



# E-TOLL USER GUIDE



NATIONAL  
TOLL PAYMENT  
SERVICES PLC

2015

## HU-GO ELECTRONIC TOLL SYSTEM

In the HU-GO distance-based electronic toll system toll is required to be paid by all cargo vehicles with a maximum permissible gross weight exceeding 3.5 tons on the toll sections of motorways and main routes.

For further information about the unit toll sections of roads, please visit the [www.hu-go.hu](http://www.hu-go.hu) website!

### TOLL CATEGORIES

Environmental classification	Vehicle categories / Road categories					
	Category J2		Category J3		Category J4	
	Expressway	Main Route	Expressway	Main Route	Expressway	Main Route
≥ EURO III.	44.54	18.95	62.49	32.80	91.04	56.78
EURO II.	52.40	22.29	73.52	38.59	113.80	70.98
≤ EURO I.	60.26	25.63	84.55	44.38	136.56	85.18

Valid: from 1 January 2015. Road tolls are gross amounts (HUF/km) inclusive of the VAT.



You can see the detailed, enlargeable map of the expressway and main route system and a complete list of tolled and toll-free road sections subject to toll payment on the [www.hu-go.hu](http://www.hu-go.hu) website under the "Map" menu item.

**Please be sure to check the information regarding the changes before you begin road use.**

### TOLL DECLARATION METHODS

#### Route planning and route ticket purchase options

#### THE HU-GO SYSTEM

is based on self-declaration, which can be done in two ways

BUYING A ROUTE TICKET  
Assumes a pre-specified route

WITH THE USE OF AN  
ON-BOARD UNIT (OBU)

- through the [www.hu-go.hu](http://www.hu-go.hu) website;
- with the help of the route planner (kiosk, tablet or computer) located at the HU-GO POS and customer service points. The POS locations are listed on the [www.hu-go.hu](http://www.hu-go.hu) website under the "Map" menu item.
- through the HU-GO mobile application

**In case of toll declaration with OBU, the on-board unit can be purchased**

- at our customer service offices;
- at our resellers;
- directly from the toll declaration operators.

**Attention!** When purchasing a new OBU, please always register it to one of your registration numbers in the HU-GO system! You can find detailed information about registration on the [www.hu-go.hu](http://www.hu-go.hu) website under the “Useful information” menu item, and the detailed list of toll declaration operators is available under the “On-board Unit” menu item.

## ROAD USE PURCHASE OPTIONS

### Ad-hoc route ticket purchase for non-registered users

- with bank card payment through the [www.hu-go.hu](http://www.hu-go.hu) website, or payment at one of our resellers or customer service offices;
- with route planning at a kiosk, with payment at one of our resellers or customer service offices;
- through the mobile application

### Purchasing road use authorization charging it against the balance of a registered user, which may be accomplished by:

- charging it to a pre-paid balance;
- with retrospective payment (post-paid).

### Ad-hoc route ticket

Ad-hoc route tickets offer a convenient, fast solution for road users who wish to use the Hungarian toll road network only for relatively infrequent trips on a specific route. In this case purchasing road use authorization is carried out without registration in the HU-GO system and can be completed within by providing the data of the vehicle and those required for route tickets. Instant payment for the ticket can be made online with a bank card. VAT-detailed invoice can be requested at the [ugyfel@hu-go.hu](mailto:ugyfel@hu-go.hu) email address.

However, you can choose to print out your route plan created at a POS, and validate and pay for your ticket retrospectively at another POS or at one of our customer service offices. You must pay for your ticket until midnight of the day when you plan your route, but no later than beginning use of the toll section. In this case, a VAT-detailed invoice can be requested at the point where the payment is made. The planned and printed route ticket provides authorization for road use only after it has been paid.

**When specifying the destination, it is important to state, in addition to the name of the city, the detailed address of your destination, with street name and house number. Before you begin using a toll road, please be sure to pay the toll before your journey!**

### Charging your route ticket purchase against a balance

In case of purchasing a route ticket against a balance, the road user must register in the HU-GO system, which can be accomplished simply via the [www.hu-go.hu](http://www.hu-go.hu) web site. After providing basic information (name, contact, contact details, etc.) during registration, a user account is opened offering the following services:

- opening current accounts;
- assigning vehicles to current accounts;
- detailed statements of current account transactions.

