

Frequently Asked Questions

General

What happens when traffic is diverted in the event of road closure, or if the driver wants to avoid congestion? Can the driver be fined from this point if he leaves the route assigned earlier? Is there some kind of tolerance in such cases?

If you are diverted onto a charged road section, it becomes toll-free and so no penalty is charged on that section. If the driver leaves the route for any other reason, and drives on a charged road section, he can be fined. If he is diverted from a planned and already paid route, the road sections assigned as a relief road become toll-free for the period of the diversion.

Tariffs

How much does road usage cost me?

It depends on the number of axles of your goods motor vehicle, its environmental protection category, the road category (main road or expressway), and the distance covered.

You can find the toll calculator [here>>](#).

Where can I calculate the toll fee amount beforehand?

Use the "Toll Calculator" menu or click [here>>](#).

Public Road Network

What is the total length of charged road sections?

The total length of charged road sections is 6,513 km

How can I know if I am in a charged road network?

As it is set out in the law that all expressways and main roads are toll roads, the traffic signs indicating these roads show that you have arrived at a charged road section.

You can get informed beforehand about charged road sections using the map available in the “Map” menu of the www.hu.go.hu website; it can be said in general, however, that with a few exceptions all main roads and expressways lying outside the M0 ring road and the M31 highway are charged road sections.

On the basis of the relevant decree of the Ministry of National Development, basically all expressways and all 1- and 2-digit main roads that have not been built from European Union subsidies qualify as toll roads.

How can I know which route I am authorised to use?

If you have a route ticket purchased in the Internet, you can print the route provided by the system as the last step of planning and calculation. If you buy your route ticket at a kiosk, the certificate you receive shows the planned route.

As a registered user, besides the above options you can view the route at the www.hu-go.hu website as well.

Vehicles Subject to Toll Payment Obligation

Do I have to pay toll if I use a charged road section with an agricultural vehicle?

Agricultural vehicles and trailers attached to them and slow moving vehicles are not subject to toll payment, as these do not qualify as motor goods vehicles.

Categories

What do the toll categories J2-J3-J4 mean? How can I know which “J” category I belong to?

Your “J” category (vehicle category) can be determined on the basis of the number of axles. If your goods motor vehicle has a maximum weight of more than 3.5 tons, and (including trailers and the number of any drop axles as well) it is a two axle vehicle, it belongs to category J2. If your goods motor vehicle has three axles, it belongs to category J3, and if it has four or more axles, it belongs to category J4.

In the categorisation, the total number of axles of the goods motor vehicle and its trailer is to be taken into account, including the number of any lift axles in specific vehicles, irrespective of whether they touch the ground or not. The road usage fee may be determined based on these categories, as well as the emission level of the vehicle (Euro code), and route distance.

How can I know which environmental protection category I belong to?

This is included in the registration certificate of your goods motor vehicle, with the appropriate number shown in box V9. At the www.hu-go.hu website, in the “Register” option of the “General information” menu, you are expected to provide the Euro code belonging to the number shown in your registration certificate.

The following table may help you match these figures:

| Environmental protection category in registration certificate | Euro code |
|---|-----------|
| 0 | EURO-I |
| 1 | EURO-I |
| 2 | EURO-II |
| 3 | EURO-II |
| 4 | EURO-II |
| 5 | EURO-III |
| 6 | EURO-III |
| 7 | EURO-III |
| 8 | EURO-III |
| 9 | EURO-IV |
| 10 | EURO-IV |
| 11 | EURO-IV |
| 12 | EURO-V |
| 13 | EURO-V |
| 14 | EURO-V |
| 15 | EURO-VI |

Does a vehicle belonging to the D-3 e-vignette category belong to the J3 electronic toll category?

“D” categories do not match “J” categories. The categorisation used in the electronic toll system is based on the number of axles (J2 = two axle, J3 = three axle, J4 = four or more axle goods motor vehicles with a weight of more than 3.5t), while categorisation in the e-vignette system takes place on the basis of the weight of the vehicle only.

Road Usage Rights

How can I become an authorised road user?

