a Service Point

The deposit can be paid cash or by debit card, fuel card or credit card.













c. Partners

A number of Satellic Business Partners also offer the possibility of them paying the deposit for OBUs ordered by their customers. If customers want to use this option they must personally request the Business Partner to pay the deposit. For more information please contact your Business Partner.

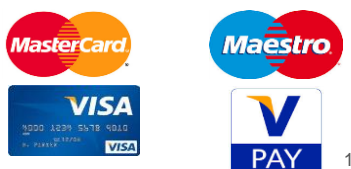
Place of transaction	Transaction Type	Payment method
 Toll terminal	 Deposit 1 OBU	
 Road User Portal	 Deposit 1 OBU -----  Deposit 1 or multiple	 
 Administrative/GPM Business Partner	 Deposit 1 or multiple OBUs	

4.2 Toll

Below you can find the different payment methods for both full and Fast-Track accounts.

Place of transaction	Transaction Type	GPM Payment Scheme	Payment Method
 Toll terminal	 Top up	Pre-paid Post-paid	
 Road User Portal	 Top up	Pre-paid Post-paid	
 Bank (Software)	 Top up	Pre-paid	
 Administrative/GPM Business Partners	 Herladen	Pre-paid Post-paid	

Accepted credit and debit cards



Accepted fuel cards



The point of reference for payment of the toll is the Guaranteed Payment Means. This signifies that payment to Satellic is always guaranteed. You can opt to settle payment before (pre-paid) or after (post-paid) usage of the roads. Both possibilities are explained below. The Business Partners guarantee toll payment to Satellic in the agreement with the Business Partners.

a. Pre-paid

Pre-paid means that you make a certain amount available on the OBU in advance, which can be compared to a prepaid mobile phone subscription. If a credit amount has been placed on the pre-paid account, the little green lamp on the OBU will light up. You can choose to pay in cash (only at Service Points) or by debit card, fuel card or credit card. If you choose to pay cash, only bank notes of EUR 5, EUR 10, EUR 20 and EUR 50 are accepted. You can only top up in full figures, so no figures after the decimal point.

¹ Maestro is the debit card issued by Mastercard, whereas V-pay is the debit card issued by Visa.

	First top-up amount: cash	First top-up amount: other payment method	Minimum top-up amount	Maximum top-up amount	Maximum pre-paid amount on OBU
At a Service Point	€ 50 - € 500 (notes of € 5, € 10, € 20 and € 50)	€ 50 - € 500	€ 20	€ 500	€ 1,000
Through the Road User Portal (RUP)	N/A	€ 50 - € 500	€ 20	€ 500	€ 1,000

This table shows the minimum and maximum top-up amounts, as well as the maximum amount that you can put on an OBU in the pre-paid method via the RUP or a Service Point.

If the prepaid account of the OBU contains insufficient credit, the Road User is regarded as a toll evader because no guarantee payment method is available. In that case, the red lamp of the OBU lights up (see also: locking/unlocking an OBU).

It is possible to top up an OBU by bank transfer. Topping up by bank transfer is always linked to one OBU. Therefore, you cannot perform a bank transfer to top up the balance of several OBUs simultaneously. You can make your bank transfer to account number BE05 8260 0051 0275 and use the following reference for your payment: Customer ID “space” OBU serial number (e.g. 1024567 202801426). The bank transfer will only be processed automatically and displayed on the OBU if this reference is entered correctly. Please be aware that if you do not use the correct reference when topping up your OBU, it will take more time for the top-up amount to be loaded on your OBU. **Make sure that your OBU is coupled to a vehicle and is active (switched on and that a little green lamp lights up) to receive the prepayment.**

b. Post-paid

If one opts for post-paid by credit card, Satellic applies a pre-authorisation request for € 45. This pre-authorisation is a guarantee for the subsequent payment by credit card and reserves an amount of € 45 on the credit card for the toll still to be invoiced. Besides that, you can also pay post-paid by fuel card, through a Satellic Business Partner or via direct debit.

The Road User is regarded as a toll evader if no valid fuel card or credit card is available for the post-paid account. In that case, the red lamp on the OBU lights up (see also: locking/unlocking an OBU).

The Satellic Business Partners offer their customers various payment methods. They ensure that the toll that you must pay to Satellic (which, in its turn, pays the toll to the regions) is paid, and they request payment from you by bank transfer, a direct debit mandate, or payment by fuel card.

