



OMV



**OMV SmartPass
HANDBOOK**

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OMV SmartPass with Telepass SAT K1
(Current device available for ordering)



OMV SmartPass with Telepass SAT Arianna2
(Previous device - not available for ordering anymore)

INTRODUCTION

OMV SmartPass

OMV SmartPass service is designed for you as an OMV Card customer to help your heavy vehicles fleet in settling toll payment in a simple way throughout Europe. The service is provided in cooperation with OMV's toll service partners, Telepass and Consorzio Italia Negometal.

 OMV produces and markets oil and gas, as well as chemical products and solutions in a responsible way and develops innovative solutions for a circular economy. OMV operates filling station networks in eight European countries and issues OMV Card with ROUTEX function, which can be used at OMV, Petrom and Avanti filling stations, as well as in the ROUTEX network throughout Europe with over 21,000 filling stations in 35 countries. OMV Card customers also get extra services like the OMV Fleet Online Services, value added services, including toll payment all around Europe, VAT refund and many others.

 Telepass, based in Italy, is a leader in integrated mobility services and aims to create an integrated system of urban and extra-urban mobility services. Telepass is a mobility pioneer committed to facilitating the freedom of movement of people, expanding its offer, investing in cutting-edge startups and ensuring access to its services in Europe.

 Consorzio Italia Negometal provides transport related services in Italy and, along with Telepass, OMV's partner for the Italian toll service of OMV SmartPass.

We prepared this document for you with the most important information about the OMV SmartPass service to ensure smooth toll payment for your fleet with OMV SmartPass device(s).

SERVICE OVERVIEW

Toll payment with OMV SmartPass device can be ensured for vehicles:



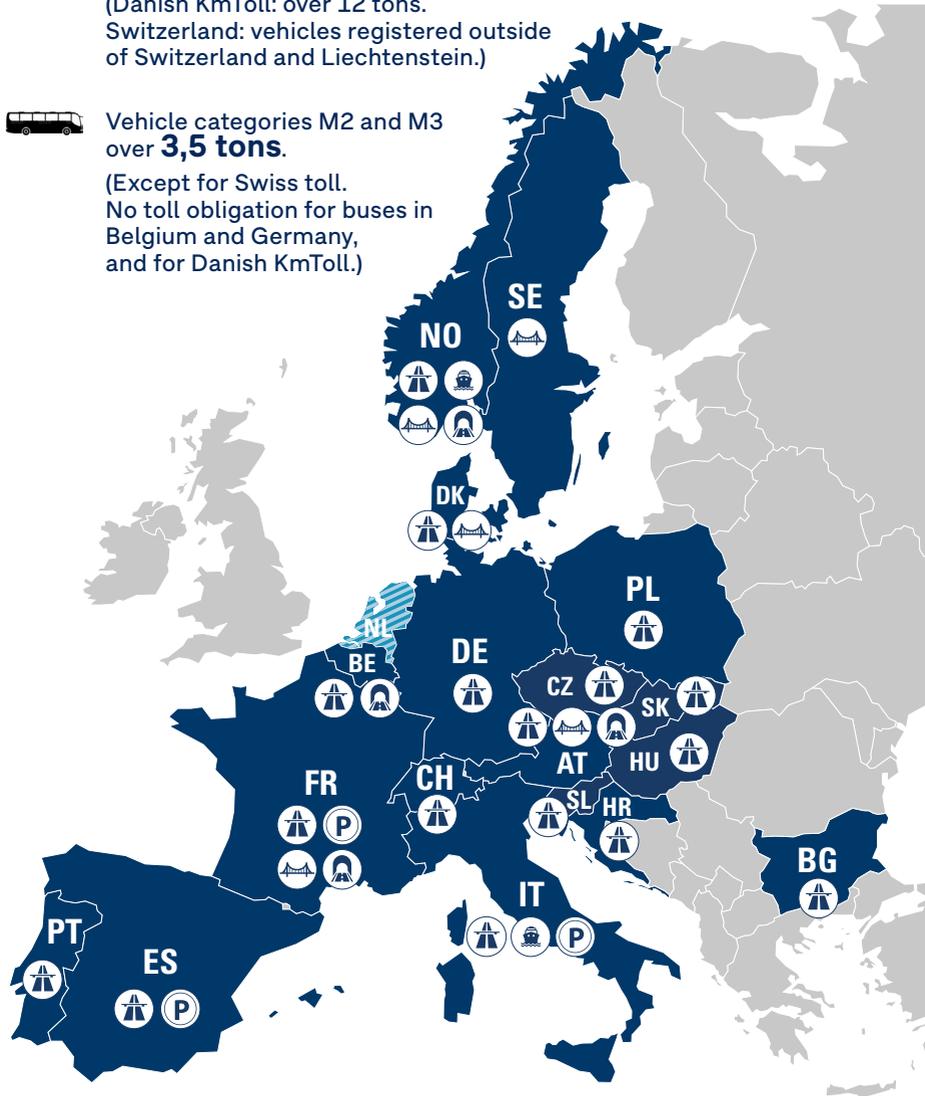
Vehicle categories N2 and N3 over **3,5 tons**.

(Danish KmToll: over 12 tons.
Switzerland: vehicles registered outside of Switzerland and Liechtenstein.)