Post-paid option is available even to those registered road users who charge their route ticket purchase against their balance, provided they meet the NTPS Plc customer qualification requirements. It is important that you must purchase your authorization before you begin using the toll section in this case also.

### Returning route ticket

Only registered users can return purchased and valid route tickets. Please note that route ticket can only be returned until 24 hours before the term of validity begins!

## **PURCHASING ROUTE TICKETS FOR OVERSIZED AND OVERWEIGHT VEHICLES (SUBJECT TO ROUTE PERMIT)**

From August 2014 it will be possible to prepare HU-GO route plans and to buy route tickets at the 33 monitoring locations of the Hungarian Public Road Nonprofit Plc. The advantage of “one-window” customer service is that all vehicles that are subject to public road management contribution under the overweight and oversized vehicle category can purchase their route permit and road use authorization at one place.

More information regarding the monitoring locations of the Hungarian Public Road Nonprofit Plc can be found at [www.kozut.hu](http://www.kozut.hu).

In the central offices of county directorates and the Hungarian Public Road Nonprofit Plc, it is still only possible to prepare a route plan so, similarly to earlier conditions, you must pay for the route tickets planned at these locations at NTPS’ own sales points, from its resellers, or at its customer service offices.

## **PURCHASING ROAD USE AUTHORIZATION FOR TOWING**

In this case three types of road use authorizations can be purchased:

1. In case of vehicles transported on a platform: The transport vehicle must have road use authorization for the relevant toll category. The vehicle transported on the platform does not have to purchase road use authorization as it is categorised as transported object.
2. In case of lifted towed vehicles: The number of axles of the towed vehicle which are not lifted (i.e. burdening the road network) must added to the number of axles of the towing vehicle.
3. In case of towing with a tow bar: Both the towing and the towed vehicles must have road use authorizations for their respective, relevant categories.

## **INVOICING INFORMATION**

**Invoices are issued based on the sales method according to the following:**

**You will not receive a VAT invoice automatically** if you wish to purchase your route ticket via the [www.hu-go.hu](http://www.hu-go.hu) web site as a non-registered user. If you wish to request a VAT invoice automatically when making a route ticket or online purchase, please make sure to register before buying your ticket! After registration, the system will prepare the accountable tax receipt of your purchases.

**You will receive a traditional (paper based) VAT invoice** if you purchase a route ticket at a POS or a NTPS Plc customer service office or top up your current account. Please be sure to state accordingly at the cash register in each case!

**You will receive an electronic invoice (e-invoice)** if you top up your current account online as a registered user via bank transfer or bank card payment at the [www.hu-go.hu](http://www.hu-go.hu) online customer service office.

More information about invoicing is available on the [www.hu-go.hu](http://www.hu-go.hu) web site under the “General information” main menu, “Methods of invoicing” menu item.

## **ATTENTION! IN ORDER TO AVOID A PENALTY**

### **OBU registration**

After purchasing the on-board unit, it has to be assigned to the vehicle. You can perform the registration in your user account on the website.

At the kiosk only partial registration is possible, and after this, the system sends an activation link to the e-mail address provided, and registration must be finalised by clicking on this link in the user account. Please find a detailed guide about the registration of your on-board unit at the [www.hu-go.hu](http://www.hu-go.hu) website under the “Useful information” menu item.

If you begin using your device without registration, your declaration will be unsuccessful, because the signals sent by the device will not be received by the system, therefore it will result in unauthorized road use.

### **Entering the number of axles**

Always be careful to enter the up-to-date axle number of the vehicle in your user account or with the on-board unit (depending on which Vehicle Toll Category - specifying number of axles - setting method you have selected on the website). With the help of the HU-GO mobile application you can set your axle number simply and easily if no function is available or operating on your OBU. Entering an incorrect number of axles results in a penalty.

