

National Toll Payment Services
Private company limited by shares
General Terms and Conditions
For individual agreements on certain services related to distance-based road
use authorization provided by resellers

Annex 1

Requirements applicable to Points of Sale

The involvement of any Point of Sale in the distribution of road use authorization always requires the Service Provider's approval. For that purpose, as part of the licensing procedure, the Service Provider shall be entitled to request a photograph of the Point of Sale, or carry out a site inspection prior to licensing. To involve a Point of Sale, its accurate GPS coordinates must also be sent to the Service Provider. The Service Provider shall respond within 15 days to any written request submitted to it concerning the inclusion of new Points of Sale in the road use authorization distribution network. The Service Provider shall not be required to justify its decision in its response. In the event of expanding the Reseller sales network following the establishment of the contractual relationship, the Service Provider is entitled to charge a HUF 20,000 + VAT administrative fee per end-point to the Reseller.

In order to maintain and improve the standard of road use authorization distribution, the Service Provider shall be entitled to initiate suspension or exclusion of any Point of Sale, including, based on the findings of site inspections, Points of Sale already in operation, which fail to meet the following minimum requirements:

- the Point of Sale must have an indoor sales area (with the exception of Points of Sale which, due to their nature, have so-called street-front retail windows such as buildings at border crossing points, container offices, kiosks, lottery shops, etc.);
- the building or facility accommodating the Point of Sale must be a fixed structure on solid foundations;
- the building or facility accommodating the Point of Sale must have the licenses required for its operation from all competent authorities;
- the facility must be operated in compliance with environmental laws;
- the Point of Sale must be operated so that environmental pollution is avoided;
- any polluting activity is forbidden;
- the Point of Sale must be registered as the seat or business location of the legal entity or individual contracted for its operation directly or as a third party. The Service Provider shall have the right and means to request the relevant licenses.
- the activity and nature of the Point of Sale must not interfere with the interests of the Service Provider;

- Resellers engaged in the exchange and acceptance of currency shall display, in a manner and location clearly visible for the customer within the Point of Sale, the rates of exchange and acceptance applied, in the same size and manner as the HUF price of the toll per kilometer in each category, as specified in the provision of law in effect. In case of accepting foreign currency in difference from the above provisions or the exchange rate posted, the Service Provider shall enforce a contractual penalty of HUF 100,000 (one hundred thousand Hungarian forints) against the Reseller. Breach of the Reseller's obligations on more than two occasions within a period of 365 days shall be considered a material breach of contract. On and near the building, it is forbidden to display and use an exchange rate or any advertising that is misleading to customers.
- Outside Hungary, sale may take place in the currency of the relevant country, e.g. in EUR (in which the receipt or invoice is issued), provided that the HUF price of the vignettes as specified in the Decree in effect as well as the exchange rate are also displayed in a clearly visible manner.
- The Reseller shall consult the Service Provider regarding any other costs and fees (such as the convenience fee) related to road use authorization charged during sale by the Reseller upon toll sale to End Users. No additional costs shall be charged without the Service Provider's consent on road use authorization which End Users intend to purchase. In the event of personal sale, the reseller shall not be entitled to charge any other extra fees.
- On the territory of Hungary, any reference to the price of road use authorization shall be made in the official and valid Hungarian currency; the price calculated with the EUR exchange rate used by the Reseller may also be displayed in the same size and manner.
- Each Points of Sale within and outside of Hungary selling toll shall be required to ensure the possibility to issue an invoice that is suitable for refunding VAT in Hungary.
- At the entrance of the Points of Sale, the following pictogram, as the Service Provider's intellectual property protected by the trademarks registered under no. 209991 and 209990, shall be displayed in clearly visible locations, e.g. on doors, to indicate that HU-GOs are sold.





- The Service Provider shall inform the Reseller about the available communication materials and the method of their distribution by email. After the 15th day the above notification is made, the Service Provider is entitled to check the existence of the communication materials at the Points of Sale and their availability for end-users in accordance with Annex 2 of GTC.
- After prior consultation, the communication materials are available to the Reseller at the Service Provider's sites and customer service offices. The Reseller shall be responsible for the acceptance, delivery and logistics tasks as well as ensuring continuous availability of such documents at the Points of Sale.
- Points of Sale shall be required to display the communication materials and instruments as well as information sheets and flyers supplied by the Service Provider in places accessible to customers.
- Each Point of Sale must have a copy of the effective Decree and Toll Decree, the Road Toll Act and General Terms and Conditions for End-Users.
- Sellers must be familiar with the Decree, the Toll Decree, the Tolled Sections Decree, the Road Toll Act and the content of any other legal rules required for the provision of the service, the process of the sale of route tickets (Annex 9) and the process of toll balance top-up (Annex 10).
- In accordance with the legislation in force, the seller's copy of the validated toll route tickets and toll balance top-ups must be kept for two years following the end date of the validity period to enable their tracking and presentation in disputed cases.
- All Points of Sale must have a Customer Complaints Book as required by the law.
- The possibility to buy toll must be ensured at all Points of Sale.

The given Point of Sale must sell at least 10 road use authorizations per month, which shall be checked by the Service Provider.

The Service Provider specifically refuses to license the distribution of road use authorization in Points of Sale which:

- indicate mobile vending (e.g. from a caravan or other mobile vehicle), or are accommodated in structures which are unacceptable in terms of quality or appearance (dilapidated, dirty or neglected);
- are operated in a seasonal or periodic scheme rather than on a regular basis;
- are expected to generate poor sales and limited demand owing to their location, which is not a public Point of Sale but established for a unique purpose to serve specific needs.