Vehicle categories M2 and M3 over **3,5 tons**.

(Except for Swiss toll.
No toll obligation for buses in Belgium and Germany, and for Danish KmToll.)



Road Toll
 Ferry
 Bridge
 Tunnel
 Parking
 Under preparations

SERVICE OVERVIEW

Austria	Road toll	Road toll (countrywide)	Incl. section toll segments: A9 Gleinalm or Bosruck Tunnel A10 Tauern Tunnel A11 Karawanken Tunnel A12 Lower Inn Valley route A13 Brenner motorway S16 expressway Arlberg Tunnel
	Bridge	Europabrücke (Europa Bridge)	Incl. in Austrian toll network
Belgium	Road toll	Road toll (countrywide)	Only with French toll network
	Tunnel	Liefkenshoek tunnel	
Bulgaria	Road toll	Road toll (countrywide)	
Croatia	Road toll	Road toll (network of HAC)	A1 Zagreb - Split - Dubrovnik motorway A3 Bregana - Zagreb - Lipovac motorway A4 Zagreb - Goričan motorway A5 Beli Manastir - Osijek - Bosnia and Herzegovina motorway A6 Rijeka - Zagreb motorway A7 Rupa - Križišće motorway A10 Ploče - Bosnia and Herzegovina border A11 Zagreb - Sisak motorway D425 Ploče - Karamatići
Czech Republic	Road toll	Road toll (countrywide)	
Denmark	Road toll	Road toll (countrywide KmToll)	Incl. in Scandinavian network Incl. in Scandinavian network Incl. in Scandinavian network
	Bridge	Øresund (between Denmark-Sweden)	
	Bridge	Storebælt (Great Belt Bridge)	
	Ferry	As per easygo.com	
France	Road toll	Road toll (countrywide)	Incl. in French toll network Incl. in French toll network
	Bridge	Millau Viaduct	
	Bridge	Pont de Tancarville (Tancarville Bridge)	
	Bridge	Pont de Normandie (Normandy Bridge)	
	Bridge	Pont de l'île de ré (l'île de ré Bridge)	
	Tunnel	Tunnel du Puymorens	
	Tunnel	Boulevard périphérique de Lyon (Lyon ring road)	
	Parking	Dunkerque Security Truckstop (Craywick)	
	Parking	Eurotunnel Calais (Coquelles)	
	Parking	Truck Etape Valenc Tev (La Sentinelle)	
	Parking	Truck Etape Béziers (Vendres)	
	Parking	RUNGIS (Chevilly Larue)	
	Parking	CCI DEUX-SEVRES / SecuriTpark (junction of motorways A10/A83)	
	Parking	DELTA PARK - Dourges	
	Parking	Relais de Barbezieux (Barbezieux Saint Hilaire)	
	Parking	Calais Truck Stop (Marck)	
	Parking	MIN de Toulouse (Marché des professionnels)	
Parking	TIP Secure Truck Parking Isoparc Sorigny		
Germany	Road toll	Road toll (countrywide)	

SERVICE OVERVIEW (cont.)

Hungary	Road toll	Road toll (countrywide)	
Italy	Road toll	Road toll (countrywide)	Only with one other network
	Ferry	Villa San Giovanni - Messina (Caronte)	Incl. in Italian toll network
	Parking	Autoport Sadobre (Autostrada A22 Brennero-Modena, KM 24)	Incl. in Italian toll network
	Parking	ADR MOBILITY S.R.L. Parcheggio - Aeroporto Fiumicino Cargo Truck	Incl. in Italian toll network
	Parking	DOCKS CONSORZIO COMO SRL - Parking - Centro Tir Montano Lucino e Lario Tir	Incl. in Italian toll network
	Parking	AUTOSTRADA DEL BRENNERO SPA Parking - Trento Nord	Incl. in Italian toll network
	Parking	Parcheggio San Donato (Milano)	Incl. in Italian toll network
	Parking	Parcheggio - St. Josef (Merano, BZ)	Incl. in Italian toll network
Norway	Road toll	Road toll (countrywide)	Incl. in Scandinavian network
	Ferry	As per easygo.com	Incl. in Scandinavian network
	Tunnel	As per easygo.com	Incl. in Scandinavian network
Poland	Road toll	Road toll (countrywide e-Toll)	Except private highways
	Road toll	Road toll (section between Katowice-Krakow of highway A4)	Only with one other network
Portugal	Road toll	Road toll (countrywide)	Only with Spanish toll network
	Bridge	Ponte 25 de Abril (25th of April Bridge)	Only with Spanish toll network
	Bridge	Ponte Vasco da Gama (Vasco da Gama Bridge)	Only with Spanish toll network
Slovakia	Road toll	Road toll (countrywide)	
Slovenia	Road toll	Road toll (countrywide)	
Spain	Road toll	Road toll (countrywide)	
	Parking	Truck Park Montseny (Autopista del Mediterráneo)	Incl. in Spanish toll network
	Parking	Truck Park Porta Barcelona (AP-7)	Incl. in Spanish toll network
	Parking	mowiz TRUCK Astigarraga (Gipuzkoa)	Incl. in Spanish toll network
	Parking	mowiz TRUCK Oiartzun (Gipuzkoa)	Incl. in Spanish toll network
	Parking	mowiz TRUCK Puerto de Almería	Incl. in Spanish toll network
	Parking	mowiz TRUCK Fuente de San Luis (Valencia)	Incl. in Spanish toll network
	Parking	mowiz TRUCK Manises (Manises, Valencia)	Incl. in Spanish toll network
	Parking	mowiz TruckPark Manises (Madrid)	Incl. in Spanish toll network
Sweden	Bridge	Øresund (between Denmark-Sweden)	Incl. in Scandinavian network
Switzerland	Road toll	Road toll (countrywide)	

