



Payment Guide: Full Explanation

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(From Belgium and neighboring countries)

or **+32 2 416 0 416**

(From any location)

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

Date: December 2018 - status: Final - Created by: Marcom
Approved by: CFS

Table of contents

1. Introduction	3
General	3
Who has to pay?	3
How is the toll calculated?	3
Changes to the authorities' tariff models or to the tolled road network	3
2. How do I register or order an OBU?	4
2.1 Road User Portal (RUP)	4
a. <i>Single</i>	4
b. <i>Multiple</i>	4
2.2 Service Points	4
2.3 Partners.....	4
3. What do you have to pay?	5
3.1 OBU deposit.....	5
3.2 Toll	5
4. How can you pay?.....	6
4.1 Deposit.....	6
a. <i>Through the RUP</i>	6
b. <i>At a Service Point</i>	6
c. <i>Partners</i>	6
4.2 Toll	7
a. <i>Prepaid</i>	8
b. <i>Post-paid</i>	9
c. <i>Changing payment method</i>	10
d. <i>Coupling or decoupling an OBU</i>	10
e. <i>Locking/unlocking an OBU</i>	10
5. How can you be refunded?	12
5.1 Returning an OBU.....	12
5.2 Refund of the deposit and of the credit balance	12

1. Introduction

General

All the owners of heavy good vehicles having a Gross Vehicle Weight of more than 3.5 tonnes, as well as all semi-trailer tractors of the N1 category with a body code BC (regardless of their weight), must pay the kilometre charge in Belgium. It 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 (<http://www.viapass.be>). Viapass is the inter-regional institution representing the Flemish, Walloon and Brussels-Capital Regions, which are the toll authorities. Satellic collects the toll on behalf of the three Regions of Belgium and under the supervision of Viapass. You can find more information on www.satellic.be.

Who has to pay?

All owners of heavy good vehicles which have a Gross Vehicle Weight (GVW) over 3.5 tonnes, as well as all semi-trailer tractors of the N1 category with a body code BC (regardless of their weight), must pay toll in Belgium. The Gross Combination Weight Rating (GCWR) must be declared upon registration. This is the basis according to which the kilometre charge (toll) is levied.

How is the toll calculated?

Any Road User who is not exempt from the toll is 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 the lorry travels on the Belgian public roads. Mobile wireless technology is used to send the number of kilometres charged to the data centre, after which a tax statement/an invoice is issued. The payment of the toll payment is based on the Guaranteed Payment Means (GPM, meaning that the payment of the toll to Satellic is always guaranteed).

The toll amount owed depends on a number of factors:

- number of kilometres travelled,
- road type: motorway, regional road or local road,
- Gross Combination Weight Rating (GCWR),
- EURO Emission Class of the vehicle.

Changes to the authorities' tariff models or to the tolled road network

The data on the On Board Unit is updated by means of GSM technology. The updates of the tolled roads or of the tariffs are made no more than twice a year, thanks to 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 updates corresponding to possible changes of the toll parameters, if the Regions would decide to change anything.

2. How do I register or order an OBU?

2.1 Road User Portal (RUP)

The [Road User Portal \(RUP\)](#) is your personal secured internet environment in which you can register your vehicles, order OBUs and can find statements/invoices. 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 can 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 order between 1 and 936.

2.2 Service Points

If you get an OBU at a Satellic Service Point, you can only order one OBU per registration. A map of all the Service Points is available here: <http://www.satellic.be/service-points>

A fast-track account is created at the Satellic Service Points to manage the OBU. You must upgrade to a full account within the 15 days following the creation of that account. You can do this on the [Road User Portal \(RUP\)](#).

2.3 Partners

You can also order an OBU through a Satellic Business Partner. You can find a list of Partners here: <http://www.satellic.be/business-partners>

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. What 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: the full deposit is refunded.
- OBU is damaged and cannot be re-used: the deposit is not refunded.
- If an undamaged and good working order OBU which is not complete i.e. (i) not all four suction cups have been returned; (ii) battery and/or battery lid is missing and/or (iii) power cable is missing, a part of the deposit is reimbursed.

Read the [Satellic OBU Deposit Refund Policy](#) for more information.

No invoice is issued when the deposit is paid back since 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 are entered when the OBU is registered through the RUP or at a Service Point. If it appears from Satellic's inspection of the vehicle documents that the GCWR or the EURO Emission Class are incorrect, the highest vehicle class tariff will be applied. This situation continues until the Road User has provided all the correct information. A distance travelled at the incorrect tariff is not settled with retroactive effect.