Satellic is providing its customers with the option to pay toll using direct debit provided that certain conditions are met. These requirements include, but are not limited to, financial solvency standards, a bank guarantee equivalent to two months of toll and a SEPA Direct Debit B2B mandate. Satellic will make this option available, without discrimination, to all Users who meet the applicable criteria. If you want to pay toll using direct debit or if you have any question about the direct debit option, please send an e-mail to directdebit@satellic.be.

c. Changing payment method

If a customer switches from pre-paid to post-paid the remaining top-up amount on the pre-paid account is refunded to the customer following the first billing for which there is usage billed for the post-paid account. The prerequisite is of course that a valid bank account is entered in the RUP and that the top-up initially reached the OBU.

When there is no valid bank account entered, the pre-paid credit remains on the OBU, and this OBU can be transferred from the one vehicle of an RUP account to another vehicle. The process required for this is explained below.

d. Coupling or decoupling an OBU

An OBU must be coupled to a vehicle. An OBU must be decoupled from one vehicle to be able to transfer it to another registered vehicle. If the OBU acknowledges the request, the latest settlement data are sent to the Satellic internal processing system to be settled.

After the OBU has been decoupled, the payment method is automatically converted to pre-paid. The small red lamp of the OBU lights up as long as the Road User does not have Guaranteed Payment Means. This implies that the Road User is not complying with the toll regulations and can be fined. A relationship with a registered vehicle no longer exists.

e. Locking/unlocking an OBU

An OBU can be locked for various reasons, and a little red lamp will light up if:

1. Vehicle documents cannot be verified by Customer Service.
2. After inspection by Customer Service it appears that the number plate does not match the data in the vehicle documents.
3. The OBU has been reported to Customer Service as lost/stolen.
4. There is no credit on a pre-paid account and, therefore, no Guaranteed Payment Means are available.
5. There is no valid fuel card, credit card or Business Partner on a post-paid account and, therefore, no Guaranteed Payment Means are available.

If Satellic's Customer Service locked the OBU for one of the above reasons, Customer Service must unlock the device manually. If the OBU was locked for financial reasons, the Road User will be able to personally unlock it by making new Guaranteed Payment Means available.

For prepaid accounts this means that the Road User must top up the OBU at a Service Point or through the RUP. Please note that giving a payment order when your OBU is red does not give you the right to drive in Belgium with a red OBU. You first have to make sure the amount has been loaded on the OBU, consequently making the OBU turn green, before you can start driving in Belgium.

For post-paid accounts the Road User must replace an invalid credit card/fuel card through the RUP by a valid one, or must indicate a new Business Partner.

In the case of a **full account**, a Road User receives an email and the OBU indicates the reason why it has been locked. One can find the following steps in the email.

In the case of a **Fast-Track Account (account created at a Service Point)** the OBU will indicate the reason why it has been locked

Warning limits and locking limits

Warning limits and locking limits are fixed for both the pre-paid and the post-paid accounts:

For a pre-paid payment scheme a warning limit is fixed at € 49 to warn the Road User in good time by way of the OBU that the credit balance is low. The Road User can then add credit to the coupled account. The OBU is locked if there is no balance left (€ 0). The locking request is generated by the OBU itself.

If a post-paid payment system by credit card falls to under the warning limit of € 7, a pre-authorisation request for € 45 is sent to increase the amount reserved on the credit card. This is done without a notification on the OBU. If the pre-authorisation requests fails, the OBU is not locked unless the locking limit of € 0 has been reached. The Road User can take the necessary measures for the registered credit card.

The OBU is locked as soon as the locking limit is reached and the Road User can be fined by Law Enforcement Services. The three regions take responsibility for Law Enforcement Services. The fines collected are paid directly to the Toll Authorities.

5. How can you be refunded?

5.1 Returning an OBU

Fast-Track accounts can only return an OBU at a Service Point.

Full accounts can choose to:

- Return the OBU to a Service Point.
- Return an OBU by post and print an OBU return form through the RUP.
- Return an OBU by post and without printing an OBU return form. In that case, the OBU will only be locked after it has been returned to the logistics services provider.

5.2 Refund of deposit and of credit balance

A Road User must indicate a bank account number when returning the OBU to the Service Point or through the RUP for the purposes of refunding the deposit and the entire credit balance (top-up amount).

If the Road User indicated a bank account number when it registered the OBU, it will be requested to confirm or change such bank account number.

If a user returns the OBU without indicating a bank account number, access can subsequently be gained to the Fast-Track account by way of the RUP to indicate a bank account number and complete the OBU return process. The refund is made at the latest 30 days after the OBU and a valid bank account number have been received.

Deposits are only refunded if the logistics services provider confirms that the OBU can be used again after its return. Partial refunds are not allowed. If the deposit is not refunded, photographic evidence of the damaged OBU is kept for reference purposes.

The credit balance is always refunded after the OBU has been returned (in case of a pre-paid method).