DOCUMENTS

Documents governing the contractual aspects of the OMV SmartPass service:



- General Terms and Conditions for OMV Cards with ROUTEX Function
- International services and surcharges
- OMV SmartPass Application form
- OMV SmartPass Terms&Conditions, including annexes:
 - Order Form
 - General information notice on personal data processing, provided by the Data Controller
 - Other annexes, which contain the specific Terms&Conditions of the individual toll networks
- Application for CONSORZIO membership for Italian toll (Domanda di Adesione)

Documents of the OMV SmartPass device:



- Quick guide
- Installation Manual
- User Manual
- Mandatory instructions for travel in Belgium (Viapass service)
- Vehicle Declaration for Austrian and Scandinavian toll

OMV SmartPass Handbook: the present document containing the key information about the service and related operational processes.

ORDERING

HOW TO ORDER DEVICES & REQUEST ACTIVATION OF TOLL NETWORKS?



- ☑ Devices can be ordered and toll networks can be activated for your vehicles by filling in the **order form** (Excel table) and sending to OMV Customer Support.
- ☑ Please, pay special attention to the **preciseness of the data** provided (incl. the special characters of the license plate number) and make sure that data in the Vehicle registration certificate match with the data inserted in the order form.
- ☑ The on-board units ordered will be **linked to the license plate numbers** and associated to your **OMV cards** as you specify them in the order form.
- ☑ Along with the order form, the **scanned copy** of the following **documents** shall be also sent to OMV: vehicle registration document and other documents that prove the data needed for the registration (e.g. COC - certificate of conformity, CIF - Customer Information File, manufacturers' plate, CEMT document).
- ☑ After ordering you can consult the **status of the OBU delivery** at the Truck Portal.
- ☑ Customers subscribing for **Italian toll** shall become members of CONSORZIO Italia Negometal (shortly "CONSORZIO") – see the required documents/data below. Members of the CONSORZIO will be entitled for yearly rebates upon their Italian toll turnover. Rebates are available only for companies established within the European Union or in Great Britain, Iceland, Liechtenstein, Norway or Switzerland – see further details under section Invoicing and Pricing.
- ☑ Should you activate **additional networks** for your existing **OMV SmartPass device(s)**, please, contact OMV. In this case additional networks will be activated via an over the air update.
- ☑ **The OMV SmartPass device can be used for toll payment in the requested network(s) only once the activation has been confirmed by OMV.**

WHAT ELSE SHALL I PROVIDE WHEN SUBSCRIBING FOR ITALIAN TOLL?



- ☑ Signed **application for membership** (document "Domanda di Adesione"). The hard copy of the signed "Domanda di Adesione" shall be posted to OMV or to Consorzio Italia Negometal (address: 6 Chemin de Jorlis, Immeuble Le Bel Rive, 64600 Anglet, France) within 2 weeks after signing.
- ☑ **Certificate of incorporation** of the company.
- ☑ **Community license** (i.e. EU or EC license of transport companies).
- ☑ Copy of the **vehicle documentation** (scanned version, one by one per vehicle with the plate number being the title of the file).
- ☑ For vehicles in leasing or rented the copies of the contract for each vehicle shall be provided.
- ☑ Copy of the identity card of the legal representative of the company.

WHAT ELSE TO CONSIDER FOR THE TOLL NETWORK ACTIVATIONS?



- ☑ The **Italian toll network** can only be activated with at least one other network.
- ☑ Enablement of the **French toll network** shall imply the automatic enablement of the **Belgian Liefkenshoek tunnel** too.
- ☑ The **Spanish toll network** can be enabled with or without the **Portuguese network**. However, the Portuguese network cannot be enabled on its own, only with the Spanish network.
- ☑ The **highway A4 between Katowice and Krakow** in Poland can only be activated with at least one other network.
- ☑ The activation of the **Swiss toll network** must be done before the vehicle enters Switzerland otherwise the vehicle is not allowed to enter and is blocked at the entry barriers.
- ☑ The **Bulgarian toll network** can only be activated, if the vehicle's license plate number is not assigned to any other OBU, which is activated for the Bulgarian toll network. Should you have other device for the vehicle activated for Bulgarian network, please, contact your OBU supplier and request its deregistration from Bulgaria.

WHAT TO CONSIDER FOR THE TOLL NETWORK ACTIVATIONS IN CASE OF OBU ALREADY IN USE?



- ☑ During the toll network activation, the OBU must be switched on at least for 15 minutes in a country of the European Union (or in Switzerland) in an area with good mobile network coverage in order to get the update remotely.
- ☑ The activation of the service may take 24 hours to come into force for the following countries: Czech Republic, Poland, Slovakia.
- ☑ The activation of the service may take 48 hours to come into force for the following countries: Austria, Croatia, Hungary, Slovenia, Scandinavia.

