

USER MANUAL

Full Service Point User Manual

In case of additional questions, please contact Satellic Customer Support on

00800/72 83 55 42 (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.

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Table of contents

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Table of contents	2
Introduction Service Point Manual	4
The Service Point	5
No account	6
1. Register your vehicle	6
2. Get an ON BOARD UNIT	13
2.1 Pay the toll in post-paid	13
2.2. Pay the toll in pre-paid	19
3. Top up your OBU	24
3.1 Pay the top up with cash	24
3.2 Pay the top up with credit, debit or fuel card	26
4. Create a standard user account	28
Service Point account	33
1. Obtain a new OBU via another service point account	33
2. You have a service point account with a pre-paid OBU	33
2.1 Access your equipment data	35
2.2 Top up your OBU	38
2.3 Return your OBU	39
3. You have a service point account with a post-paid OBU	46
3.1 Access my equipment data	47
3.2 Return my OBU	48
Standard account	10
	43
1. The vehicle (LPN) you enter at the Service Point is not yet linked to your	
1. The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49
1. The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account 1.1 Register a vehicle	49 50 52
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account 1.1 Register a vehicle 1.2 Access and change your user data 1.3 Complete open return processes 	49 50 52 56
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 59
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 59 61
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 61 61
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 61 61 61
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 61 61 61 0. 62
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account. 1.1 Register a vehicle 1.2 Access and change your user data 1.3 Complete open return processes The vehicle (LPN) you enter at the Service Point is already linked to your standard account. However, you do not have an OBU yet that is coupled to the vehicle	49 50 52 56 nis 59 61 61 61 62 62
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account. 1.1 Register a vehicle 1.2 Access and change your user data. 1.3 Complete open return processes The vehicle (LPN) you enter at the Service Point is already linked to your standard account. However, you do not have an OBU yet that is coupled to the vehicle. 2.1 Get an OBU (for the vehicle registered in your standard account) 2.2 Access my equipment data. 2.3 Access and change my user data. 3. The vehicle (LPN) you enter at the Service Point is linked to a pre-paid OBU 3.1 Perform a top up of the linked pre-paid OBU. 3.2 Decouple your OBU. 	49 50 52 56 nis 59 61 61 61 62 62 65
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 61 61 61 62 62 65 70
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 nis 59 61 61 61 62 62 62 65 70 75
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account Register a vehicle	49 50 52 56 nis 59 61 61 61 61 62 62 65 70 75 75
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account Register a vehicle	49 50 52 56 59 61 61 61 61 62 62 62 70 75 75 75
 The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account	49 50 52 56 59 59 61 61 61 61 62 62 62 65 70 75 75 U 76

Broken OBU Process	78
Business Partner Account	77
4.5 Complete open return processes	76
4.4 Return your OBU	76
4.3 Decouple your OBU	76
4.2 Access and change your user data	76

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Introduction Full Service Point User Manual

This manual gives an overview of the most important actions you can perform at a Satellic Service Point. Service Points are placed in Belgium, and along the Belgian borders in neighbouring countries.



Dependent on the account type you have, you can perform different procedures at a Service Point. We distinguish four different account types:

1. No Account: see page 6 to 32

No existing relationship with Satellic yet.

2. Service Point Account: see page 33 to 48

You haven't registered via the RUP and would like to obtain an OBU at a Service Point.

3. Standard Account: see page 49 to 76

You created an account in the Road User Portal.

4. Business Partner Account: page 77

A Satellic Business Partner manages your affairs on your behalf with Satellic.

Please note that you always need your Licence Plate Number and your country of origin to register at a Service Point. When you already have an OBU in your possession, you can scan this OBU at the Service Point for logging in.



No account

When you have not yet registered an account or a vehicle via the Road User Portal (RUP) or a Service Point, you can do the following actions at a Service Point:

- 1. Register your vehicle
- 2. Get an OBU
- 3. Do a top-up of this OBU (when the payment method of the OBU is prepaid)
- 4. Create a standard account

1. Register your vehicle

This chapter explains step-by-step how to get an OBU out of a toll terminal at a Service Point when you don't have a registered vehicle or account yet.



1. Select your language.



2. Enter the country of origin of the vehicle and licence plate number and click 'NEXT'.

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3. Click `GET AN ON BOARD UNIT'.

4. Click "GET AN OBU, CREATE A SERVICE POINT ACCOUNT". A basic account called "service point account" will be created. You can upgrade to a free standard account: the <u>RUP User Manual</u> <u>"Upgrade your Service Point Account</u> to a Standard Account or Merge it with an Existing Standard Account" explains how to simply do it.

5. For a BUSINESS account, fill in the required details and click `NEXT'.

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6. Fill in the required address details and click `NEXT'.

7. Verify your details and click `NEXT'.

8. If you want to create a PRIVATE ACCOUNT click on "SWITCH TO PRIVATE ACCOUNT".

9. Fill in the required fields and click `NEXT'.

Satellic NV • Airport Plaza • Leonardo Da Vincilaan 19 A Bus 4• B-1831 Diegem • T +32 2 416 04 16 • support@satellic.be • www.satellic.be USt.-Identifikationsnr.: BE 0556.799.596 • RJP Brüssel

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Register you	ur vehicle Pay a deposit	for the OBU Sele metho	ct a payment d to pay the toll
You need: • License µ • Country • 135,00€ f	olate number of origin of the vehicle or the deposit	Gross Combination Emission class	Weight
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Step 1 o Enter th	of 5 e Gross Combination V	Veight Rating (GCI	NR)
350	Enter the GCW (kg)	I don't know / my C	2 I can't prove iCW
You will scanning y	have to justify the entered data by our vehicle document later on in the process	(j) If you cannot pro GCW you will be	ve or do not know the applied the highest rate
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10. Verify your details and click `NEXT'.

11. Click `NEXT'.

12. Enter the Gross Combination Weight Rating (GCWR) and click `NEXT'.

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	EURO III	EURO IV		I don't know? I can't prove my Euro Emission Class!	
	EEV	EURO VI		If you cannot prove or do not know the Euro Emission Class you will be applied the Class 0.	
×	CANCEL	<	ВАСК	NEXT	>

13. Enter the EURO Emission Class and click `NEXT'.

If you don't know your Gross Combination Weight Rating or your EURO Emission Class or you do not have the vehicle papers to prove them, the system will automatically assign the highest weight class (60,000 kg) and the lowest Emission Class (EURO 0). Modifications or upgrades of the account can be done via the Road User Portal (<u>http://rup.satellic.be/</u>) or via the Service Point. However, the extra toll paid will NOT be refunded.



14. Place the document in the scanner, with the text facing the glass. Close the door and click `SCAN DOCUMENT 1'.

15. Remove the document after scanning it. Click `CONTINUE'.



16. Click `SCAN DOCUMENT 2' to scan another document. Else, click `NEXT'. You can scan up to 4 documents.

17. Click the Tick box to confirm that you have been informed about the Privacy Policy and to accept the General Terms and Conditions.

If you want to read the General Terms and Conditions, click on your preferred language. To read the Privacy Policy, please click 'Privacy Policy'.

Else, click `CONFIRM'.

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GREAT! You have now registered your vehicle.	
GREAT! You have now registered your vehicle.	
You have now registered your vehicle.	GREAT!
	You have now registered your vehicle.
Do you wish to print a confirmation?	Do you wish to print a confirmation?
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18. Click `YES' if you want to print the confirmation. Else click `NO'.

You now have successfully registered your vehicle via a service point account. Follow the process below to obtain an On Board Unit for your registered vehicle.

Sate	llic 🧪	March 17, 2016 - 12:45	To call the Castomer Support, please dial: 00800 - 72835542
		GREAT! You have now registered y	your vehicle.
	\triangle	It seems you forgot a docum Please take it and press "GET	ent in the scanner! FAN ON BOARD UNIT"
×	CANCEL		GET AN ON BOARD UNIT

19. Click `GET AN ON BOARD UNIT'. Remove your document from the scanner if you forgot to do so.

2. Get an ON BOARD UNIT

When you order an OBU, you immediately have to indicate how you want to pay the toll. You can pay the toll in two ways. You can either pay before you start driving or start driving and pay later. These options are called **prepaid** and **post-paid**. Furthermore, you need to pay a deposit (€135). You can pay with cash, with a debit or credit card or with a fuel card.

If you opt for **prepaid**, you will need to top up your OBU before driving in Belgium. When you start driving and whilst you are driving, you can see the remaining balance on the OBU at all times. You can top up at all times at a Service point or via the RUP, according to your driving pattern in Belgium.

If you choose **post-paid** via Satellic Business Partner, direct debit, credit card or fuel card, payments will be carried out using the regular card issuer process. **Please note that before you start driving on the Belgian roads, the payment mean has to be coupled to the On Board Unit, even when you pay later (post-paid).**

We will first explain the post-paid process. To pay the toll in prepaid, follow the procedure starting from page 19.



2.1 Pay the toll in post-paid

1. Choose "POST-PAY".

2. Select the payment method.

Satellic NV • Airport Plaza • Leonardo Da Vincilaan 19 A Bus 4• B-1831 Diegem • T +32 2 416 04 16 • support@satellic.be • www.satellic.be USt.-Identifikationsnr.: BE 0556.799.596 • RJP Brüssel Please note that you have to be an existing client of a Satellic Business Partner that can act as a payment method in order to select 'Business Partner' in the Service Point menu. Your registration is already finalized when you select 'Business Partner' as your payment method. This means that you can immediately continue to pay the deposit.



When you choose credit card or fuel card, you must follow the next steps.

3. Insert your card in the reader and follow the instructions on the display.

Please note that post-payments by credit card require a pre-authorisation of \leq 45. This means that each time \leq 45 is reserved on the credit card. Once this \leq 45 is charged in taxes to be paid, another pre-authorisation of \leq 45 is taken. Effective payments happen according to the billing cycle of the card issuers. Pre-authorisation is a guarantee that the toll will be paid (the balance on the credit card is foreseen to be enough).