### **Entering the correct environmental protection category**

Similarly to the number of axles, it is also very important to determine the environmental category correctly. For vehicles registered in Hungary, section V9 of the registration certificate contains this value.

### **Planning a return route**

Route tickets planned for one route only - by entering only the point of departure and the destination - are not valid for a return trip, i.e. a classic outward and return ticket cannot be purchased.

Technically you can plan a return route if you specify the same city both as starting point and destination and also specify an additional stop in between (e.g.: Budapest-Szolnok-Budapest). Please check the routes suggested by the route planner carefully for both directions, because they might be different, and travel exclusively according to the instructions of the route planner, also considering the validity period, because all other routes qualify as unauthorized road usage.

### **Considering the validity period of the route ticket**

As a user it is important to note that the validity period of ad-hoc route tickets begins immediately after payment. Pre-purchase is only available through the website for registered users.

Registered users can also pre-purchase route tickets. The first day of validity may not be later than the 30th day after the purchase. Pre-purchased tickets shall be valid from 00:00 on the specified date until 24:00 on the following day.

If the time of purchase and the beginning of validity are the same, the ticket shall be valid from the time of purchase until 24:00 on the following calendar day, just like in case of the ad-hoc ticket.

### **Route ticket payment before road use**

If you planned your route on the website, but you did not pay for your route ticket, and you entered the tolled road section, it qualifies as unauthorized road usage, and it results in a penalty.

### **Using the planned route**

If you use a route ticket it is not allowed to diverge from the route on the receipt, even if you wish to enter a road in a lower toll category.

### **Diverging from your planned route in case of detours**

If you have to detour from the previously planned route due to road reconstruction or an accident, you do not have to pay additional toll on the specified detour. Additional toll payment is not required only on the designated detour route.

If you detour from this route and use other toll sections, or if you do not return to the original route at the next available entrance, it qualifies as unauthorized road use.

### **Entering the correct data**

If you buy a route ticket, be careful to enter the registration number and the country code correctly, because if these are different, it will also result in a penalty. It is not possible to correct them subsequently.

## ABOUT FINES

We would like to emphasise that the toll should always be paid before beginning road use. An extensive static and mobile control system is operating over the tolled network, so it is possible to detect almost every unauthorized road user.

Unauthorized road usage results in an administrative fine, the amount of which is shown in the chart below. National Toll Payment Services Plc (NTPS Plc) undertakes control-support activities, and it collects and processes the data necessary for the checks, while imposing penalties and administrative proceedings are undertaken by the police.

Offence according to the Toll Act	Penalty rate by vehicle category		
	Category J2	Category J3	Category J4
Failure to pay toll before beginning road use	HUF 140,000	HUF 150,000	HUF 165,000
Toll declaration made for a lower toll category than the actual toll category	HUF 80,000	HUF 90,000	HUF 110,000
Unauthorized road usage due to breakdown of the on-board unit	HUF 140,000	HUF 150,000	HUF 165,000

Fine rates from 1 September 2013.

## SERVICES AVAILABLE AT OUR CUSTOMER SERVICE OFFICES

### Customer registration and data modification

If you are not a registered user of the e-toll system, our customer service representatives will help you with your online registration, as well as any modification in your entered data.

### Route ticket sales

If you wish to purchase your route ticket through a PC or kiosk located at a customer service office, you can pay for your road use in the method and currency – cash (HUF, €), bank card, fuel card – locally used.

### Balance top-up

You can top up your balance with a bank card, with cash payment (HUF and EUR), and in certain cases with a fuel card, at our customer service offices.

### OBU sales

From January 2014, on-board units are available not only at POS's or directly from the declaration operators but also at customer service offices.

### OBU registration

You can order your on-board unit for your cargo vehicle at the customer service offices that have kiosks.

### Submitting an application for customer qualification for post-paid road use authorization

If you meet the requirements included in the customer qualification procedure, you will be able to pay for your road use retrospectively. You can submit the documents necessary to process the procedure and, in case of positive evaluation, the contract previously negotiated with National Toll Payment Services Plc (NTPS Plc) at one of our customer service offices. Ask for more information in person at our customer service offices or at [postpaid@hu-go.hu](mailto:postpaid@hu-go.hu).