INSTALLATION

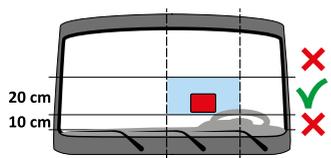
The following **documents** will be provided for your OMV SmartPass device and must be followed to install and use the device safely:



- Quick guide
- Installation Manual
- User Manual
- Mandatory instructions for travel in Belgium (Viapass service)

Please, make sure that users of the devices (vehicle drivers) will get these documents and comply with their instructions.

INSTALLATION



The device can only be installed in the position indicated in the Installation Instruction. OMV SmartPass with Telepass SAT Arianna2: It is recommended to install the unit **permanently** by connecting it to the vehicle's electric system (fixed installation) by a specialized workshop. The device shall never be connected to a USB port, as this could jeopardize its operations and may result in fines.

SAT K1 INSTALLATION



SAT K1 requires permanent installation. Please, follow the instructions as described in the OBU's Installation manual. The installer shall verify the correct connection of the smart connection device (IPS 2.0, see the picture showing it with green LED that indicates correct connection), as well as the device's connection to the power supply as per the Installation Manual.

The installation of Telepass SAT K1 OBUs, which are not supplied with smart connection device, can be verified by the online Self Test Tool. How to use it:



1. Go to <https://self-test-tool.telepass.com>
2. If you are already registered, enter your mobile number and PIN.
3. If you are not registered yet, enter your mobile number and follow the wizard.

4. You may download the manual and watch the video describing how to install and monitor the device. The SAT K1 installation video is also available thru omv.com/en/omv-smartpass-documents under Useful Links.
5. Follow the wizard to install the device, enter the serial number of the device ("SN", 15 digits, starting with 00059...) and the license plate number of the vehicle: the device is automatically configured.
6. The Self Test Tool will show the status of the installation, which can be positive or negative as per the pictures below.
7. If the installation of the device is incorrect, the OBU will not be activated and cannot be used for toll collection. In this case, please, cancel the installation, recheck the installation manual and the video guide and start it again.
8. It is also recommended to verify the connections of the 3 cables in the respective fuses with a multimeter. It shall provide the following results:
 - Power (red cable) and earth (black cable) → should measure approximately 24V.
 - Ignition (yellow cable) and earth when the vehicle is switched off → should measure approximately 0V.
 - Ignition (yellow cable) and earth when the vehicle is switched on → should measure approximately 24V.

Installation of a NEW device

OBU ID: 000590

License Plate:

Verification

The device works properly

Installation complete



Installation of a NEW device

OBU ID: 000590

License Plate:

Verification

Key signal not present



Check the electrical connection of the key signal.

Repeat the status OBU verification by clicking on "repeat" button.

If is not possible to stop the verification please click on "Stop Installation".

ATTENTION POINTS

A device can **only be used in the vehicle for which it was supplied.**

In the same vehicle no other device with the same toll network activation can be used, since it can cause interference between devices resulting in malfunctioning or double transit charges.

Please, make sure that vehicle data in the **Vehicle** menu of the device match the real data of the vehicle.

USAGE

The device performs electronic toll payment when passing through dedicated lanes, with detection gates or by means of satellite localization systems:



- ☑ Where the **radio system** is used (e.g. Austria, Croatia, France, Italy, Slovenia, Spain, Portugal), the passage is detected by antennas placed in dedicated lanes, or on gates positioned in various points of the road network. While passing through a gate, sound signal (and messages on the screen in case of Telepass SAT Arianna2 device) indicate the device is functioning correctly.
- ☑ Where a **satellite service** is active (e.g. Belgium, Bulgaria, Czech Republic, Germany, Hungary, Poland, Slovakia, Switzerland), the GNSS (global navigation satellite system) detects the passage of the vehicle on toll roads.

In **Austria** the use of the GO service is permitted on the motorway network marked with the following signage:  MAUTSYSTEM FÜR LKW UND BUS

In **Croatia** the access to the tolling lanes is indicated with the following symbols:
 ENC: In this case the service is “stop & go” (stop at the gate is expected) and the device will emit a “beep”;
 Fast ENC: In this case you will not have to stop but respect the speed limit of 40 km/h and the safety distance of 20 meters from the vehicle in front.

In **France** users must follow the signs shown below when they get to the toll station. When entering, move into the lanes marked with an orange “t” and a green arrow:  

In **Italy** users can use the Telepass lanes (marked by  or ).

In **Portugal** users can use all reserved Via Verde  lanes when entering or exiting the network.

In **Slovakia** the use of the service is permitted on the Slovak road and motorway network marked with the following signs:



- “D” - motorways
- “R” - express roads
- “I” - 1st class roads
- “II” - 2nd class roads
- “III” - 3rd class roads

In **Slovenia** the use of the service is permitted on the Slovenian motorway network marked with the following signs:  

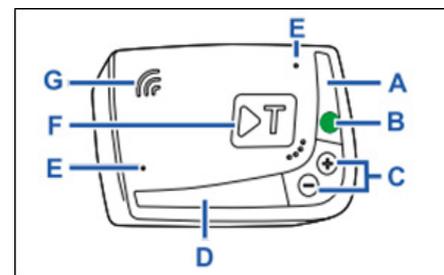
In **Spain** users can use all the reserved  **Manual** and mixed lanes, when entering or exiting the highway network.