4. Your transaction has been approved. Please wait while your ticket is being printed.

5. Your card has been successfully registered. Please take your ticket and click "PAY DEPOSIT".

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U	ler to get your OBU	EPOSIT* OF 135,00 € in ord	Step 2 of 4 You have to pay a D	
	Fuel card	Credit or Debit card	Cash	
	:k when you return it	ee of charge. You will get your deposit ba	The use of the On Board Unit is fr	
	ck when you return it	ee of charge. You will get your deposit ba undamaged.	The use of the On Board Unit is fi	

6. Choose the payment method for the deposit (\leq 135).

Paying the deposit with cash is explained below. The next chapter explains how to pay the deposit with credit, debit or fuel card.

2.1.1 Pay the toll in post-paid and the OBU deposit in cash



7. Pay the deposit with cash or card.
When you pay the deposit with cash, insert the bank notes in the dispenser and click 'NEXT'.
The Toll Terminal accepts €5, €10, €20 and €50 notes.

8. Take your change if you paid too much.

Satellic 4	February 10, 2016 - 17:54	Te call the Castomer Support, please d 00800 - 72835542
	THAN	YOU
	YOUR TRANSACTION I	AS BEEN APPROVED.
	Do you wish to pri	nt a confirmation?
	YES	NO

9. Your transaction has been approved. Click 'YES' if you want to print a confirmation. Else click 'NO'.

10. Your transaction has been approved. Click 'NEXT' to get your ON Board Unit.

2.1.2 Pay the toll in post-paid and pay the OBU deposit with credit, debit or fuel card

00800 - 72835542



THANK YOU! YOUR TRANSACTION HAS BEEN APPROVED.

Please wait while your ticket is being printed...

H

Satellic 🧦

11. Insert your card in the reader and follow the instructions on the display.

12. Your transaction has been approved. Please wait while your ticket is being printed.

Satellic 🕇	February 10, 2016 - 17:54	To call the Customer Support, please dial 00800 - 72835542
	THANK YOU!	F
	YOUR TRANSACTION HAS BEE	EN APPROVED.
	Please take your paymen	t receipt.
	Planta nett NEVT to get upper On Boy	and Unit
	r took prosinent to get your on boo	AND DOOL
		NEXT >

13. Please take your payment receipt and click `NEXT'.



Satellic '	7,	ebruary 28, 2017 - 18:21			Te call the Customer Support, please 00800 - 72835542
1	Please tak	e your OBU i (n the dispens SCREEN! within 1 minu	er LOCATED B	ELOW THIS
	Δ	Take	your OBU w	ithin 50 seco	onds.
	1,	\sim	~	\sim	\sim

Satel	lic 🧪	March 06, 2019 - 1259	Call Customer Support 24/7 on: Call Customer Support 24/7 on: 3 55 42 (free*) 3 22 416 6 416 Support@satellic.be *Hosse check the terms and conditions of you	(from Beiglam and enighboring countries) (from any location) www.satellic.be or mobile service operator.
	Your Plea	r On Board Unit ase take your OBU he PIN code of yo	THANK YOU! has been successfully ticket, and keep it safe a ur On Board Unit is 224?	delivered. t all times
	The account You will also You have cre	ns PM will enable you to log in o nt upgrade allows you to access need this PIN to manage your ve nated a Service Point Account! on "UPGRADE YOUR A	n the satellic website in order to sugrade to a the user Satellic services and receive involces thicle and your On Board Unit accounts on the the Service Point. Upgrade to a free Standard Account to enji CCOUNT" or read how: satellic.be/media/9	user account of your consumptions, Road User Portal and at oy all our services; click Iso
			UPGRADE ACCOUNT	> EXIT >

14. Click `CONTINUE'.

15. Take out the OBU within 1 minute.

16. You have now successfully received your OBU.

Please always keep the PIN code. You can upgrade to a free standard account: the <u>RUP User Manual "Upgrade</u> your Service Point Account to a Standard Account or Merge it with an Existing <u>Standard Account"</u> explains how to simply do it.

You have now successfully registered your vehicle and obtained an OBU in post-paid mode. After this, you can follow two procedures:

- 1. **Create a standard account** (recommended) by clicking "CREATE USER ACCOUNT" in the previous screen. This procedure is described from page 28 to 32.
- 2. Exit the procedure and return to the welcome screen by clicking "EXIT".

Important! A service point account is a basic account, you can upgrade to a free standard account e.g. to get detailed trip statements per vehicle as well as to receive our latest news per e-mail. Read the <u>RUP User Manual "Upgrade your Service</u> <u>Point Account to a Standard Account or Merge it with an Existing Standard Account"</u> to see how to simply upgrade.

2.2. Pay the toll in pre-paid



1. Choose "PRE-PAY".

2. Choose the payment method for the deposit (\leq 135).

Paying the deposit with cash is explained in the following steps. The next chapter explains how to pay the deposit with credit, debit or fuel card.

Sate	November 10, 2016 - 10:34	00800 - 7283554:
	Step 3 of 4 You have to pay a DEPOSIT* OF 1. Cash Remaining: 135.00€ Cash Inser	35,00 € in order to get your OBU ted: 0€
	Please insert your notes.	MAXIMUM 15 NOTES Notes Inserted 2
:	CANCEL C BACK	
		To call the Customer Support, please dialt

Change due. Please take money!

Change: 5,00 € Change due. Please take n

2.2.1 Pay the toll in pre-paid and the OBU deposit in cash

Pay the deposit with cash or card.
 When you pay the deposit with cash, insert the bank notes in the dispenser and click 'NEXT'.
 The Toll Terminal accepts €5, €10, €20 and €50 notes.

4. Take your change if you paid too much.

THAN	K YOU!	
YOUR TRANSACTION	HAS BEEN APPROV	ED.
Do you wish to pri	int a confirmation?	
		8
YES	NO	

5. Your transaction has been approved. Click 'YES' if you want to print a confirmation. Else click 'NO'.



6. Your transaction has been approved. Click 'NEXT' to get your On Board Unit.

Satellic 🧪	November 10, 2015 - 10:34	Te call the Customer Support, please dial: 00800 - 72835542
Step 3 o You have	of 4 to pay a DEPOSIT* OF 135,00€ in order to g	et your OBU
	< васк	
Satellic 🥍	February 10, 2016 - 17:54	To call the Castomer Support, please diat: 00800 - 72835542
	THANK YOU! YOUR TRANSACTION HAS BEEN APPRO Please wait while your payment receip is being printed	IVED.
Satellic 诺	February 10, 2016 - 17:54	To call the Castamer Support, please diate 00800 - 72835542
	THANK YOU! YOUR TRANSACTION HAS BEEN APPRO Please take your payment receipt.	NVED.
		C
		NEXT >

2.2.2 Pay the toll in prepaid and pay the OBU deposit with credit, debit or fuel card

7. Insert your card in the reader and follow the instructions on the display.

8. Your transaction has been approved. Please wait while your ticket is being printed.

9. Please take your payment receipt and click `NEXT'.

Satellic ≯	February 28, 2017 - 18:21	To call the Customer Support, please dial: 00800 - 72835542
Plea	se take your OBU in the dispense	er LOCATED BELOW THIS
	SCREEN! (within 1 minut	te)
	Take your OBU wit	thin 50 seconds.
♦	\vee \vee	\vee \vee
Satellic Ż	Call Custo osao & -22 March 06, 2019 - ↓259 ™ Piece che **Piece che	mer Support 24(17 ont 0 T2 83 55 42 (free*) (from Belgium and neighboring countries) 416 0 415 (from any focation) ord@astellic.be k the terms and conditions of your mobile tervice spendor.
	THANK YOL	
Yo	ur On Board Unit has been su	iccessfully delivered.
PI	ease take your OBU ticket, and l	keep it safe at all times
\bigcirc	The PIN code of your On Boarc	I Unit is 2242
The acc You will a	This PIN will enable you to log in on the Satellic website in ount upgrade allows you to access the user Satellic servic so need this PIN to manage your vehicle and your On Boa the Service Point	n order to upgrade to a user account. es and receive involces of your consumptions. rd Unit accounts on the Road User Portal and at
You have	created a Service Point Account! Upgrade to a free Sto on "UPGRADE YOUR ACCOUNT" or read hos	ndard Account to enjoy all our services: click v: satellic.be/media/989

10. Take out the OBU within 1 minute.

11. Take your OBU ticket (PIN) and click `CONTINUE'.

Please always keep your PIN CODE! You can upgrade to a free standard account: the <u>RUP User Manual</u> <u>"Upgrade your Service Point Account</u> to a Standard Account or Merge it with an Existing Standard Account" explains how to simply do it.

You have now successfully registered your vehicle and obtained an OBU in prepaid mode. After this, you can follow two procedures:

UPGRADE

- 1. **Create a (standard) account** (recommended) by clicking 'UPGRADE ACCOUNT' in the previous screen. This procedure is described from page 28 to 32.
- 2. **Top up your OBU** by clicking 'CONTINUE'. To start driving on the Belgian roads, you need to top up your On Board Unit. This process is explained in the following steps.

Important! A service point account is a basic account, you can upgrade to a free standard account e.g. to get detailed trip statements per vehicle as well as to receive our latest news per e-mail. Read the <u>RUP User Manual "Upgrade your Service</u> <u>Point Account to a Standard Account or Merge it with an Existing Standard Account"</u> to see how to simply upgrade.

3. Top up your OBU

When you obtained an OBU in prepaid mode, you can top up your credit at a Service Point by a maximum of ≤ 200 per time, to a total maximum balance of $\leq 1,000$. The balance is shown on the display of your OBU. Minimum top up is ≤ 20 .

When your prepaid credit drops below €50, you are warned by a beeper and a warning message is shown on the OBU's display. You should top up either at the nearest Service Point, or online via the Road User Portal.