You can report road usage by means of a “plug-and-play” or built-in on-board unit, or a prepaid route ticket. For more information, check the “Reporting road use” option of the “General information” menu at the www.hu-go.hu website, or click [here>>](#).

Usage without Registration

Must I register?

Use of the electronic toll system is not tied to registration; however, many convenience functions are available to registered users only (for example multiple reporting methods, reporting road usage by on-board unit).

If you use charged road sections only occasionally, it is no problem if you do not register. You can *purchase a [route ticket>>](#)* as an occasional user as well via the Internet or in-person at customer service offices and at designated points of sale. However, if you are not a registered user you cannot buy route tickets in advance, or redeem unused tickets, and you may not claim a VAT invoice either on a ticket bought over the Internet.

How can I use charged roads if I do not register?

If you do not register, you can only purchase occasional route tickets. In such a case you must give more or less the same data as in the course of registration, only the system will not save these; no virtual current account is created for the user, and if you buy your ticket on the Internet, you may not request a VAT invoice.

Registration Options

I want to register. What documents should I have on hand? Do I need any tool to register?

You do not need tools of any kind to register, unless you want to report your road usage by means of an on-board unit. If you do not yet have such a unit, you can obtain one from toll declaration operators or at points of sale. Upon registration, you are expected to provide the following data:

- identification data: name, e-mail address, password, identification data, billing data – name, billing address, tax number –, telephone number (personal or company), VAT ID, mailing address,
- unique identification number of on-board unit (if you already have one),
- vehicle data: registration plate number, country code, environmental protection category, number of axles, size (weight, length, height, width, axle weight),
- if you already have a contractual relationship with a toll declaration operator, the name of the toll declaration operator and the number of the contract.

Do I get a fleet discount if I register more than one vehicle together?

There is no such discount.

May I use a kiosk to register?

You can register at a kiosk if you have already purchased your on-board unit at a point of sale, and you want to register its identification number. In such a case there is a simplified registration process, which you should supplement and finalise later over the Internet or at the customer service. No full registration is possible at a kiosk, but you can buy an occasional route ticket without registration as well.

I have several trucks, and want to register all of them. How can I do that?

One operator may also have several vehicles under the same user account. So if you have five goods vehicles, you can have all five registered under one single user account.

How can I register?

You can register conveniently using the Internet on your computer from the office or from home, as well as using any mobile device. You can start registration [here>>](#). If you have no Internet access, you can register in-person as well, at any of SMMC’s 20 customer service offices. If you buy an on-board unit at a point of sale before you register, you can also make a preliminary registration at a kiosk terminal with this device, which you are expected to supplement and finalise later via the Internet customer service.

Where is the nearest place to register?

You can register via the Internet anywhere; and you can view a map showing our personal customer relationship points.

| Process (service) available at the given customer relationship point | Customer service offices | Points of sale, retailers | Online Customer Service |
|--|--------------------------|---|-------------------------|
| Registration (pre-pay model) | X | X (you can only register “plug-and-play” on-board units bought at points of sale) | X |

Is there preliminary registration? If yes, from when?

Yes. You can also register before 1 July using the Internet customer service portal or in-person at our customer service offices, the address and contact details.

Is it possible to register fleets?

Yes. After providing his personal data, a user may register more than one goods vehicle.

Approximately how long does the first transaction take if I am a registered user?

It depends on how many vehicles you register and which reporting method you choose.

If you are a non-registered user, buying a route ticket (including route planning), takes you about 3 to 5 minutes each time. After registration, however, in the course of planning the route ticket, you only have to overwrite any changeable vehicle data (for example number of axles due to the attachment of a trailer), as well as to provide your destination, which only takes 1 or 2 minutes per vehicle.

If the vehicle has an on-board unit, you only have to take into account the time requirement of the one-time registration process. You should also take into account the time requirement of the conclusion of the contract with the selected toll declaration operator, and so it is worth getting this dealt with as soon as possible.

Toll Declaration Operators

If I choose to report my road usage with an on-board unit, must I on any case conclude an agreement with a toll declaration operator?

If you buy a “plug-and-play” on-board unit at a retail merchant (retail OBU), you do not have to conclude an agreement with a toll declaration operator. In any other case you must conclude the contract.