The **device status** is indicated by the LED (and by any message on the display in case of Telepass SAT Arianna2 device) – please, consult the User Manual of the device for detailed descriptions and instructions.

Axles setting: the number of axles of the vehicle (tractor) is preset in the device. Prior to each transit on the tolling networks, the **user must check and**, if necessary, **reset the number of axles** - all vehicle and trailer or semi-trailer axles must be considered, including the double tandem axle and liftable axles. For Croatia (HAC network), please, mind that it takes up to 48 hours for a change of axles to come into force, so it is recommended to ensure such change min. 2 days before entering the Croatian toll network.

Axles setting thru the buttons of the Telepass SAT K1 on-board unit can be done as follows. It shall be performed with the engine running but the vehicle stationary.

1. **Press the (B) button four times.** The device will announce in sequence one by one after the presses: “K1 configuration” > “Tolling configuration” > “Axle number setting” > **Then the device will announce the currently set number of axles.**
2. To change the axles number setting, **press the (+) or (-) button.** **Once the desired axle number is found, press the (B) button to confirm. The device will give a short beep and announce the set number of axles.**
3. Hold the (B) button for a few seconds to return the device to the main menu. The device will announce: “Home”.



In case of the **German and Polish networks** vehicle **weight** shall be checked and adjusted.

When using the **Austrian and Scandinavian networks** the **Vehicle Declaration**, which is provided with the device, and any documents that prove it belongs in a specific toll group (registration, COP, CCA, ECMT) must always be on-board the vehicle that uses the device.

SAT K1 USAGE WITH TELEPASS TRUCK MOBILE APP



- ☑ The app can be downloaded from App Store or Google Play.
- ☑ The user shall enable Bluetooth in the smart phone for using the app.
- ☑ When registering for the first time, the user shall insert email address (username) and password. After receiving a code in email, the user shall enter it.
- ☑ The user shall be close to the device (when it is switched on) to have it paired with the app.
- ☑ When logging in into the app, it prompts the user to initiate pairing. The Telepass SAT K1 on-board unit's main LED will start flashing blue light and the user must press the orange T button on the device. Once it is pressed, the app will confirm the successful pairing.

Homepage of the app shows the following:

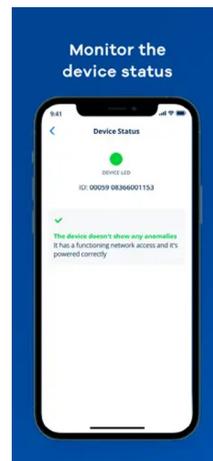
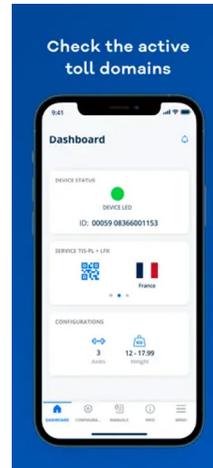
- ☑ K1 status
- ☑ Active toll networks
- ☑ Toll setting: axles and weight

Icons in the bottom bar:

- ☑ Homepage 
- ☑ Set Axles and weight 
- ☑ Visualize User manual 
- ☑ Visualize virtual label 
- ☑ Log out 

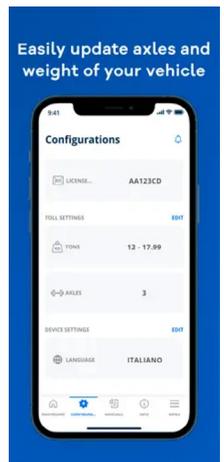
OBU status: get detailed information about the device's status, including OBU led, potential anomaly and required action.

Active toll networks: consult the toll networks, which are active for the device. Barcode of the device is also visible here (can be used upon need, i.e., degraded mode in France, Spain and Portugal).



Toll settings (vehicle data): consult the vehicle data associated with the device, like license plate number and country, emission class, axles and weight of the tractor.

Weight and axles setting: the homepage displays the real (dynamic) axles and weights set by the user. By tapping on the 2nd icon in the bottom bar, the user can change them to match with actual parameters of the truck. Note: these data can only be changed when the vehicle is stationary (under 5 km/h).



Virtual label visualization: download the Vehicle Declaration form, which is needed in Austria and Scandinavia.

User Manual visualization: download user and installation manuals.

Push notifications: can be enabled in the top right corner of the homepage. The app will send push notifications about changes, like axles and weight setting, device status, active toll networks.



SAT K1 USAGE WITHOUT TELEPASS TRUCK MOBILE APP



- ☑ The device can be used independently of the Telepass Truck mobile app. Operations, like vehicle data changes, language setting, access to active toll networks, vehicle data will be available on the device. For the operations performed, the device gives vocal feedback. For detailed instructions consult the Quick Guide of Telepass SAT K1.