Please note that you can only top up an OBU at a Service Point when the payment method of this OBU is registered as prepaid. When the payment method of the OBU is post-paid, the charged toll will be paid following the regular card issuer's process (Satellic Business Partner, direct debit, credit card or fuel card). You can change the OBU payment method in the Road User Portal from post-paid to prepaid after which you can top up the OBU at a Service Point, which means that you can do a top up of your OBU.

atemo	February 10, 2016	-1754	
	Step 1 of 4		
	Select your payment	mean to top up your Or	Board Unit
	License Plate: AD 544 HJ Vehicle GCW: 45000 Kg	Current Balance* Time*: 10/02/201	: 0,00 EUR 6 17:42
			e may dimer due to desay in processing
	Cash	Credit or Debit card	Fuel card

Below, the process to top up the OBU (prepaid mode) is described.

1. Select the payment mean to top up your OBU. You can pay with cash, with credit or debit card and with fuel card.

The following steps explain how to pay the top up with cash. The next chapter explains how to do this with credit, fuel or debit card.

3.1 Pay the top up with cash



2. Choose your top-up amount.

Please note that the first top-up of an OBU needs to be at least €50. After that, the minimum top up is €20.

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3. Insert the notes in the dispenser.

4. Take your change out of the dispenser if you paid too much.

5. Your OBU is now successfully topped up. Select 'YES' if you want to print a confirmation. Else select 'NO'.

Satellic Ż	March 17, 2016 - 15:21	To call the Customer Support, plea 00800 - 7283554	sse dial: 2
	THANK YOU Your OBU has been succes	JI fully topped-up.	
	It will last a few minutes for your curre	nt balance to be updated	C
WARN	ING: Maximum top-up balance: €500,00 to be able to top-up up	. Upgrade to a Standard Account to €1.000.	
	< MAIN MENU	UPGRADE > EXIT	>

6. When you want to exit the procedure and return to the welcome screen, select 'EXIT'. Select 'UPGRADE ACCOUNT' if you want to create a standard account. This procedure is described as from page 28 to 32. You can do an additional Top Up by clicking on the 'Main Menu' button.

Important! A service point account is a basic account, you can upgrade to a free standard account. Read the <u>RUP User Manual "Upgrade your Service Point Account to</u> <u>a Standard Account or Merge it with an Existing Standard Account"</u> to see how to simply upgrade.

00800 72 83 55 42 +32 2 416 0 416 Satellic 🗳 Step 2 of 4 Please choose your top up amount 20€ 50€ 100€ 2006 UPGRADE BACK Satellic 🔎 00800 - 72835542 Step 2 of 4 You have selected a TOP-UP amount of 50,00€ 3 1 mg E ert your card in the reader and fo instructions on display BACK

3.2 Pay the top-up with credit, debit or fuel card

7. Select your top up amount.

Please note that the first top-up amount of the OBU has to be at least €50. After that, the minimum top-up is €20.

8. Insert your card in the reader and follow the instructions on the display.

Satellic 诺	February 10, 2016 - 17:54		To call the Customer Support, please dial: 00800 - 72835542
	TH YOUR TRANSACTIO	IANK YOU! ON HAS BEEN APPRO	OVED.
	Please wait whil is bei	e your payment receip ng printed	t
Catallia 🥇		Call Custamer Support 34/7 on: 0000 71 83 55 42 (free*) - 432 24 16 04 16	(From Balgham and maighturing countries) (country leaded)
Sutenic	HERCH 103, 2012 - 24-33	*Reade check the terms and conditions of yo	or mobile service sperature.
	TH Your OBU has bee	IANK YOU! en succesfully toppe	d-up.
WARNING	i: Maximum top-up bala to be able t	nce: €500,00. Upgrade to a S io top-up up to €1.000.	Standard Account
		IIDGPADE	

9. Your transaction has been approved. Please wait while your payment receipt is being printed.

10. Your OBU has been successfully topped up.

Select 'EXIT' when you want to exit the procedure and return to the welcome screen.

Select 'UPGRADE ACCOUNT' (recommended) if you want to create a standard account. This procedure is described from page 28 to 32.

Important! A service point account is a basic account, you can upgrade to a free standard account e.g. to get detailed trip statements per vehicle as well as to receive our latest news per e-mail. Read the <u>RUP User Manual "Upgrade your Service</u> <u>Point Account to a Standard Account or Merge it with an Existing Standard Account"</u> to see how to simply upgrade.

4. Create a standard user account

In order to benefit from all the Satellic services (like for example consult your detailed trip statements, etc.), you can upgrade to a standard account on the Road User Portal or at a Service Point.

You can create a standard user account (recommended) immediately after obtaining an OBU at a Service Point with a service point account (see 1 below) or after topping up your OBU at a Service Point (see 2 below).

It is also possible to create a standard account at a later point in time via the Satellic Road User Portal. Download our <u>RUP User Manual "Upgrade your Service</u> <u>Point Account to a Standard Account or Merge it with an Existing Standard Account"</u> in the downloads (Support section of the Satellic website <u>www.satellic.be</u>) for more information.

There are two possibilities to create a standard user account:

1. After successfully obtaining an OBU at a Service Point. At the end of that procedure, you get the following screen. Select 'UPGRADE ACCOUNT'.



2. After successfully topping up your OBU. At the end of that procedure, you get the following screen. Select 'CREATE USER ACCOUNT'.

Satellic *	February 10, 2016 - 12:54	To call the Customer Support, please dial: 00800 - 72835542
	THANK YOU! Your OBU has been succesful Please take your payment	ly topped-up. treceipt.
	Have a good drive!	
	CREATE	USER > EXIT >

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Satell	ic March 17, 2016-10:11	To call the Custor 00800 -	er Support, please dial: 72835542
	Select your c	ustomer type	
	Private Customer	Business Customer	
×	CANCEL C BACK		

Sate	Ilic 🥕 Mare	h 17, 2016 - 10:13	Te call the Customer Support, please dial 00800 - 72835542
	Step 1 of 6 Identity		
	Johan		
	Bahnt		
×	CANCEL	васк	NEXT

Satellic 🧪

Step 2 of 6 Contact details

Address Addendum House Number Postal Code

CANCEL

March 17, 2016 - 10:13

1. Select 'PRIVATE CUSTOMER' or 'BUSINESS CUSTOMER'.

2. Fill in the required identity fields and click 'NEXT'.

3. Fill in the required contact details and click 'NEXT'.

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Email Repeat Email To call the Customer Support, please dial 00800 - 72835542

Sate	ellic 🗱 March 17, 2016 - 1023	To call the Customer Support, please dia 00800 - 72835542
	Step 3 of 6 Contact person	
	Salutation	Z
	First name (contact)	
	Last name (contact)	
	Phone number (contact)	
×	CANCEL < BACK	
Sate	ellic 🚧 March 17, 2016 - 1024	To call the Contours Support, placed dia 00800 - 72835542
	Bank account details (ontional)	
	You can enter the bank account to be used for the refund of the depose Account holder IBAN BIC	nt details sit of your OBUs.
×	You can enter the bank account to be used for the refund of the deposition Account holder IBAN BIC	nt details sit of your OBUs.
×	You can enter the bank account to be used for the refund of the deposition Account holder IBAN BIC	nt details sit of your OBUs.
×	Vou can enter the bank account to be used for the refund of the depose Account holder IBAN BIC CANCEL C BACK	nt details sit of your OBUs. NEXT
×	You can enter the bank account to be used for the refund of the depose Account holder IBAN IBC IBAN BIC BIC Market State Sta	nt details sit of your OBUs.
×	Vou can enter the bank account to be used for the refund of the depose Account holder IBAN BIC CANCEL & BACK Step 5 of 6 Login details Username Password	nt details sit of your OBUs.
×	You can enter the bank account to be used for the refund of the depose Account holder IBAN BIC CANCEL Account bolder BIC	nt details sit of your OBUs.
×	You can enter the bank account to be used for the refund of the depose Account helder IBAN BIC CANCEL Account bilder BIC Market BIC CANCEL Account bilder BIC BIC BIC Step 5 of 6 Login details Username Password confirmation	nt details sit of your OBUs.
×	Vou can enter the bank account to be used for the refund of the depose Account holder IBAN BIC CANCEL Rex Step 5 of 6 Login details Username Password Password confirmation The password confirmation	nt details sit of your OBUs.

4. Fill in the required Contact person details and click 'NEXT'.

5. Fill in the required bank account details and click 'NEXT'. These details are used for the refund of the deposit after returning your OBU, so without these bank details we cannot refund your deposit in the future.

You can also give the bank account details later via the RUP or via a Service Point.

6. Choose your login details for the Road User Portal and click 'NEXT'.

Satellic 🥍	March 17, 2016 - 10:29		To call the Customer Supp 00800 - 728	ort, please dial: 35542
Step 6 Confir	of 6 m your data and you	ır agreement	to Satellic's T&C	-
Custome Last nam First nam Salutati Last nam First nam Phone nu EU VAT n Usernam Passwor	rType: Private e: Bahnt let: Johan n (contact): Mrs. e (contact): karen mber (contact): 435 674 umber (optional): ATU6121 ei: qwerty1 fr: qwerty1	customer 444589 77148 550 50\$		
	< AMEND		NEXT	>
Satellic 🧪	March 17, 2016 - 10:29		To call the Customer Supp 00800 - 728	ort, please dial: 35542
Steep 6 Confir Street: Address House Nr Postal CC City: Country: Email:	of 6 m your data and you avenue milsr tiddendum: int.7 timber: 4a de: 3466 Fargo FRANCE iohan@jkl.com	Ir agreement	to Satellic's T&C	
× CANCEL	< васк		NEXT	>
Satellic 诺	March 17, 2016 - 10:29		To call the Customer Supp 00800 - 728	ort, please dial: 35542
Step 6 Confir	<mark>of 6</mark> m your data and you	ır agreement	to Satellic's T&C	
Account IBAN: BIC:	volder: charlie runkle yt67egch123456 eeffggrr	57		
× CANCEL	< васк		SUBMIT	>

7. Confirm your data and your agreement to Satellic's Terms and Conditions by clicking 'NEXT'. If you want to change something else, click 'AMEND'.