4. How can you pay?

4.1 Deposit

a. Through the RUP

The deposit of 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. The screen shot below shows where you can choose between ordering one OBU or multiple OBUs on the Road User Portal. 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 it is a section titled 'Order one or more OBU(s)' with a 'Back to My Menu' link. A prompt 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 steps: 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 steps: 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 of the OBUs ordered by their customers. If you would like to use this option, you must personally ask the Business Partner to pay the deposit for you. For more information, please contact your Business Partner.

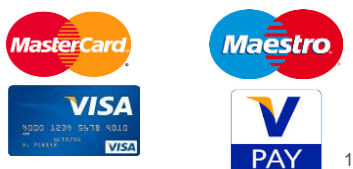
Place of transaction	Transaction Type	Payment method
 Toll terminal	 Deposit 1 OBU	
 Road User Portal	 Deposit 1 OBU -----  Deposit 1 or multiple	 
 Administrative/GPM Business Partner	 Deposit 1 or multiple OBUs	

4.2 Toll

Please find below 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 Guaranteed Payment Means is the point of reference for the payment of the toll. This means that the payment to Satellic is always guaranteed. You can opt to settle the payment before (prepaid) or after (post-paid) your usage of the Belgian roads. Both possibilities are explained below. The Business Partners guarantee the payment of the toll to Satellic.

a. Prepaid

“Prepaid” means that you make a certain amount available on the OBU in advance, just like a prepaid mobile phone subscription for example. If a credit amount has been uploaded on the prepaid account, the green light of the OBU will light up. You can choose to pay in cash (only at the 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, no figures after the decimal point are accepted.

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 - € 200 (notes of € 5, € 10, € 20 and € 50)	€ 50 - € 200	€ 20	€ 200	€ 1,000
On the Road User Portal (RUP)	N/A	€ 20 - € 1,000	€ 20	€ 1,000	€ 1,000
By Bank transfer (on the RUP)*	N/A	€ 50 - € 500	€ 20	€ 500	€ 1,000

This table shows the minimum and maximum available top-up amounts, as well as the maximum credit amount that you can put on an OBU.

If the prepaid account linked to the OBU contains insufficient credit, the Road User is regarded as a toll evader because no Guaranteed Payment Method is available. In that case, the red light of the OBU turns on (see also 4.2.e. Locking/unlocking an OBU).

* A top-up via bank transfer is always linked to one On Board Unit. You cannot make a bank transfer to top up multiple OBUs at the same time.

You can top up your prepaid balance via bank transfer by a maximum of €500 per bank transfer, and the total maximum amount which can be loaded on an On Board Unit is €1,000.

Please transfer the amount to the bank account number **BE05 8260 0051 0275 (Account of: Satellic NV - BIC: DEUTBEBE)**. You need to use the following reference for your payment: **Customer number* (7 digits) & complete OBU serial number (15 digits) with a space in between. 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.**

* Your customer number is found on your billing documents or behind your customer name when you are logged in the Road User Portal. The first top-up via bank transfer has to be of at least €50. As of the second top-up by bank transfer, amounts of €20 to maximum €500 per OBU are accepted.

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 light turn green, before you can start driving in Belgium.

Attention: Please keep in mind that a bank transfer may take 2 to 5 working days, so it will take at least two working days for the top-up amount to be loaded on your OBU. If you need the top-up to immediately reach your OBU, you can top up your OBU at a Service Point or on the Road User Portal using a credit card, a debit card or a fuel card. The top-up amount will be charged on your OBU in the few minutes following the payment confirmation.

b. Post-paid

If one chooses to pay the toll post-paid by credit card, Satellic applies a pre-authorisation request of €45. This pre-authorisation is a guarantee of the subsequent payment by credit card, i.e. it reserves an amount of €45 on the credit card for the toll which will be

invoiced. Besides that, you can also pay the toll post-paid by fuel card, through a Satellic Business Partner or by direct debit.

The Road User is regarded as a toll evader if no valid fuel card or credit card is linked to the post-paid account. In that case, the red light of the OBU turns on (see also: 4.2.e 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 then transfers that toll to the Regions) is paid, and they request you to pay them by bank transfer, direct debit or fuel card.