CRAFSTMAN EXEMPTION FOR GERMAN TOLL

OMV SmartPass with Telepass SAT K1 OBU:

1. In Telepass Truck mobile app, go to Configurations page, then Exemption Settings,
2. Activate "Craftsman Exemption"

OMV SmartPass with Telepass SAT Arianna2 OBU:

1. Press /✓, then Go to Craftsman Exemption, then press /✓
2. The status of the exemption is displayed (ACTIVE/INACTIVE)
3. Press /✓ to modify the status

The activation of craftsman's exemption will be visible on the top of the OBU's display with a hammer icon:



EMERGENCY PROCEDURE

GENERAL INSTRUCTIONS



- ☑ In case the **vehicle data in the Vehicle menu** of the device does not match with the real data of the vehicle, the device shall not be used for toll payment and OMV shall be contacted.
- ☑ In case of OBU malfunctioning or inactive service, error messages are displayed on the display of the device (in case of Telepass SAT Arianna2) or in the Telepass Truck mobile app (in case of Telepass SAT K1).
- ☑ When the **LED light of the device is RED and / or error messages are displayed**, the truck shall NOT travel and the emergency procedures shall be followed (as specified in the Terms and Conditions of the Networks and summarized in the present Handbook). The driver shall always pay attention also to the **beeps emitted by the OBU**: if 4 beeps are emitted or no beeps are emitted in DSRC toll domains (e.g. Austria, France, Slovenia, Spain, Portugal), the transit has not been recorded, therefore the emergency procedure shall be followed.
- ☑ If the **LED is blinking red**, connections between the unit and the vehicle shall be checked. If the problem persists, please, contact OMV.
- ☑ When crossing a toll booth with an **automatic barrier**, if this **does not open**, stop and request assistance from service personnel. If specific lanes are not available, please, use a manned toll booth and wait for service personnel.
- ☑ **Should you need to ensure toll payment in a particular network via an alternative method** (see details in the following section) **because of OBU malfunctioning, this OBU shall be kept in a shielded box, e.g., in its original box, to avoid double payments.**

AUSTRIA

In case the device is malfunctioning in Austria, it is necessary to **exit from the network** and go to the nearest GO sales point in order to:



- ☑ **make retroactive payment**, if the free-flow ASFINAG system registered at least one transaction. The unpaid toll can be paid at a GO sales point within 5 hours and within 100 km from the toll station where the toll was not paid as expected, by presenting the Vehicle Declaration and your OMV card (or other means of payment accepted by ASFINAG).
- ☑ or, if the free-flow ASFINAG system never registered any transaction to obtain a **replacement GO Box device** from ASFINAG, which can be paid by OMV card.

BELGIUM

In case the device is not working properly in Belgium, you may **contact the Customer Support of Telepass** via 0800 81 449 (toll-free number for calls from Belgium) or +39 068 94 163 33 (for calls outside Belgium – this service is not free). Customer Support is available 24/7 in English, German and Italian, and from 6:00 a.m. to 10:00 p.m. each day in French, Polish and Spanish. Before calling for assistance, prepare the following data: plate number, OBU ID, name or VAT number of the vehicle owner company.

Alternatively, you may contact OMV to block the device, so you can obtain a replacement Satellic device at a Satellic Service Point within 3 hours from the OBU block paying by cash or credit card. Please, take into account that if you get a Satellic device, the vehicle is not allowed to travel with 2 OBUs on the same vehicle therefore the malfunctioning device must be kept unloaded, shielded or stored in its box.

BULGARIA

In the event of device malfunction the user must make a pre-payment by purchasing a “route pass”:



- at OMV filling stations in Bulgaria by OMV card or,
- on the Tollpass website (tollpass.bg) by bank card.

CROATIA

Failure at entrance gate: If the device does not work on entry, a ticket must be taken. On exit, the user must call assistance and show the device. Assistance will check that it works and, if it does, the transit (and any discount) will be charged via the device. If it does not work, another payment method needs to be used (the discount will not be applied).

Failure at exit gate: If the device does not work on exit, assistance must be called. The assistance will check the functioning of the device and, if it works, the transit (and any discount) will be charged via the device. If it does not work, another method of payment needs to be used (the discount will not be applied).

CZECH REPUBLIC

In case of device malfunction, the user shall stop at the nearest parking place allowing safe parking and contact OMV. If the problem cannot be resolved remotely, the user shall go to the nearest Czech national device distribution point (can be consulted at myto.gov.cz) and purchase a national device with OMV card in order to continue the journey.

DENMARK (countrywide KmToll)

In case of device malfunction, the user shall buy a ticket online thru the website vejafgifter.dk. It can be paid by bank card and the user will receive a receipt for the KmToll ticket.

FRANCE

If the device is not working properly, the user has to **choose a lane where the toll station's personnel are present** and show the device to the personnel, who will conclude the trip by reading the label attached to the device.

If the vehicle has already entered an automatic lane when entering or exiting the toll station, use the intercom to ask for help.

If the device is not working:



- When entering, use the lane without a profile, marked by the panels   and take a ticket from the automatic dispenser.
- When exiting, use   lanes and hand-over the device with the ticket.

GERMANY

If the device is defective, the vehicle has to **exit from the network** and use alternative ways of payment offered by Toll Collect, i.e. purchase a ticket via mobile app or internet by OMV card (or other means of payment accepted by Toll Collect).