8. Confirm the data by clicking 'NEXT'.

9. Click 'SUBMIT'.

Satellic 🥍	March 17, 2016 - 10:30	To call the Castomer Support, please dial: 00800 - 72835542
	GREAT!	
	Your account has been successful	ly created.
You can n	ow access your user account your username and pa	t data by logging in with assword.
imes END SESSION	< MAIN MENU	

10. You can now access your user account data by logging in with your username and password.

Click 'END SESSION' if you want to return to the welcome screen.

Click 'MAIN MENU' if you want to access your equipment data, return you OBU, access your user data, etc.

You now have a standard account, which means that you can use all the Satellic services. Please go to page 49 where all the Service Point functionalities for standard accounts are explained.

Service Point account

You have a service point account when you obtained an OBU at a Service Point but you didn't turn the service point account into a standard account yet (in the RUP or at a Service Point).

When you have a service point account, you can do the following procedures at a Service Point:

1. Obtain a new OBU via another service point account (register a new vehicle)

- 2. The payment method of the OBU you previously ordered is prepaid
 - 2.1 Access your equipment data (vehicle and OBUs)
 - 2.2 Top-up
 - 2.3 Return your OBU
- 3. The payment method of the OBU you previously ordered is post-paid
 - 3.1 Access your equipment data
 - 3.2 Return your OBU

You can turn your service point account into a standard account to benefit from all the Satellic Services (like for example consult your detailed trip statements, etc.). You can do this via the Road User Portal (see <u>RUP User Manual "Upgrade your Service Point Account</u> to a Standard Account or Merge it with an Existing Standard Account") or by following the procedure in this manual from 28 to 32.

1. Obtain a new OBU via another service point account

When you have a service point account, you can obtain an OBU by registering a new vehicle and thus registering another service point account at a Service Point. Don't forget to bring your vehicle documents. Please follow the procedure from page 6 to 27 to obtain a new OBU via another service point account.

2. You have a service point account with a pre-paid OBU

In this chapter we explain the different procedures you can perform at a Service Point when you have a pre-paid OBU.

Please note that you need your vehicle data to register at the Service Point. However, when you already have an OBU you can also scan this OBU at the Service Point. This means that you need to remove your OBU from your truck cabin temporarily.

The following three screens need to be followed to do the three possible procedures with a pre-paid OBU:

- 2.1 Access your equipment data
- 2.2 Top-up
- 2.3 Return your OBU

Sat	ellic 🥕 💷	sary 15, 2018 - 19:14		To call the Customer Support, 00800 - 72835	, please dial: 542
	Nederlands	Français	Deutsch	English	
	Polski	Русский	Română	Español	

Satell	ic November 10, 2016 - 10:30	To call the Castemer Support, please dial 00800 - 72835542
	Complete the fields underneath	Place your OBU in front of the RFID reader
	Vehicle license plate	
	Vehicle country	
×	CANCEL	

1. Select your language

2. Place your OBU in front of the RFID reader or fill in your Licence Plate Number and vehicle country. Scanning the OBU in front of the RFID reader is the fastest option.

3. Enter your On Board Unit PIN code and	d
click 'SUBMIT'.	

You can find this PIN code on the OBU ticket you received when your OBU was delivered.

Satellic 🥍	February 12, 2016 - 13:58	To call the Customer Support, please diat: 00800 - 72835542
Please	enter your On Board unit PIN o vehicle and your On Boa	code to manage your rd Unit
	Enter your On Board Unit PIN	
	< васк	

2.1 Access your equipment data

Satellic 🧪

Your Vehicle

License Plate: TYU

Country: Italy Vehicle GCW*: 60000

Euro Emission Class: EURO 0

The following procedure explains how you can edit your vehicle and OBU data.

00800 - 72835542

TOP UP ON BOARD UNIT



Your On Board

Unit

OBU ID (S/N): 000411755666904

OBU Status: activation reque Payment method: PRE_PAY

Current balance*: 0,00EUR Time*: 17/03/16 11:05

EDIT

BACK

4. Select 'ACCESS MY EQUIPMENT DATA'.

5. Select 'EDIT' to edit your data.

Please note that you can only change your vehicle data at the Service Point.

- <page-header><page-header><page-header><section-header><section-header><complex-block>
- 6. Enter the Gross Combination Weight Rating (GCWR) and click 'NEXT'.

Sate	Satellic March 17, 2016-12:34		To call the Castomer Support, please 00800 - 72835542		
	Step 2 of Enter the	5 Euro Emiss	ion Class (E	EC)	
	EURO 0	EURO I	EURO II	? ?	
	EURO III	EURO IV	EURO V	I don't know? I can't prove my Euro Emission Class!	
	EEV	EURO VI		If you cannot prove or do not know the Euro Emission Class you will be applied the Class 0.	
×	CANCEL	<	BACK	NEXT	>

7. Enter the EURO Emission Class and click 'NEXT'.

If you don't know your Gross Combination Weight Rating or your EURO emission class or you do not have the vehicle papers to prove them, the system will automatically assign the highest weight class (60,000 kg) lowest Emission Class (EURO 0). Modifications or upgrades of the account can be done via the Road User Portal on <u>www.satellic.be</u> or via the Service Point. However, the extra toll paid will NOT be refunded.

Satellic 🚧 March 37, 2016- 32:37	To call the Customer Support, please dial: 00800 - 72835542
Step 3 of 5 SCAN official documents to justify your data Please scan the vehicle papers proving the conformity of the data you specified previously (up to 4 documents); • Ucanese plate and county of your vehicle	
Gross Combination Weight of your vehicle Euro emission class J. Open the scanner door Place the document in the scanner, with the text facing the pane 3. Release the door 4. Press SCAN DOCUMENT	
	NEXT >
Satellic February 18, 2016 - 17:54	To call the Contours Support, please dials 00800 - 72835542
Step 3 of 5 SCAN official documents to justify your data	
Your document 1 has been successfully	scanned ⊘

8. Place the document in the scanner, with the text facing the glass. Close the door and click `SCAN DOCUMENT 1'.

9. Remove the document after scanning it. Click `CONTINUE'.


	Satellic 🗲
	Suterine
Privacy notice	
This Privacy Notice contain elaborate understanding o Binding Corporate Rules.	is the basic principles as regards the processing of your personal data. For a more the processing of your personal data as well as your rights, please consult our
SECTION 1 DEFIN	TIONS
as used in this Privacy Not	ice, the following words and expressions shall have the meaning set out below:
Additional Services	The services provided by Satellic upon request of the User under a VAS Contract.
Basic Services	The User Contract allocation, the Toll calculation & collection and the enforcement related services are services provided by Satellic on behalf of Viapass.
Brussels Road Pricing Ordinance	Brussels Ordinance of 29 July 2015 creating a road pricing toil in the Brussels Capital Region for heavy whickes meant or used for the transportation of goods by road, and repicating the European (Official Gazette d.d. 12 August 2015), as amended from time to time, and the executive decisions from the Brussels Government.
Business Partner	Satellic's business partners, as indicated on its website www.satellic.be.
Emission Class	The class of a vehicle in function of its emission limits, as described in Annex 1 of Directive 1999/62/EU of the European Parliament and of the Council of 17 June 1999 on the charging of heavy apods weblices for the use of certain

AMEND

10. Click `SCAN DOCUMENT 2' to scan another document. Else, click `NEXT'. You can scan up to 4 documents.

11. Click the Tick box to confirm that you have been informed about the Privacy Policy and to accept the General Terms and Conditions.

If you want to read the General Terms and Conditions, select your preferred language. To read the Privacy Policy, please click 'Privacy Policy'.

Else, click `CONFIRM'.

CLAUSES OF THESE GENERAL TERMS AND CONDITIONS PRECEDED BY THE STATEM APPLICABLE TO CONSUMERS ONLY.	IENT "FOR CONSUMERS ONLY" ARE
TABLE OF CONTENTS	
Definitions Role and capacity of Satellic regarding Toll and Road Pricing Regulations	
3. User Account Registration Process	
3.1 General provisions regarding Standard Accounts and Fast-Track Accounts	
3.2 Standard Account	
3.3 Fast-Track Account	
 Verification of Vehicle identification data and supporting evidence On Board Unit(s) 	
5.1 General provisions	
5.2 Obtaining of On Board Units - Payment of OBU Deposit	
5.3 Installation and use of On Board Units	
5.4 Software updates, maintenance and required activation	
5.5 Returning On Board Units to Satellic	
Additional Services Payment Methods	
7.1 Payment of OBU Deposit	10
7.2 Payment of Toll	11



GREAT! You have now changed your vehicle data. 12. You now changed your vehicle data. Click 'YES' if you want to print a confirmation. Else click 'NO'.

13. Click 'END' if you want to return to the welcome screen. Else click 'MAIN MENU'.

2.2 Top up your OBU

Satellic 🧦

Welcome, Johan March 17, 2016 - 15:

The following procedure explains how you can top up a **prepaid OBU**¹. All OBUs, whether ordered via the Road User Portal (RUP) or obtained at a Service Point (SP) can be topped up at a Service Point (or at the RUP).

END

00800 - 72835542

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¹ A prepaid OBU is an OBU for which a prepaid payment method is selected in the Satellic system (Road User Portal (RUP) or Service Point).

1. Select 'TOP UP YOUR ON BOARD UNIT'.

Satell	ic February 27, 2017-	13:26		
	Access my equipment data Vehicle and OBU	Top up your On Board Unit	Access my OBU actions	
× EP	ND SESSION			

Follow the procedure described from page 24 to 27 to top up your OBU. 2.3 Return your OBU

Important! The OBU must be returned in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups of the OBU in order to get your full deposit reimbursed (€135).

In accordance to the <u>General Terms & Conditions (User Contract</u>) and to the <u>Satellic</u> <u>OBU Deposit Refund Policy</u>, Satellic will independently assess with regard to the repayment of the OBU Deposit, and this decision, which will be communicated to the e-mail address you provided to Satellic, will be final and not be open for any appeal. If Satellic assesses that you have the right to a repayment of the OBU Deposit and if a valid bank account (IBAN and BIC) number has been entered at the Service Point or on the Road User Portal, your OBU deposit will be refunded within 30 days after the reception of the returned OBU.

What should your OBU look like when you return it?