If I visit an Agip filling station, how can I buy an on-board unit? Must I tell them the SMMC registration code of the vehicle? Is the on-board unit to be registered at the filling station?

If you want to buy an on-board unit from a retailer, simply take it to the cash desk, buy it, then enter the unique identifier of the device at the kiosk or computer (in which a program similar to the kiosk application runs) installed at the retailer, and provide any further data that are needed so that the on-board unit can be associated with a customer in the HU-GO

system. This does not yet mean full registration; it only ensures that you can use the device you have purchased right away. However, you cannot enter all the data here and so you must complete your registration on another device providing Internet access (for example on your home computer), so that you can access other options as well.

Do I need any kind of device to use charged road sections?

You do not need any device at all, but if you have no on-board unit you must buy a route ticket each time to be entitled to use the road. If you use charged road sections frequently, it is more convenient for you to get an on-board unit. You can buy one at points of sale, or at the premises of toll declaration operators.

I have no on-board unit. How can I get one?

There are two types of on-board units that you can use to report your road usage. The “plug-and-play” on-board unit that is operated from your vehicle’s cigarette lighter can be bought at some points of sale and installed within 10 minutes. A built-in device can be bought from toll declaration operators, and is installed by the experts of the toll declaration operator upon purchase.

We are a foreign company, and have many trucks that go to Hungary on a daily basis. What devices will we need if we want to pay toll automatically starting from 1 July? And where can we get these?

If you go to Hungary on a daily basis, it would be sensible for you to get on-board units. You can buy these devices from toll declaration operators (for a list of service providers, see the www.hu-go.hu) website, at the designated points of sale, or at customer service offices. You can also find the exact locations of the latter on the website. If you should fail to get the required on-board units by 1 July, you can still buy prepaid route tickets at the website after registration.

Payment Methods

How often will I get invoices, statements, balance advice note, etc.?

You get a balance advice note when your balance falls below the limit set in the system, and when your balance reaches zero. In the pre-pay model, as a registered user you will get an invoice any time you top up your balance, as follows:

- if you top up your balance at a retailer, you will get the invoice at the cash desk from the retailer,
- if you top up your balance at SMMC's customer service, you will get the invoice from SMMC,
- if you top up your balance over the Internet, using a VPOS, you will get an e-invoice, which you can find under your user account.

However, this option is available to registered users only.

If you buy an ad hoc route ticket without registration via the Internet, you may not request an invoice; in the case of an in-person purchase, you can ask for an invoice at the customer service or at the cash desk of the retailer similarly to the above.

In the post-pay model, you will get a statement at the end of each settlement period on the fees charged on the routes covered in the relevant period.

Pre-Payment Terms

In the case of a pre-pay account, is there a time constraint within which the topped-up balance may be used?

Yes, your balance may be used within two years of the last topping up.

What is the minimum amount by which a pre-pay account may be topped up?

The minimum amount by which you may top up your balance is HUF 5,000. This concerns each topping up.

May I use my foreign Shell fleet card at Hungarian filling stations to buy a route ticket or to top up my balance?

Balance top ups connected to electronic toll payment and the purchase of route tickets may be made using the instruments of payment that are otherwise accepted at the given point of

sale. So if at a Hungarian Shell station your Shell card has been accepted so far (e.g. for fuel purchase), you will be able to use it now for toll payment as well.

Topping Up Your Pre-Pay Balance

How and where can I top up my balance?

You can top up your balance in person at customer service offices and points of sale, using any of the payment methods available there (e.g. bank card, fuel card or cash). If you top up your balance via the Internet customer service, you can use your bank card for payment.

How can I top up my on-board unit? Each on-board unit has a unique identifier, and is this what I have to provide? Or the registration plate number? Or the SMMC identifier?

If you purchase an on-board unit, you are expected to register using its identifier here at the website, or using the devices installed at the retailer. You will then get an SMMC current account identifier, and it is this identifier that you have to provide when you top up your balance at points of sale or at the website.

Managing Your Pre-Pay Balance

Is it possible to transfer my balance (e.g. if I sell my vehicle), similarly to the e-vignette system, if my account is topped up for a given vehicle?