HUNGARY

In case of device malfunctioning, the driver shall stop safely at the nearest parking place and Route ticket can be purchased on HU-GO website thru bank card payment.

ITALY

If the device is not working:



- When entering, the driver shall pick up a ticket at the entry toll station, and in order to settle the route when exiting, the driver shall insert the ticket into the specific slot and the device's code will automatically be acquired by the tollbooth system. If it is an exit lane with personnel, the driver shall hand over the ticket to the personnel and declare that the vehicle is equipped with a device.
- When exiting, the entry toll station shall be declared to the tollbooth personnel. If it is an automated toll station without personnel, the driver shall press the help request button and declare the entry toll station to the personnel via intercom.

POLAND (countrywide e-Toll)

If the device is not working correctly in Poland, toll payment must be ensured via an alternative method, e.g., via the e-TOLL PL mobile application. To ensure smooth process it is recommended to open an account on the e-TOLL portal in advance, register the vehicle data, as well as the Business ID from the e-TOLL PL mobile app.

The e-TOLL PL mobile app can be downloaded to smart phones using either iOS or Android. The app provides a Business ID, which can be associated to a license plate number in the e-TOLL portal. Once this association is completed and payment is done to your e-TOLL account (i.e., top-up by bank card), toll can be paid:



- either in the e-TOLL PL app, i.e., by the driver starting and concluding the trip via the app,
- or in the e-TOLL portal, by entering the area “Complete your journey”, where departure (where the OBU stopped to work) and destination can be recorded

POLAND (highway A4 between Katowice and Krakow)

If there is a problem and the vehicle has already entered a lane when entering or exiting the toll-station, **ask for help from the operator.**

PORTUGAL

If the vehicle has already entered an automatic lane when entering or exiting the toll station, **use the intercom to ask for help.**

If the device is not working:



- In entrance take the ticket.
- In exit use the lanes for the payment with collector  or automatic cash 
- In the event of a problem, in entrance and in exit, use the intercom for help and wait for the arrival of the support staff.

SLOVAKIA

The driver shall stop safely at the nearest parking place and contact Telepass Hotline or OMV Customer Support, providing at least the following information: license plate number, nationality, OBU ID, and location. If the issue cannot be resolved remotely:

- a) if the vehicle has no Slovak national toll OBU: the user shall go to the nearest Myto distribution point to obtain a Slovak national OBU, paying a deposit in cash or by credit card and top up their national toll prepaid account.
- b) if the vehicle has Slovak national toll OBU: it shall be put in use again.

SLOVENIA

In case of device malfunctioning, the vehicle shall stop at the nearest DarsGo point and make a retroactive payment. In order to proceed with the trip on Slovenian toll network, and if the device cannot be fixed, Slovenian toll payment can be ensured thru DarsGo unit, which can be obtained at DarsGo points.

SPAIN

If the vehicle has already entered an automatic lane when entering or exiting the toll station, **use the intercom to ask for help.**

If the device is not working:



- When entering, take a ticket.
- When exiting, use the  **Manual** lanes and hand-over your device with the ticket.
- If there is a problem when entering or exiting, use the intercom to ask for help and wait for the assistance personnel to arrive.

SWITZERLAND

In case of device malfunctioning, the Swiss toll payment obligation shall be ensured thru the Via portal (via.admin.ch/shop) by registering the trip, which can be paid by OMV card.

OTHER EVENTS

DATA CHANGE



- Please, promptly notify OMV in writing of any changes to your contact details, company or vehicle data (in particular license plate number and EURO emission class).
- In case of moving the OMV SmartPass device from one vehicle to another (of the same company), you shall communicate the change of the license plate number associated with the devices to OMV and the change shall be confirmed by OMV before the vehicle starts traveling to avoid any fines. After the change is confirmed by OMV, first verify the new data in the OBU (new license plate number, EURO emission class, number of axles of the tractor, activated countries, etc.) before initiating axles or weight change thru the OBU or mobile app and before using the OBU for toll payment.
- In case of modifications of the data associated to the device/ vehicle, a new Vehicle Declaration (which is needed in Austria and Scandinavia) will be made available by OMV.

LOSS/THEFT



- Loss/theft of the Device must be reported to OMV immediately** and in writing stating the OMV customer number, the OMV Card number and the license plate number associated with the Device. You may request the substitution of the lost/stolen Device(s).
- After receiving this information OMV will block the Device within one business day and the blocking enters into force up to 48 hours depending on the toll domain.
- The deactivation of the service, as well as the blocking of the device due to theft/loss and the temporary blocking of the device shall have no effect if the vehicle is on Swiss territory.

MALFUNCTIONING



- In case the OMV SmartPass is malfunctioning, please, inform OMV as soon as possible to check the issue and you may request the substitution of the malfunctioning device. Emergency procedures (as described in the previous section of this Handbook) shall be followed in case of malfunctioning.
- Please, report the malfunctioning to OMV with the following data: customer number, vehicle license plate number, details of the malfunctioning, such as country, date and approx. time, LED

status, OBU status in Telepass Truck app (in case of Telepass SAT K1), message on OBU display (in case of Telepass SAT Arianna2), photo and/or description of the malfunctioning.

