

FREQUENTLY ASKED QUESTIONS AND ANSWERS

When will the current viaTOLL system change to e-TOLL?

The Polish Ministry of Finance recently suggested an amendment to relevant legislation (the updated Act on Toll Roads in Poland and the National Roads Fund), whereby the transition period from the current viaTOLL system to the new e-TOLL system will be extended by 3 months, such that both systems will function in parallel until September 30th 2021.

Is the new e-TOLL system based on satellite technology?

Yes. The new e-TOLL system is an innovative solution based on satellite technology, unlike the existing viaTOLL system, which is based on microwave (short-range) technology.

Which vehicles will be subject to toll in the new system?

All vehicles with a weight of 3,5 t and above, as well as buses, using the toll roads network, irrespective of their total weight, will be obliged to subscribe to the new e-TOLL system. Also, passenger cars with a trailer might be under the obligation to pay tolls in case the total weight exceeds 3,5 t. Vehicles, used in agriculture will be exempt from tolls.

Which roads will be subject to tolls in the new e-TOLL system?

According to published information e-TOLL will apply on the same road network as the current viaTOLL system.

Will the new e-TOLL system apply also on the concessionaire motorways (A2, A4, A1)?

No, the private (concessionaire) motorways are not part of the national road charging system – neither in viaTOLL, nor in e-TOLL. Customers can still use their Shell Cards, to settle the toll charges on the A1, A2, and A4 motorways. Additionally, in the case of A4 (Kraków-Katowice) customers can also use a Telepass device.

Do I need to return my viaTOLL devices?

Yes, but not before completing your registration in the new **e-TOLL system**. There is no rush to do it before July. In fact, viaTOLL devices will remain in use until end September 2021. We recommend that you get ready to move to the new system by end August/early September. Once set for the new e-TOLL system, you can return your viaTOLL devices in one of the dedicated Distribution Points (for pre-paid contracts) and Customer Service Centers (for post-pay contracts) – for details on the applicable procedure check at www.viatoll.pl/en/trucks/customer-service/return-of-viabox. Do not forget to claim the 120 PLN deposit.

To claim deposits or unused prepaid amounts before Sept 30th 2021, customers can also send a written instruction to the following e-mail address: info@viatoll.pl or a mail to the correspondence address of the viaTOLL System: PO Box 528, Poznań 9, 60-967 Poznań, Poland.

After Sept 30th the relevant addresses will be: kontakt@etoll.gov.pl



What will be required from users of the new e-TOLL system?

Users will be required to **register on the website of the new e-TOLL system** (per authorities' communication, the site etoll.gov.pl should be available in the first half of May); then, they will need to choose from one of the following options (until an EETS solution is in place): **OBU** (On Board Unit), **ELD** (External Localization Device), or the free **e-TOLL mobile app**. Shell is also working on its solutions – EETS and/or payment with Shell Cards – to support its customers.

Will I be able to settle tolls, using my Shell account, as I do currently with viaTOLL?

Absolutely yes. Shell plans to offer the settlement, foreseen for **Fleet Card** Issuers. Settlement will be also possible through the **Shell EETS solution**, as soon as authorities enable the EETS Service in Poland.

How can I enable the activation of my Shell Card as my chosen means of payment?

You have to select the Shell Card as your preferred means of payment for e-TOLL. This will allow you to settle your due amounts, either in pre-pay or post-pay mode.

How does the settlement in the new e-TOLL system look like?

Toll settlement will be based on the **geolocalization data**, which will be transferred by the users to the Electronic Toll Collection System, managed by the National Tax Administration.

How does the e-TOLL app work?

The e-TOLL app will be available via Google Play or the Apple Store. It will require one of the following mobile platforms: Android (min. 6.0, recommended 11+) and Apple (13+). The road user will have to activate the e-TOLL app before starting to drive on toll roads and switch it off at the end of his journey.

What to do in case there is no GPS signal, or the phone is out of power?

If the data transmission is interrupted for more than 15 minutes – e.g., due to loss of GPS signal or loss of power, the driver should leave the toll road on the first possible exit. Failing to do so, he risks **a fine** in the amount of **1,500 PLN** (for HGV's).

Are the vehicle VIN number and the trailer registration number required during the registration process?

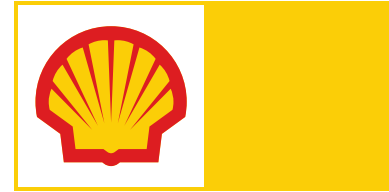
No. KAS decided that the vehicle VIN number and the trailer registration number will not be required. A simplified registration procedure is foreseen in the amended Tolloed Motorways Act. Important to note that the new e-TOLL system can be used to monitor the transport of heavy goods in the **SENT system**.

How long will registration data be kept in the system?

User/Vehicle registration data will be kept in the KAS central system for **36 months**.

How long will geolocation data be kept in the system?

Geolocation data, required for the calculation of due toll amounts, will be kept for a period of **9 months**.



I am already registered in the viaTOLL system, do I need to register again?

Yes. You do not have to sign a new agreement however, the new e-TOLL system requires **the mandatory registration** of all users.

Who is responsible for the fleet card integration in the new e-TOLL system?

The Polcam/Hilltech Consortium has been appointed by KAS to ensure the integration of Fleet Card Issuers in the new e-TOLL system.

Who is responsible to provide OBU's to the market?

In the current viaTOLL system the OBU belongs to the system operator, Kapsch. In the new e-TOLL system the responsibility to provide OBUs will be with KAS-approved independent service providers.

Can Shell recommend an OBU supplier?

Shell can only recommend one of the EETS Service Providers' solutions our customers already use elsewhere in Europe.

Would it be possible to purchase one of the national suppliers' OBUs with the Shell Card?

No! National Service Providers' OBUs will not be for purchase with the Shell Card. EETS OBUs will be available and integrated with the Shell Card, there will be no need to buy the EETS OBUs.

Important!

KAS is planning to complete the accreditation of all major EETS Providers, as soon as possible. The extension of the transition period from viaTOLL to e-TOLL until **end September 2021** should allow our Teams to offer the choice of an EETS solution, next to the other options, foreseen by Polish authorities. We will make sure that your company can get ready for the introduction of the new e-TOLL system in Poland as smoothly as possible.