Each registered customer has an account balance. You can cancel any of the vehicles attached to this balance, or register new ones, and so your account balance may be used for new vehicles as well. Several vehicles may belong to the account of the same customer (for example, you can transfer the balance of an already registered car that you want to sell to another vehicle already owned or newly purchased by you and that is attached to the account). However, it is not possible to transfer a vehicle's balance to the account of another customer (company), and so you may not sell a vehicle and its balance as a „package deal“.

You may not reclaim a topped up and unused balance, and it is not possible to transfer it to the account of another user either.

May I recover any amount topped up to my balance?

It is not possible to reclaim any unused balance.

Points of Sale

Where can I buy road usage rights?

You may purchase a route ticket in the country at any of the 1,700 points of sale or our 20 customer service offices, as well as via the Internet customer service. If you use charged road sections frequently, it is more convenient for you to get an on-board unit. You can buy one at the points of sale that sell on-board units as well, or at the premises identified by the toll declaration operators.

If you have an on-board unit, the only thing you should pay attention to is to have a balance of adequate size in your account whenever you use charged road sections.

Customer Service Offices

Are you planning to increase your sales network?

SMMC is going to ensure an adequate sales coverage so that all customers who are subject to toll payment shall be able to buy their road usage rights. As such, we are not planning to increase our network of 1,700 points of sale for the time being.

EETS

What system is the Hungarian toll collection system according to the EU classification (GNSS/GPS)? Can the toll items applied with regard to the above two systems, or to DSRC, be used here?

The Hungarian toll system is EETS compatible and so toll items were also determined in accordance with EETS requirements. In the EETS domain statement, the toll collection and enforcement process takes place using GNSS (Global Navigation Satellite System) technology.

How could I join the system from abroad as a toll declaration operator?

Please officially contact State Motorway Management Co. Ltd. electronically or by mail. Postal address: Budapest, Váci út 45, e-mail address: ugyfel@autopalya.hu.

Use of On-Board Units

Which already existing “plug-and-play” or built-in toll payment EETS OBU can I use to report my road usage?

The HU-GO toll payment system is EETS compatible and so the technological preconditions are given. However, unless the service providers conclude cooperation agreements with State Motorway Management Co. Ltd. as a toll collector, you may not use their equipment for road usage reporting and toll payment. As the contractual and statutory conditions are not likely to exist as of 1 July, you may not use EETS OBU equipment to fulfil your reporting obligation. Hence, if you have EETS equipment only, you must choose a fleet monitoring (telematics) service provider which has a contractual relationship with SMMC. You can read further useful information at this website (www.hu-go.hu), where you can find the list of contracted service providers on this website.

May I use my EETS OBU in the Hungarian system?

Unfortunately not for the time being. The system is EETS compatible; however, it is a precondition for EETS OBU usage that your EETS service provider must conclude an agreement with SMMC as a toll collector. Currently none of EETS service providers has a valid agreement with SMMC.

Purchasing route ticket

What is a route ticket?

When purchasing a route ticket, you buy the right to use specific charged road sections identified by yourself. Both registered and unregistered users may buy route tickets at HU-GO's Internet customer service portal, in SMMC's customer service offices and at the designated points of sale.

Will the various options for buying route tickets (e.g. kiosks, Internet) remain in the long term, or is this a temporary solution, and only the virtual method will remain in the long term?

According to the current plans, route tickets and the options for buying them will remain in the future as well, and in fact other convenience services will also be introduced.

May I buy return route tickets as well?

No, as the ticket relates to one specific direction only. In the course of route planning, you may assign a specific town or city only once.

If I plan my route via the HU-GO website, may I print the same certificate as is printed by a kiosk? And if so, may I take it to a filling station, and pay the toll fee for my planned route in the same way?

Yes. However, if you get a route ticket without registration, you have to make payment within 24 hours after route planning, otherwise your ticket becomes out of date.

May I redeem my route ticket?

If you have purchased a ticket as a registered user, you may redeem the same prior to the start of validity. In such a case the price of the route ticket will be credited to your account. If you are an unregistered user, you cannot redeem your route ticket.