- OBU is returned in good working order and undamaged,
- Battery is returned (and is placed inside of the OBU),
- the 4 suction cups are returned (and are fixed on the OBU),
- the original power cable is returned (and wrapped around the OBU),

- the **red general seal** (in the right bottom corner on the back of the OU) is **not broken or missing**

- the **red seal of the battery compartment** (in the middle on the back of the OBU) is **not broken** (except if your OBU was fixed installed) **or missing**

Mind: If you haven't mentioned any IBAN bank account number, we will not be able to refund your deposit! Bank account details can be provided via the Road User Portal, or at a Service Point by creating a standard user account (Follow the procedure from page 28 to 32) or by completing an Open return Process (Follow the procedure from page 56 to 58).

If you paid the toll via the prepaid method, the remaining surplus will be refunded as well on the same IBAN bank account number as the deposit. Satellic 🧦 CV 27 2017 - 13-2 E 5 280 010 Access my OBU actions our On Board Unit Access my equip data Тор END SESSION Satellic 🧪 February 27, 2017 - 13:2 02 Þ Top ur On E eturn your On **Board Unit** BACK

In the following steps, we explain how to return your OBU.

2 · · · · · ·

1. Select 'ACCESS MY OBU ACTIONS'.

2. Select 'RETURN YOUR ON BOARD UNIT'.

- Satellic
 Hermatry 2, 2005-1258

 Why do you return your On Board Unit?

 Is not used anymore

 Received in defect state

 Defect

 Other
- 3. Provide a reason for return.

Satellic 🧪	February 27, 2017 - 12:39	To call the Customer Support, please diat: 00800 - 72835542
	Why do you return your On Board U	nit?
	Treturn my OBU because	
	< васк	sкip >
Satellic 🧪	February 12, 2016 - 13:58	To call the Customer Support, please dial: 00800 - 72835542
	THANK YOU! Your reason is duly noted!	
		NEXT >
Satellic 🧪	November 10, 2016 - 10543	To call the Customer Support, please dials 00800 - 72835542
Step 1 d Place yo The	of 4 our OBU in front of the reader to identify e display side of the OBU must face the F	r it correctly RFID reader

4. If you select 'OTHER', type in a reason yourself. Select 'CONFIRM'.

5. Your reason is duly noted. Select 'NEXT'.

6. Place the Satellic logo situated on the display side (front side) of your OBU in front of the RFID reader to identify the OBU.



7. Control the OBU identification number (S/N) which can be found on the sticker on the back of the OBU. If the number is OK, click 'CONFIRM'. Else click 'BACK'.

8. The deposit of the OBU will be refunded by bank transfer. You can give your bank account details now or later on the Road User Portal or at a Service Point.

If you want to specify the info now, click 'GIVE MY BANK ACCOUNT DETAILS NOW' and follow steps 9. and 10. hereunder.

If you want to specify the info later, click 'GIVE THE BANK ACCOUNT DETAILS LATER' and go to step 11. Don't forget to specify your bank details: follow the 'Complete open OBU return processes' procedure from page 56 to 58!

	'Co
	fro

Give the bank account details later

Give the bank account details now (with IBAN & BIC)

Satellic 🚧 retruery 12, 2016 - 13:58	To call the Customer Support, please dial: 00800 - 72835542
Bank account details Please provide respective ban to refund your dep	k account details osit.
Account holder	
IBAN	
BIC	
< васк	
Satellic February 12, 2856 - 13.58	To call the Costomer Support, please dials 00800 - 72835542
Bank account details	
Laurent Jégou	lata.
it67eghh1354248	
SFEHKYWW	
< AMEND	NEXT >
Satellic Rovember 10, 2016 - 10-42	To call the Customer Support, please dial: 00800 - 72835542
Shar 2 of 4	
Now you can return your OBU	a then ever "CLOSE
DOOR".	e, then press "CLOSE
CLOSE	DOOR

- 9. Provide the bank account details:
- Account holder
- IBAN
- BIC
- Click 'NEXT'.

10. Please verify your data by clicking 'NEXT'.

11. Insert the OBU in the OBU return box (indicated by the green light). Please make sure that the blister of the OBU is removed. Click 'CLOSE DOOR'.







12. Did you place the OBU in the dedicated space? If you press YES, the door will be closed.

13. Your OBU has been returned successfully and the deposit will be returned after the OBU is checked. Click 'NEXT'.

Satellic	February 12, 2016 - 13:58	To call the Customer Support, please dial: 00800 - 72835542
	THANK YOU! Your On Board Unit has been r	eturned!
	Please note that we will have to check your OBU before v reimbursing its deposit and any paid pre-p	validating its return and ayments.
	Your deposit will be refunded by bank trans	fer on the following
	it67eghh1354248	
		NEXT >
Satellic	Februar 13 2016, 1358	To call the Castomer Support, please diat: 00800 - 72835542
	Please take your ticket.	
	Please keen this ticket you will need it in a	rase of claim
	Prease keep this ticket, you with heart in t	Lase of claim.
	< MAIN MENU	END >
Satellic	July 67, 2016 - 17:11	To call the Customer Support, please diat: 00800 - 72835542
	THANK YOU! Your return ticket has been p To specify your Bank Account details www.satellic.be or come back to a Service	rinted. ,, please use e Point with your

14. If you already specified your bank account number, the deposit will be refunded by bank transfer on the registered account. Please note that the deposit will be returned after the OBU is checked. Click 'NEXT'.

15. Your return ticket has been printed. Take it and keep it safe, since you will need it in case of claim.

Click 'END' if you want to return to the welcome screen.

Click 'MAIN MENU' if you want to perform other procedures at the Service Point.

16. If you didn't specify your bank account details, Satellic can't reimburse the deposit. You can specify your bank account details on the Road User Portal or by going to a Service Point with your username and password and selecting "Complete Open OBU Return Processes". This procedure is explained from page 56 to 58.

KANN MENU

Return processes"

Please keep this ticket, you will need it in case of claim

3. You have a service point account with a post-paid OBU

In this chapter we explain the different procedures you can perform at a Service Point when you have a **post-paid OBU**².

Please note that you need your vehicle data to register at the Service Point. However, when you already have an OBU, you can also scan this OBU at the Service Point. This means that you need to remove your OBU from your truck cabin temporarily.

The following three screens need to be followed to do these procedures:

- 3.1 Access your equipment data
- 3.2 Return your OBU



1. Select your language



2. Place your OBU in front of the RFID reader or insert the licence plate number and the country of origin of your vehicle. The quickest way to scan your OBU is to put it in front of the RFID reader.

Satellic NV • Airport Plaza • Leonardo Da Vincilaan 19 A Bus 4• B-1831 Diegem • T +32 2 416 04 16 • support@satellic.be • www.satellic.be USt.-Identifikationsnr.: BE 0556.799.596 • RJP Brüssel

² A post-paid OBU is an OBU for which a post-paid payment method is selected in the Satellic system (Road User Portal (RUP) or Service Point).

Satellic 🥍	February 12, 2016 - 13:58	To call the Castomer Support, please dial: 00800 - 72835542
Please ei	nter your On Board unit PIN vehicle and your On Bo	code to manage your ard Unit
	Enter your On Board Unit PIN	
	< васк	

3. Enter your On Board Unit PIN code and click 'SUBMIT'.

You can find this PIN code on the OBU ticket you received when your OBU was delivered.

3.1 Access my equipment data



1. Select 'ACCESS MY EQUIPMENT DATA'.

Follow the procedure from page 35 to 38 to change your vehicle and OBU data.

3.2 Return my OBU

Satellic 🧦

END SESSION

27 2017 - 12-3

R

Board U

BACK



1. Select 'ACCESS MY OBU ACTIONS'.

2. Select 'RETURN YOUR ON BOARD UNIT'.

Follow the procedure from page 39 to 45 to return your OBU.

eturn your On Board Unit

Standard account

When you have a standard account, you can benefit from all the services Satellic offers. You can register a standard account via the Road User Portal or turn a service point account into a standard account via the Road User Portal (see the <u>RUP User</u> <u>Manual "Upgrade your Service point Account to a Standard Account or Merge it with an</u> <u>Existing Standard Account"</u>) or at a Service Point (please follow the procedure from page 28 to 22 for more information).

At a Service Point, there are several functionalities, dependent on the type of standard account you have. We distinguish **four types of standard accounts**, dependent on the Licence Plate Number of the vehicle you enter on the screen at the Service Point and for which you want to perform an action.

The Licence Plate Number is:

- 1. not yet linked to your standard account.
- 2. linked to your standard account but you don't have an OBU linked to this vehicle yet.
- 3. linked to a prepaid OBU.
- 4. linked to a post-paid OBU.

Each of these standard accounts have different functionalities at a Service Point.

Please remember that you can always obtain an additional OBU via a service point account, even when you already have a standard account. Please follow the procedure from page 6 to 27.

1. The vehicle (LPN) you enter at the Service Point is not yet linked to your standard account

When the Licence Plate Number of the vehicle you enter at the Service Point is not yet linked to a standard account, you can perform the following procedures at the Service Point:

- 1.1 Register a vehicle
- 1.2 Access and change my user data
- 1.3 Complete open return processes

1.1 Register a vehicle

Satellic 🧦

CANCEL

Complete the fields underneath



o call the Customer Support, please o 00800 - 72835542

Place your OBU in front of the RFID reader

e dial

1. Select your language.

2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.

It is also possible to scan an OBU in order to log in.

OR



3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

Satellic 🥍	March 17, 2016 - 12:11	To call the Customer Support, please dial 00800 - 72835542
F	lease enter your usernam	e and password
	Enter your username	
	Enter your password	
× CANCEL	< васк	
Satellic 🥍	Welcome, zero February 28, 2017 - 14:54	
Re	gister your vehicle	cess and change my user
	Complete open OBU r processes	return
× END SESSION		

4. Enter your username and password and select 'SUBMIT'.

5. Select 'REGISTER YOUR VEHICLE'.

Please complete the "register your vehicle"-procedure from page 6 to 27. These pages also explain how to obtain an OBU and to top up this OBU in case of prepaid.