Satellic provides its customers with the option to pay the toll using direct debit, provided that certain conditions are met. These requirements include, but are not limited to, meet the financial solvency standards, provide a bank guarantee equivalent to two months of toll, as well as a SEPA Direct Debit B2B mandate. Satellic will make this option available, without discrimination, to all Road 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 prepaid to post-paid, the remaining top-up amount on the prepaid account is refunded to the customer once the first post-paid billed amounts have been paid. The prerequisites are, of course, that a valid bank account has been entered by the Road User on the RUP and that the top-up initially reached the OBU.

When no valid bank account has been entered, the prepaid credit remains on the OBU, and this OBU can be coupled to another vehicle. The process to follow in this case is explained below.

d. Coupling or decoupling an OBU

Each OBU must be coupled to a vehicle. To be able to transfer an OBU to another registered vehicle, the OBU you want to transfer must be decoupled. If the OBU acknowledges the decoupling request, the latest data are sent to the Satellic internal processing system.

Once the OBU has been decoupled, the payment method linked to the OBU is automatically converted to prepaid. The OBU light is red as long as the Road User has not linked any Guaranteed Payment Means to the OBU. This implies that the Road User does not comply with the toll regulations and can be fined.

e. Locking/unlocking an OBU

An OBU can be locked for various reasons. In that case, the OBU light becomes red. This happens if:

1. The vehicle documents cannot be verified by our Customer support.
2. After inspection by our Customer support, it appears that the licence plate number entered in the RUP does not match the data specified in the vehicle papers.
3. The OBU has been reported to our Customer support as lost/stolen.

4. There is no credit on the prepaid account (and, therefore, no Guaranteed Payment Means is linked to this account).
5. There is no valid fuel card, credit card or Business Partner specified in the post-paid account and, therefore, no Guaranteed Payment Means is linked to this account.

If the Satellic Customer support locked the OBU for one of the above reasons, they must unlock the device manually. If the OBU was locked for financial reasons, the Road User will be able to personally unlock it by linking a new Guaranteed Payment Means to the account.

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 top-up 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 log onto the Road User Portal and replace the invalid credit card/fuel card data by a valid Guaranteed Payment Mean.

In the case of a **full account**, the Road User receives an e-mail explaining why the OBU has been locked. The OBU also displays the reason why it has been locked. The steps to follow afterwards are described in the e-mail.

In the case of a **fast-track account (account created at a Service Point)**, the OBU displays the reason why it has been locked.

Warning limits and locking limits

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

In prepaid, the warning limit is fixed at € 49 and aims at warning the Road User on time that the OBU credit balance is low. The Road User can then add credit to the account coupled to this OBU. The OBU is locked if there is no balance left (€ 0). The locking request is generated by the OBU itself.

In post-paid, if the amount of the pre-authorisation on the credit card falls under the warning limit of € 7, a pre-authorisation request of € 45 is sent to increase the amount reserved on the credit card. This is done without any notification on the OBU. If the pre-authorisation request fails, the OBU is not locked. It is only locked if the locking limit of € 0 has been reached. The Road User must take the necessary measures related to the registered credit card.

The OBU is locked as soon as the locking limit has been reached and the Road User can be fined by the Law Enforcement Services. The three Regions take responsibility for the Law Enforcement Services. The fines received must be paid directly to the Toll Authorities.

5. How can you be refunded?

5.1 Returning an OBU

If you have a fast-track account, you can only return the OBU at a Service Point.

If you have a full account, you can choose to:

- Return the OBU to a Service Point.
- Return the OBU by post via the RUP and print the OBU return form.
- Return the OBU by post via the RUP and not print the 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 the deposit and of the credit balance

The Road User must indicate a bank account number when returning the OBU (either via the Service Point or via the RUP) so that the deposit and the remaining credit balance can be refunded.

If the Road User indicated a bank account number when creating its full account on the RUP, (s)he will be requested to confirm this bank account number or enter another one.

In the case of a fast-track account, if a Road User returns the OBU without indicating any bank account number, (s)he can indicate a bank account number and complete the OBU return process on the Road User Portal. The deposit is refunded at the latest 30 days after the OBU has been returned and if a valid bank account number has been specified.

Deposits are only refunded if the logistics services provider confirms that the OBU can be used again after it has been returned.

The credit balance is always refunded after the OBU has been returned (in case of prepaid).