May I buy a ticket for someone else?

As a registered user you may not buy a route ticket for anyone else, because to do so you need the user name and password necessary to log in to the user profile.

As an unregistered user you may do so, but it is risky, as if the data are provided incorrectly, the vehicle will qualify as an unauthorised road user, and a fine will be levied. In such a case you may not plead that your ticket has been bought by someone else.

Where can I buy a route ticket?

Using the Internet, you can buy one everywhere, or in-person at points of sale, or in the customer service offices of SMMC. *Map>>*

Does the period of validity of a purchasing route ticket start as of the relevant calendar day, or from a specific time of the day? When does the period of validity end?

Registered customers may also buy route tickets against their balances 30 days in advance. In such case the period of validity will start at 00:00 on the designated calendar day, and will

end at 24:00 on the next calendar day. The route tickets of unregistered customers will be valid from the moment of payment until midnight on the next day.

What happens if my client changes the transportation route? How can I change my route?

- If you have an on-board unit, you need not do anything.
- If you have purchased route ticket, you have two options to choose from:
 - If you are a registered user, you may redeem your ticket 24 hours before the start of validity at the latest.
 - If you have started road usage, you will have to buy a new route ticket for any sections that are not covered by the original ticket!

Declaration Via Toll Declaration Operators

Does everyone who is liable to pay toll, and wants to pay toll via an on-board unit, have to register at the HU-GO website? Do you get a unique identifier for each vehicle after registration?

Registration is mandatory if you make your toll declarations by means of an on-board unit. You may register at points of sale (by entering the identification number of the “plug-and-play” on-board unit bought at a retail merchant), at SMMC’s customer service offices, or via the www.hu-go.hu website. As regards the second question, the answer is no, as you get one identifier for each current account, and several registration plate numbers (i.e. vehicles) may belong to each current account. However, you may break down your current account into sub-balances, and these may be attached to registration plate numbers.

The on-board units of which toll declaration operators can I buy at the different points of sale?

The choice of on-board units that you can buy at the different points of sale may vary. Ask at the point of sale nearest to you which company’s on-board units they sell.

In the information memorandum you write that “and an agreement should be concluded with a toll declaration operator”. Does this sentence concern the retailer who sells me the device, or me?

This sentence concerns you. You should conclude two agreements:

- One with a toll declaration operator, so that you can make your toll declarations via the on-board unit.

- The other one with SMMC, so that you can pay your toll fee. This later agreement is concluded right away in the course of the registration by your acceptance of the General Terms and Conditions.

May I use someone else's on-board unit?

No: each on-board unit is associated with a specific registration plate number.

If, for example, you sell your vehicle, and wish to use the old device in a new vehicle, you must notify your toll declaration operator, and also change at the www.hu-go.hu website the vehicle data that you have provided upon registration.

How does an on-board unit work?

If you need detailed information about the operation of your device, contact your toll declaration operator. Essentially, these devices send the GPS coordinates of the vehicle to the IT system of the toll declaration operator via a mobile Internet connection. On the basis of the information so received, the toll declaration operator will make the declaration towards the bound toll service provider (SMMC).

Where can I buy an on-board unit?

To use an on-board unit, you have to conclude an agreement with one of the toll declaration operators listed in the website. You can do so in person, by buying any of the devices displayed at the different points of sale, and topping up its balance. You can find the list of points of sale selling on-board units as well.

How is an on-board unit used?

The device is ready for use once it is connected to your vehicle's cigarette lighter; after that you only have to take care that there is sufficient financial coverage in your toll account. You can check your balance by entering the www.hu-go.hu website.

Our company provides fleet monitoring (telematics) services for heavy commercial vehicles. We have many Hungarian customers, and so we would also like to function as a toll declaration operator in the e-toll (HU-GO) system. What are the preconditions for this?

The first step you should take is to register in the form of a letter sent to the e-mail address kommunikacio@autopalya.hu, in which you should provide your company's name and contact details. After you have received a response, you can receive the documentation containing the acceptance criteria for toll declaration operators at SMMC's headquarters (1134, Budapest, Váci út 45/B), subject to the signature of a confidentiality statement.