1.2 Access and change your user data

The following procedure explains how to edit your user data (contact details, username, etc.).

00800 - 72835542

Place your OBU in front of the RFID reader



10.2016 - 10-3

Complete the fields underneath

Satellic 🧦

1. Select your language.

2. Enter you Licence Plate Number and vehicle country and select 'NEXT'.

It is also possible to scan an OBU to log in.

OR



3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

Please enter your username and password BACK

4. Enter your username and password and select 'SUBMIT'.

5. Select 'ACCESS AND CHANGE MY USER AND ACCOUNT DATA'.

6. Select 'EDIT' if you want to change your personal data. Else, select 'NEXT'. If you select 'FINISH UPDATE', all the data will be saved.



Welcome, zero February 28, 2017 - 14:54

Satellic 🧦

Personal data	1013	EDIT	
Customer Type:	Private customer	_	
Last name:	Bahnt		
First name:	Johan		
Salutation (contact):	Mrs.		
Eirst name (contact):	karen		
Phone number (contact):	+35 67444589		
EU VAT number (optional):	ATU61277148		
Username:	qwerty150		
Password:	*******		



ustomer Type: Ast name: irst name: alutation (contact): ast name (contact): thone number (contact) thone number (contact) u VAT number (option Isername: assword:	Private cus Bahnt Johan Mrs. moody karen 1): 435 674644 al): ATU612771 qwerty150	itomer 1589 148		dit dit dit dit dit dit
ustomer Type: ast name: irst name: alutation (contact): ast name (contact): irst name (contact): 'hone number (contact) U VAT number (option Isername: assword:	Private cus Bahnt Johan Mrs. moody karen t): +35 674444 al): ATU612771 averty150 averty150	stomer 1589 148		dit dit dit dit dit dit
ustomer Type: ast name: irst name: alutation (contact): alutation (contact): frone number (contact) U VAT number (option isername: assword:	Private cu Bahnt Johan Mrs. moody karen t): +35 674444 al): ATU612771 qwerty150	stomer 1589 148		dit dit dit dit dit dit dit
ustomer Type: ast name: irst name: alutation (contact): ast name (contact): fhone number (contact): thone number (contact) UVAT number (option lsername: assword:	Private cus Bahnt Johan Mrs. moody karen t): +35 674444 al): ATU612771 qwerty150	stomer 1589 148		dit dit dit dit dit dit dit
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irst name: alutation (contact): ast name (contact): irst name (contact): 'hone number (contact): U VAT number (option Isername: 'assword:	Johan Mrs. moody karen t): +35 674444 al): ATU612771 qwerty150	1589 148		dit dit dit dit
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ast name (contact): irst name (contact): thone number (contac U VAT number (option lsername: lassword:	moody karen t): +35 674444 al): ATU612771 qwerty150	1589	e e	dit dit dit
irst name (contact): 'hone number (contact U VAT number (option Isername: 'assword:	karen t): +35 674444 al): ATU612771 qwerty150	1589		dit dit
thone number (contact U VAT number (option Isername: fassword:	t): +35 674444 al): ATU612771 qwerty150	1589 48	e	dit
U VAT number (option Isername: 'assword:	al): ATU612771 qwerty150	48		
lsername: assword:	qwerty150			dit
assword:		1	e	dit
	*********			dit
		6		
NCEL <	BACK			
			1 A 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4 4	
Welcome, J March 17, 3	lohan 2016 - 15:37		008	00 - 72835542
our account p	age 2 of 3			
ontact details			E	п
ontact actants	14			
treet:	avenue milsr			
ddress Addendum:	int.7			
louse Number:	4a			
ostal Code:	3466	Language:	English	
ity:	Fargo	30		
ountry	France			
wanter ye	laban Ourboo com			
mailt	onante fanoscom			
mail:				
mail:	BACK	NEXT) E101	SH UPDATE
mail:	BACK	NEXT	> FINI	SH UPDATE >
mail:	васк	NEXT	> FIN	SH UPDATE >
	NCEL C Welcome, March 17,7 Nuch 17,7 Nuc	VCEL ACK Webcome, Johan Webcome, Johan Markh 17, 2014: 15.27 Outraccount page 2 of 3 ontact details Natures: avesue milter iddress Addendum: int.7 Iouse Number: 48 Vortal Code: 346 Vortal: 546	VCEL K BACK Image: State	Vectores, Johan For eal that Our account page 2 of 3 ontact details For eal that Vectores Addendum: int.7 Iouses Number: 4a Vortal Code: 3466 Language: English

Satellic 🧦

Street:

Postal Code City: Country:

Email:

CANCEL

Welcome, Johan March 17, 2016 - 15:38

int.7

BACK

7. Select 'EDIT' where you want to change the data. Select 'CONFIRM UPDATE' when you are finished.

8. Select 'EDIT' if you want to change your contact details. Else, click 'NEXT'. If you select 'FINISH UPDATE', all the data will be saved.

9. Select 'EDIT' where you want to change that data. Select 'CONFIRM UPDATE' when you are finished.

call the Customer Support, please die 00800 - 72835542

edit

Satelli	c 🧪	Welcome, Johan March 17, 2016 - 15:37			To call the Customer 00800 - 7	Support, please dial: 2835542
	Your acco Others	unt page 3 of 3			EDIT	
	Paper invoice	: NO	Detailed i	nvoice: N	0	
	Collective Pay Grouping (flee	et): NO				
	Account holde	er: Candy				
	IBAN: BIC:	fr34eedf1234567 gawsedvf				
×	CANCEL	< васк			FINISH UP	DATE >
Satelli	c 🗡	Welcome, Johan March 17, 2016 - 15:38			To call the Customer 00800 - 7	Support, please dial: 2835542
Pape	r invoice:	NO Detailed invoice:	NO	Collective Paym Grouping (fleet)	ent NO	edit
Accou	unt holder: :	Candy fr34eedf1234567				edit
BIC:		qawsedvf				
×	CANCEL	< васк			CONFIR UPDAT	e >
Satelli	c 🗡	Welcome, Johan March 17, 2016 - 15:37			Te call the Custome 00800 -	r Support, please dial: 72835542
		GR	EAT!			

× END SESSION < MAIN MENU

10. Select 'EDIT' if you want to change your other data. If you select 'FINISH UPDATE', all the data will be saved.

11. Select 'EDIT' where you want to change the data. Select 'CONFIRM UPDATE' when you are finished.

12. Your account data are now successfully updated.Click 'END SESSION' if you want to return to the welcome screen.Click 'MAIN MENU' when you want to perform other procedures at the Service Point.

1.3 Complete open return processes

The OBU must be returned in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups of the OBU in order to get your full deposit reimbursed.

Note that, to get back your OBU deposit, you have to give your bank account details. You can do it immediately when returning your OBU at a Service Point or specify your bank account details later via the Road User Portal. You can also enter your bank account details later at a Service Point by completing an open return process (an open return process occurs when you return your OBU at a Service Point without specifying your bank account details).

00800 - 72835542

Place your OBU in front of the RFID reader

Sat	ellic 🥕 Jans	To call the Customer Support, plea 00800 - 7283554		t, please dial: 5542	
	Nederlands	Français	Deutsch	English	
	Polski	Русский	Română	Español	

Satellic 🧪

Complete the fields underneath

1. Select your language.

2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.

It is also possible to scan an OBU in order to log in.

OR

Satellic '	March 05, 2019 - 17:24	Call Customer Suppert 24/7 on: 60000 72 83 58 42 (free*) +22 436 0 416 Suppert@satellic.be *Accor check the terms and conditions of you	(from Belgium and neighboring countries) (from any location) <u>www.nettellic.he</u> <i>mobile service</i> genetic.
	Get an On Board Unit	Return your On) Board Unit
	Manage my vehicle and OBU	Manage your Stan Username + P	dard Account assword
× END SI	ESSION < BACK		
	2		Te call the Contener Support, plean dial: 00800 - 72835542
Satellic *	March 17, 2016 - 12:11		00800 - 72835542

Ente	r your username		
Ente	r your password		

-

Satellic	Welcome, zero February 28, 2017 - 34:54		
	Register your vehicle	Access and c accou	hange my user unt data
	Complete o pro	pen OBU return pccesses	
imes end ses	SION		