### Acceptance and issuance of application for agricultural exemption

For cargo vehicles operated by agricultural producers whose exempt status is granted by Government Decree 243/2013. (VI. 30.), NTPS Plc provides a special registration whereby free-of-charge route tickets can be obtained.

The special registration can be made with an official certificate issued by the clerk of the municipality with relevance to the place of residence or primary place of business. The free-of-charge route tickets can be obtained through the special registration only for the toll sections specified in the official certificate. Further information is available on the web site.

### KAVOSZ loan procedures

Certificates required for the KAVOSZ loan, which can be applied for as part of the Toll Loan Program, are issued at the customer service offices. You can submit your application for the loan at a KAVOSZ representative office.

## OPENING HOURS OF CUSTOMER SERVICE OFFICES

CITY	LOCATION	MOTORWAY	KM	SIDE OF MOTORWAY*	OPENING HOURS		
					Mon-Tue, Thu-Fri	Wednesday	Sat-Sun
Budapest	rest area (Szilas rest area)	M3	12	right	0-24	0-24	0-24
Budaörs	rest area (Garibaldi u. 1.)	M1/M7	9	right	7-19	7-19	8-16
Miskolc	Pesti u. 88-96.	-	-	-	8-16	10-18	-
Debrecen	Kassai út 27.	-	-	-	8-16	10-18	-
Szolnok	Abonyi út (next to Tesco)	-	-	-	8-16	10-18	-
Gyöngyös	Atkári út 2.	-	-	-	8-16	10-18	-
Nyíregyháza	Debreceni út 256.	-	-	-	8-16	10-18	-
Békéscsaba	Berényi út 93.	-	-	-	8-16	10-18	-
Szeged	Budapesti út 2.	-	-	-	8-16	10-18	-
Pécs	Mohácsi út 16.	-	-	-	8-16	10-18	-
Lajosmizse	rest area	M5	67	right	8-16	10-18	-
Dunaújváros	Venyimi út 8.C	-	-	-	8-16	10-18	-
Székesfehérvár	rest area	M7	59	right	8-16	10-18	-
Lébény	Motorway engineering bureau	M1	142	left	8-16	10-18	-
Veszprém	Budapest út 89.	-	-	-	8-16	10-18	-
Szombathely	Körmendi út 100.	-	-	-	8-16	10-18	-
Eszteregnye	Motorway engineering bureau	M7	219	right	8-16	10-18	-

### Contacts of our own POS at the border

Hegyeshalom	border crossing checkpoint	M1	-	inbound	0-24	0-24	0-24
Rajka	border crossing checkpoint	M15	-	inbound	0-24	0-24	0-24

\*right side: Budapest outbound, left side: Budapest bound

We reserve the right to change details. Find out more information about the opening hours of the offices and other changes at [www.hu-go.hu](http://www.hu-go.hu) or our call center.

## THE HU-GO MOBILE APPLICATION

- The application can be downloaded free of charge to phones with an Android or iOS operating system. More details can be found at the [www.hu-go.hu/Mobile](http://www.hu-go.hu/Mobile) application website.
- In case of ad-hoc route ticket purchase, the vehicle data and the frequently used route can be stored, which can save you time and energy.
- By logging into your existing account, you can purchase route tickets charged to your HU-GO balance quickly and simply.
- You can set your axle number between two journeys even if you cannot do so through your OBU.
- Your registered bank card data can also be saved, so you do not have to enter it each time. OTP Bank is responsible for the security of the credit/debit card data.
- The data of the purchased route ticket can be saved and searched later.



### CONTACT INFORMATION

National Toll Payment Services Plc

Postal address: H-2101 Gödöllő, Pf.: 148

Customer email: [ugyfel@hu-go.hu](mailto:ugyfel@hu-go.hu)

Our Call Center is available in Hungarian 24/7,  
in German on weekdays, and in English every day between 8:00 AM and 4:00 PM:

+36 (36) 587-500

[www.hu-go.hu](http://www.hu-go.hu)