How can I install an on-board unit?

There are two types of on-board units available.

1. The build-in on-board unit can be bought at a toll declaration operator, and it is built into the vehicle at the premises by the experts of the toll declaration operator (you can find contact details and build-in options in the website).
2. If you have a "plug-and-play" device bought at a point of sale of SMMC, you can simply activate it after topping up your balance and carrying out a simplified registration on the spot (this registration is to be completed and finalised subsequently via the Internet or personal customer service). The device can be operated from your vehicle's cigarette lighter, and its installation only takes 10 minutes.

Changes in the Number of Axles

What happens if my number of axles changes along the way?

You cannot provide a different number of axles for different road sections under the same route ticket. However, if the number of axles changes for a specific road section, you have to buy a new route ticket for that section after the change in the number of axles. If you declare your road usage by means of an on-board unit, you should modify axle data after the attachment of the trailer via the (www.hu-go.hu) Internet customer service.

May I modify the number of axles via the telephone customer service?

No.

Does it qualify as a change in the number of axles if one of my axles has not touched the ground so far, but now it does?

No: as you must provide the number of axles according to the total number of axles on the vehicle, irrespective of whether the wheels touch the ground or not.

Reporting Failures

What happens if a kiosk is out of order? Where can I report it? Can I continue on my way?

If you do not have a valid road usage right, you must not use charged road sections, and so in such a situation it is your responsibility to buy a route ticket in some other way (e.g. you can ask a colleague in your company to buy a route ticket for your vehicle through the online surface of the HU-GO system, or you can also buy a route ticket yourself with a smartphone).

If a kiosk is out of order, it will be known at the headquarters (there is a monitoring system), and so you need not report failures.

Transactions Connected to the HD System

May it occur that the sales system stops?

Naturally, as with every system, the possibility of an incidental system failure may not be ruled out; however, in the course of the development of the system, every effort was taken to reduce this chance to the minimum.

Imposing Fines

What is the amount of the fine?

Fine amounts starting from 1 July 2013:

| Breaches under the E-Toll Act | Amount of fine per vehicle category (HUF) | | |
|--|---|--------|---------|
| | J2 | J3 | J4 |
| Non-payment of toll prior to starting road usage | 80,000 | 90,000 | 110,000 |
| The declaration concerns a toll category lower than the actual toll category | 80,000 | 90,000 | 110,000 |
| Unauthorised road usage due to failure of on-board unit | 80,000 | 90,000 | 110,000 |

Fine amounts starting from 1 September 2013:

| Breaches under the E-Toll Act | Amount of fine per vehicle category (HUF) | | |
|--|---|---------|---------|
| | J2 | J3 | J4 |
| Non-payment of toll prior to starting road usage | 140,000 | 150,000 | 165,000 |
| The declaration concerns a toll category lower than the actual toll category | 80,000 | 90,000 | 110,000 |
| Unauthorised road usage due to failure of on-board unit | 140,000 | 150,000 | 165,000 |

Is there a grace period?

Yes, the amount of the fine is lower until 1 September 2013.

Can I ask for the fine to be reduced or waived?

No. You may file a complaint with the police if, in your opinion, the fine was levied unjustly.

Surveillance

By video surveillance, does it mean the ARH Zrt. cameras operating currently, which are to be invested with new functions? Or are new devices to be installed?

New devices will be installed, which meet the enforcement requirements set out in EETS (European Electronic Toll Service) standards.

How many mobile enforcement units will there be? Will only SMMC's vehicles fulfil enforcement tasks, or is the police also going to be involved?

There will be 45 cars on behalf of SMMC and 60 on behalf of the National Police Headquarters to fulfil mobile enforcement tasks.

Apart from on expressways, by what methods will enforcement take place? Will you rely on the mobile units, or will gates be installed there as well?

We are going to have fixed enforcement sites on main roads as well, the number of which will be 74 in total, including the units installed on expressways. Apart from this, there are going to be 45 mobile enforcement cars as well to facilitate enforcement.

Questions Connected to the Website

May I save my documents in the website?

Yes; if you register the system will save all routes you use (“favourites”), as well as all invoices, under your user account.