3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

4. Enter your username and password and select 'SUBMIT'.

5. Select 'COMPLETE OPEN OBU RETURN PROCESSES'.

Satellic	March 17,	2016 - 11:10		To call the Customer Support, please dial: 00800 - 72835542
P	lease select t	he OBU return pro	ocess you want to	complete.
0BU	ID (S/N) 1666280991	Date of Return 22.01.2016	License plate	Vehicle Country Italy
			1.00	
× cano	EL <	ВАСК		NEXT
	*			To call the Customer Support, please dial:
Satellic 🕇	March 17	,2016 - 11:11		00800 - 72835542
h	n order to get you have lease provide	t the deposit of th to provide respec respective bank a depos	e returned OBU re tive bank account account details to r sit:	imbursed, .data. efund your
	IBAN	er.		_
	BIC			
× cano	EL <	ВАСК		
Satellic	March 17	2016 - 11:14		To call the Customer Support, please diat 00800 - 72835542
Satellic	March 17	2016-1134 t to use the follow irsement of the re Please verify	ving bank account eturned OBU depo: your data.	to cell the Castenere Support, please dist 00800 - 72835542 data for sit?
Satellic 4	March 17 Do you wan reimbu walter bishop	t to use the follow rsement of the re Please verify	ving bank account sturned OBU depo: your data.	to off the Casteners Support, please disk 00800 - 72835542 data for sjit?
Satellic	Do you wan reimbu walter bishop ee66yjbv84509	t to use the follow resement of the re Please verify	ving bank account eturned OBU depo: your data.	to at the Castener Support, please dist 00800 - 72835542 data for sit?
Satellic	Do you wan reimbu walter bishop ee66yjbv4500 gg&kuuio	t to use the follow resement of the re Please verify	ving bank account sturned OBU depo: your data.	to off the Castonere Support, please disk 00800 - 72835542 data for sjit?
Satellic •	Do you wan reimbu walter bishop gg8kuuio	2006-1234 t to use the follow please verify 56	ving bank account eturned OBU depos your data.	A call the Cantomer Support, plana dat OOBOO - 72835542 data for sit?
Satellic	Do you wan reimbu walter bishop ggkkuuio	2006-1234 t to use the follow please verify 56	ving bank account eturned OBU depo: your data.	In call the Contenuer Support, places date COSOD - 72835542 data for sit? NEXT
Satellic *	June 17 Do you wan reimbu watter bishop ce66iyibv84509 gg8kuuio	2006-1234 t to use the follow please verify 56 AMEND	ving bank account eturned OBU depo: your data.	Is call the Cantaneer Support, please dist DOBOD - 72835542 data for sit? NEXT
Satellic	Laure 27	2006-1234 t to use the follow please verify 56 AMEND 2007-1134	ving bank account eturned OBU depo: your data.	Is call the Cantener Support, please dist DOBOD - 72835542 data for sit? NEXT
Satellic Satellic	Lune 17 Do you wan reimbu watter bishop ee66yjbv84509 ggkkuuio cet kuter k	2006-1234 t to use the follow please verify 56 AMEND 2006-1214 THANK Y to of the return p	ving bank account tturned OBU depo: your data.	In call the California Support, please diet Calcta for Sift? INEXT
Satellic X cano Satellic You	Lune 17 Long you wan reimbu watter bishop gg8kauuo	2006-1234 t to use the follow Please verify 56 AMEND 2006-1234 THANK Y to fhe return p to the overview return pro	ving bank account tturned OBU depos your data. YOUI rocess was succe / to complete and pocess.	In call the California Support, places data Consol - 72835542 data for sit? INEXT
Satellic X care Satellic You	Do you wan reimbu waiter bishop eessyjou84509 ggkkuuio eessy kuus waessy waessy	2005-1134 t to use the follow please verify 55 AMEND 2005-1134 2005-1134 THANK Y to fthe return pro	ving bank account trurned OBU depor your data.	In call the California Support, places dist Calcata for Sit? INEXT I

6. Select the OBU return process you wish to complete. Press 'NEXT'.

7. Please provide the bank account details to get your OBU deposit refunded. Press 'NEXT'.

8. Please verify your data. If you wish to adapt the data, press 'AMEND'. If you want to verify the data, press 'NEXT'.

9. The return process was successful. When there is another return process you wish to complete, press 'MAIN MENU'.

2. The vehicle (LPN) you enter at the Service Point is already linked to your standard account. However, you do not have an OBU yet that is coupled to this vehicle

When this is the case, you can perform the following procedures at the Service Point:

- 2.1 Get an OBU (for the vehicle registered in your standard account)
- 2.2 Access my equipment data
- 2.3 Access and change my user data
- 2.4 Complete Open Return Processes

2.1 Get an OBU (for the vehicle registered in your standard account)

When the vehicle, for which you enter the data like Licence Plate Number (LPN) and country of origin at the Service Point, is not yet coupled to an OBU, you can obtain an OBU for this vehicle at a Service Point.

When you obtain an OBU from a Service Point, this OBU is immediately coupled to the previously entered vehicle.



1. Select your language.



2. Enter you Licence Plate Number and vehicle country and select 'NEXT'.

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END SESSION	< васк		
Satellic 🥕	March 17, 2016, 12:11	To call the Customer 00800 - 7	Support, please dial: 2835542
	PRODUCT AT A CONTROL AND A CONTROL OF		
	March 11, 2010 - 1211		
Р	lease enter your use	ername and password	
P	lease enter your use	ername and password	
P	lease enter your use	ername and password	
р	lease enter your user Enter your username Enter your password	ername and password	
Р	lease enter your use Enteryour username Enteryour password	ername and password	

Call Customer Support 24/7 ent 0 0000 72 31 35 42 (free") -222 24 36 0 416 Support@vatellic.be Plone and the term and entities of energy biological constraints of the term and entities of the term and energy biological constraints of the term biological constraints of term biolog

G

Return your On Board Unit

Satellic Americh 05, 2019 - 17:24

Get an On Board Unit



3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

4. Enter your username and password and select 'SUBMIT'.

5. Select 'GET AN ON BOARD UNIT'.

Satel	Velcome, DRSRB87 July 07, 2016 - 15:51	To call the Customer Su 00800 - 72:	oport, please dial: 835542
	Step 1 of 4 How will you pay the toll?		
	POST-PAY	PRE-PAY	
	 You pay the toil afterwards, prior authorization require - Your consumptions are claimed to your payment provider according to your usual payment terms and conditions 	 You meed to top up your OBU supfront Toll will be deducted on a real time basis Make will be deducted on a real time basis Make will be deducted on a real time basis You ano top your OBU at a service Point with cash, credit, dedit or fuel cards; or on the Road User Portal with credit or fuel cards. 	
×	CANCEL		

6. Choose 'POST-PAY' or 'PRE-PAY'.

Follow the procedure from page 19 to 21 to obtain an OBU in prepaid and to perform a top-up of this OBU.

Follow the procedure from page 13 to 19 to obtain an OBU in post-paid.

2.2 Access my equipment data

Follow the procedure from page 35 to 38.

2.3 Access and change my user data

Follow the procedure from page 52 to 55.

2.4 Complete open return processes Follow the procedure from page 56 to 58.

3. The vehicle (LPN) you enter at the Service Point is linked to a prepaid OBU

When this is the case, you can perform the following procedures at a Service Point:

00800 - 72835542

Place your OBU in front of the RFID reader

- 3.1 Perform a top up of the linked prepaid OBU
- 3.2 Decouple your OBU
- 3.3 Return your OBU

Satellic Ż

Complete the fields underneath

- 3.4 Access your equipment data
- 3.5 Access and change your user data
- 3.6 Complete open return processes

3.1 Perform a top up of the linked pre-paid OBU



OR

1. Select your language.

2. Enter you Licence Plate Number and vehicle country and select 'NEXT'.

<u>₽:0</u> > Access my OBU 3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

4. Enter your username and password and select 'SUBMIT'.

5. Select 'TOP UP YOUR ON BOARD UNIT'.

Call Customer Support 24/7 ont 00000 72 83 58 42 (free") -222 45 60 416 Support@vatellis.be Support@vatellis.be Support@vatellis.be Satellic March 05, 2019 - 17:24 G Get an On Board Unit Return your On Board Unit Manage my vehicle and OBU Manage your Standard Account END SESSION

Satellic *****

CANCEL

Satellic 🧪

END SESSION

Welcome, corporate February 27, 2017 - 13:29

ss my equip data

omplete open OBU return processes

To

R

Access and change my user account data

Plea

Satelli	C February 10,	2016 - 17:54		To call the Customer Support, please dia 00800 - 72835542
	Step 1 of 4 Select your paym	ent mean to top	up your On	Board Unit
	License Plate: AD 544 HJ Vehicle GCW: 45000 Kg	1	Current Balance*: fime*: 10/02/2016 * Current Dalance 1	0,00 EUR 17:42 may differ due to delay in processing
	Cash	Credit or De	bit card	Fuel card
×	CANCEL			
Satelli	C February 36,	1016 - 17:54		To call the Costance Support, please dials 00800 - 72835542
	Step 2 of 4 Please choose you	r top up amoun	t	
		20€	50€	
		100€	200€	

6. Select your payment mean.

7. Choose your top-up amount.

Please follow the procedure from page 24 to 27.

X CANCEL X BACK

3.2 Decouple your OBU

This process explains how you can decouple an OBU without having first to remove it from your truck and to return it. It is especially useful in case you have a fixed installed OBU which needs to be replaced.

BEWARE!

- You must have a standard account to be able to decouple an OBU!
- To get a new OBU at the end of the decoupling process without having to scan the vehicle documents, <u>you must log in with your username and</u> <u>password at the beginning of the decouple process</u>!

Once you have completed the decouple process described hereunder, the OBU led will turn (or stay) red: it means that this OBU cannot be used anymore!

Important: Don't forget to let a specialist remove the fixed installed OBU you have decoupled and then to return it at a later time!

You can return the decoupled OBU:

- at a service point (in that case, put your OBU in front of the RFID reader, enter your OBU PIN and follow the procedure described in this document)
- or via the Road User Portal (for more info, read the <u>RUP User Manual "Return</u> <u>an OBU"</u>)

Sat	ellic 🥕 🔉	ary 15, 2018 - 19:14		To call the Customer Suppor 00800 - 7283	t, please dial: 5542
	Nederlands	Français	Deutsch	English	
	Polski	Русский	Română	Español	

1. Select your language.

	Complete the fields underneath	Place you the	ur OBU in front of RFID reader	
Vehic	le license plate			
Vehic	le country			
		1		
CANCE				

G

يا

Manage your Standard Account

your On Board Unit

Get an On Board Unit

Manage my vehicle and OBU

END SESSIO

To call the Customer Support, please dial:

>



3. Select 'MANAGE MY VEHICLE AND OBU.

Satellic 🚧	February 12, 2016 - 13:58	To call the Castomer Support, please dial: 00800 - 72835542
Please	enter your On Board unit PIN vehicle and your On Boa	code to manage your ard Unit
	Enter your On Board Unit PIN	
× CANCEL	< васк	

4. Enter your On Board Unit PIN code and click 'SUBMIT'.

You can find this PIN code on the OBU ticket you received when your OBU was delivered.

Satellic	March 17, 2016 - 12:11	To call the Customer Support, please dial 00800 - 72835542
	Please enter your username	and password
	Enter your username	
	Enter your password	
	EL < BACK	

00

-

DP

Complete open OBU return processes

20 >

Access my OBU actions

Satellic 🧦

Welcome, corporate February 27, 2017 - 13:29

R

Access and change my user account data

ccess my equip data

END SESSION

5. Enter your username and password and select 'SUBMIT'.

To get a new OBU at the end of the decoupling process and without having to scan the vehicle documents, <u>you must log in with</u> <u>your username and password the</u> <u>beginning of the decouple</u> <u>process!</u>



Satellic 🥍	February 27, 2017 - 12:38		
	Decouple your On Board Unit	Return your On Board Unit	
imes end session	< васк		

7. Select 'DECOUPLE YOUR ON BOARD UNIT'.

Satellic rebruary 23, 2017 - 11:21	To call the Customer Support, please dial: 00800 - 72835542
You have chosen to decouple the foll	owing On Board Unit
000411284601662	
This OBU will be loc	ked
Please check the OBU ID (S/N) co decoupling, this OBU will be dec	arefully. After activated
× CANCEL < BACK	DECOUPLE >

8. Please check the OBU ID carefully and then click 'DECOUPLE THIS OBU'.



9. Your OBU has been successfully decoupled! The LED light of your OBU turns (or stays) red. From now on, this OBU cannot be used anymore.

You, however, still have the possibility to recouple this OBU to another vehicle via the Road User Portal if you want to use it again.

If you want to get a new OBU for this vehicle, click on 'MAIN MENU'.

Satellic	7	Welcome, February	corporate 27, 2017 - 12:50			
	Acc	ess my v	ehicle data	Get an On E	0⊕ -] Board Unit	
	Com	ilete ope proce	n OBU return	Access and cha accoun	ange my user t data	
× END	SESSION					
Satellia	7	Welcome March 17	, assland 2016 - 11:15		To call the Custom 00800 -	er Support, please dialt 72835542
Satellia	7	Welcome March 17	, aodaad 2016 - 11:15		To call the Custom 00800 -	er Support, please dialt 72835542
Satellio	7	Welcome March 17	.aotaal 2016–11:15 Your Vehicle	EDIT	To call the Castina 00800 -	er Support, please diele 72835542
Satellic	*	Weicome March 17	antaal 2016-1115 Your Vehicle License Plate: 700 Country: Italy Vehicle GCW: 1800 Vehicle GCW: 1800 Country: Italy	EURO®	To call the Coston 00800 -	er faggert, please diele 72835542
Satellia	*	Welcoms Barch 17	aniael 2016-1113 Your Vehicle License Plate: 700 Country: Italy Vehicle GCW*: 18000 Euro Emission Class: * Gene Comburden import	EDIT	To call the Cathon 00800 -	er faggert, plass dieb

10. You have two possibilities:

- Click on 'GET AN ON BOARD UNIT' and choose the payment method you want.

 You can also click on 'ACCESS MY VEHICLE DATA' if you want to check or modify the data of the vehicle you are logged in with. If you do so, you will see this screen hereunder and will have to click on 'GET AN OBU'.

For more details on the procedure to follow afterwards, please go to page 13.

Important! Don't forget to let a specialist remove the fixed installed OBU you have decoupled and to return it at a later time!

You can return the decoupled OBU:

• at a service point (in that case, put your OBU in front of the RFID reader, enter your OBU PIN and follow the procedure as described from point "6" on page 71.

• or via the Road User Portal (for more info, read the <u>RUP User Manual "Return an</u> <u>OBU"</u>)

3.3 Return your OBU

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Satellic ⁻	March 05, 2019 - 17:24	Call Customer Support 24/7 on: 00000 72 83 55 42 (free*) *22 24 156 04 156 *** support@satellic.be **/icore check the terms and conditions of you	(from Belgion and mighboring countries) (from any incation) myremaatellic.be mobile service operator.
	Get an On Board Unit	Return your On) Board Unit
	Manage my vehicle and OBU	Manage your Stand Usemame + Pr	dard Account assword
Y END S			

1. Select your language.

2. Enter your Licence Plate Number and vehicle country and select 'NEXT'.

3. Select 'MANAGE YOUR STANDARD ACCOUNT'.

Satellic 🔎	March 17, 2016 - 12:11	To call the Customer Support, please diel: 00800 - 72835542
	Please enter your username a	nd password
	Enter your username	-
	Enter your password	
	с васк	

52

Re

Access and change my user account data F

D

Complete open OBU return processes

<u></u>

Access my OBU

Satellic Kelcome, corporate February 27, 2017 - 13:29

Access my equip data

END SESSION

4. Enter your username and password and select 'SUBMIT'.

5. Select 'ACCESS MY OBU ACTIONS'.

- Example 2.222

 Example 2.222
- 6. Select 'RETURN MY OBU'.

Satellic	February 12, 2016 - 13:58	To call the Customer Support, please dial: 00800 - 72835542
v	Vhy do you return your On Board Ui	nit?
	Is not used anymore	
	Received in defect state	Other
	Defect	
× ca	NCEL < BACK	

Satellic Ż	February 27, 2017 - 12:39	To call the Customer Support, please dial: 00800 - 72835542
	Why do you return your On Boar	rd Unit?
	Freturn my OBU because	
	< васк	skip >

-

Satellic 🥍	February 12, 2016 - 13:58	To call the Customer Support, please dial: 00800 - 72835542
	THANK YOU!	
	Your reason is duly note	ed!
		NEXT >

7. Provide a reason for return.

8. If you select 'OTHER', type in a reason yourself. Select 'CONFIRM'.

9. Your reason is duly noted. Select 'NEXT'.


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10. Place your OBU in front of the reader to identify it. The OBU has to be turned with the display (front) side facing the RFID reader.

11. Control the OBU identification number (S/N) which can be found on the sticker on the back of the OBU. If the number is OK, click 'CONFIRM'. Else click 'BACK'.

Satelli	Welcome, asdasd March 17, 2016-11:22	To call the Customer Sup 00800 - 728	port, please diat: 835542
	The following bank account is	s registered on your user account hti123454321	
	Refund my deposit on this bank account	Refund my deposit on another bank account	
		You will have to give the occurd details to have your deposit relanded!	

12. Click 'REFUND MY DEPOSIT ON THIS BANK ACCOUNT' if you want to get your refund back on the bank account that is linked to your standard account. Else, click 'REFUND MY DEPOSIT on another bank account and follow the procedure from point "7" on page 58.



13. Place your OBU in the dedicated space and press 'CLOSE DOOR'. Attention! Remove the blister packaging before inserting the OBU.



14. Did you place the OBU in the dedicated space? If you press YES, the door will be closed.

Satelli	C Pebruary 12, 2016 - 13:58	To call the Customer Support, please dia 00800 - 72835542	
	THANK YOU!		
	Your On Board Unit has been retur	med!	
	Please note that we will have to check your OBU before validating its return and reimbursing its deposit and any paid pre-payments.		
	Your deposit will be refunded by bank transfer o account:	n the following	
	it67eghh1354248		
		NEXT >	

15. Your OBU has been returned and the deposit will be refunded on the linked IBAN bank account. Select 'NEXT'.

16. Take your ticket. Select 'END' if you want to return to the welcome screen and 'MAIN MENU' if you want to perform other procedures at the Service Point.

3.4 Access my equipment data

Please follow the procedure from page 35 to 38.

3.5 Access and change my user data

Please follow the procedure from page 52 to 55.

3.6 Complete open return processes

Please follow the procedure from page 56 to 58.

4. The vehicle (LPN) you enter at the Service Point is linked to a post-paid OBU

When this is the case, you can perform the following procedures at the Service Point:

- 4.1 Access your equipment data
- 4.2 Access and change your user data
- 4.3 Decouple your OBU
- 4.4 Return your OBU
- 4.5 Complete open return processes

4.1 Access your equipment data

Please follow the procedure from page 35 to 38.

4.2 Access and change your user data

Please follow the procedure from page 52 to 55.

4.3 Decouple your OBU

Please follow the procedure from page 65 to 69.

4.4 Return your OBU

Please follow the procedure from page 36 to 42, keeping in mind that, since the OBU you are returning is linked to a standard account, no bank account details can be entered or modified during the return procedure!

This means that you can't choose the option 'GIVE MY BANK ACCOUNT DETAILS NOW' and that steps 9. and 10. do not apply! The machine will automatically display the screen described in step 13.

You can modify your bank account details later:

- on the Road User Portal ; or
- by logging in at the Service Point using your username and password and clicking 'Complete open OBU return processes' (see procedure from page 53)

4.5 Complete open return processes

Please follow the procedure from page 56 to 58.

Business Partner Account

You can also let a Satellic Business Partner manage your account. The support offered however differs from partner to partner. Some partners only assist with the registration of your account, whilst others will take care of the whole process from the registration of your account to the coupling of the On Board Unit to your vehicle.

Even when your account is managed by a Satellic Business Partner, you can still perform several procedures at a Service Point:

• Obtain an OBU via a service point account

- Please follow the procedure from page 6 to 27.
- When choosing post-paid, you can select your Business Partner as your payment method. Please note that you cannot select a Business Partner as a payment mean for the OBU deposit.
- Obtain an OBU via your standard account
 - Please follow the procedure from page 59 to 61.
 - When choosing post-paid, you can select your Business Partner as your payment method. Please note that you cannot select a Business Partner as a payment mean for the OBU deposit.
- Top up your OBU (when prepaid)
 - Please follow the procedure from page 24 to 27.
 - Please note that you cannot select a Satellic Business Partner as a payment mean for the top-up.

• Return an OBU

- Please follow the procedure from page 39 to 45.
- When you return your OBU at a Service Point, you can fill in a bank account number. The deposit of the OBU will be refunded on this bank account number when the OBU is returned undamaged.
- Access your equipment data
 - Please follow the procedure from page 35 to 38.
- Access and change your user data
 - Please follow the procedure from page 52 to 55.
- Complete open return processes
 - Please follow the procedure from page 56 to 58.
 - When you return your OBU at a Service Point, you can fill in a bank account number. The deposit of the OBU will be refunded on this bank account number when the OBU is returned in good working order, undamaged and complete i.e. together with the battery, the power cable and the 4 suction cups. See <u>Satellic OBU Deposit Refund</u> <u>Policy</u> for more information.

Broken OBU Process

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When your OBU is broken, please follow the process below:

- 1. Return your broken OBU. Please follow the steps from pages 39 to 45.
- 2. Obtain a new OBU. Please follow the steps from pages 6 to 27.