- Should you need to ensure toll payment in a particular network via an alternative method (e.g., national OBU) because of the malfunctioning of your OMV SmartPass OBU, it shall be kept in a shielded box, e.g., in its original box, to avoid double payments.

RETURN OF THE DEVICES



- The device(s) shall be returned in case of the following events to the address of Telepass below. When returning, please, put the device(s) in a shielded package (e.g. in their own original boxes) and it is recommended using official package delivery service.
- Events for return:
 - if it is found after loss/theft of the device was reported to OMV,
 - malfunctioning and request for substitution,
 - you decide to stop using and return the device,
 - termination of the contract.
- Address: Telepass C/O Kostelia Srl, Via A. Gramsci 78/A, Barberino di Mugello, 50031 (FI), Italy
- Please, inform OMV in advance about return of the device(s), but the latest on the date of dispatch.

INVOICING & PRICING

INVOICING

Invoices with toll transactions will be issued in different invoicing models according to the specifics of the respective toll regime as follows:

- A) Fiscal invoice is issued by OMV (OMV - International Services GmbH) with toll transactions available per vehicle and per day.
- B) Fiscal invoice/statement is issued by Telepass on behalf of the respective toll chargers with detailed breakdown of the transactions per vehicle. Invoices/statements issued by Telepass are available to download at Telepass Truck Portal (truck.telepass.com). In case of these toll services, OMV issues debit note containing aggregated data charged on a card ending with 99999X (i.e., sum of all vehicles and all days of the billing cycle).
- C) Italian toll's fiscal invoice is issued by Consorzio Italia Negometal with detailed breakdown of the transactions per vehicle and is available to download at MyNegometal portal (my.negometal.com). In case of Italian toll, OMV issues debit note with transactions per vehicle and per day.

Payment regarding all these services shall be made to OMV as part of the standard payment process of regular OMV Card invoices.

Service country	Toll service	Invoicing model
Austria	Road toll	A
Belgium	Road toll	B
Belgium	Liefkenshoek Tunnel	A
Bulgaria	Road toll	B
Croatia	Road toll (HAC)	A
Czech Republic	Road toll	B
Denmark	Road toll, bridges	B
France	Road toll, bridges, tunnels, parking	A
Germany	Road toll	B
Hungary	Road toll	A
Italy	Road toll, parking, ferry	C
Norway	Road toll, bridges, tunnels	A
Norway	Ferries	B
Poland	Road toll (e-TOLL)	B
Poland	Section between Katowice and Krakow of highway A4	A
Portugal	Road toll, bridges	A

Slovakia	Road toll	A
Slovenia	Road toll	A
Spain	Road toll, parking	A
Sweden	Øresund bridge	B
Switzerland	Road toll	B
	Fees related to the devices	A

PRICING

Toll rates are defined by the local governments and/or Toll Chargers of the respective toll networks, what you can consult at the websites of the Toll Chargers.

For the OMV SmartPass Service, OMV will charge service surcharges or fees in accordance with the valid list of "International services and surcharges".

DISCOUNT SCHEMES



- Croatia:** following discounts will be granted for vehicles over 3,5 tons (i.e., vehicle categories III and IV, as per categorization on HAC website) by HAC from your Croatian toll turnover:
 - 21,74% discount
 - Additional discount of 3% for the EURO 5 and EEV emission classes
 - Additional discount of 7% for the EURO 6 emission classes
- Czech Republic:** the Czech toll charger provides discounts between 6-13% depending on the total amount of tolls in CZK collected by the vehicle in a calendar year (thresholds: 65.000 CZK, 95.000 CZK, 170.000 CZK, 270.000 CZK). To ensure getting discount, please, provide OMV with all required vehicle and company data and documents as per the order procedure. If the threshold(s) are reached, the Czech toll charger will contact the company and will pay out the discount once per year directly to the company thru bank transfer."
- France:** users of the French toll network can get discounts, which are applied by the Toll Chargers in return of a monthly fee if certain conditions are met (e.g. in terms of the number of passages or turnover on a given highway or depending on the vehicle's Eco class) – for details see the document "French toll - commercial conditions".
- Italy:** upon certain conditions, like emission class of the vehicle (as defined by Albo, Comitato Centrale Albo Autotrasportatori, which is the central committee of the register of hauliers in Italy) CONSORZIO members may be entitled for rebates, which may amount to a maximum of 13% of the Italian toll turnover, and is paid out once per year retroactively. Rebates are available only for companies established within the European Union or in Great

Britain, Iceland, Liechtenstein, Norway or Switzerland. Before receiving the rebate, the customer shall follow the instructions of the CONSORZIO and OMV (e.g. submit a declaration upon the template of the CONSORZIO).

- Scandinavia (Øresund bridge):** Thru ØresundBUSINESS you can benefit from special tariffs as stipulated on this website: oresundsbron.com/prices-business. To sign up for ØresundBUSINESS, proceed as follows:
 - ➔ 1. Go to oresundsbron.com/business/register
 - ➔ 2. Fill out the required data and PAN* to create the agreement. Please, note the following:
 - a) Under “Payment provider” select “Skyttelpass”.
 - b) Check the box HGV so that no fees are charged. Please, note that the ØresundBUSINESS fee can be charged by the toll charger if no transits are generated by the PANs* linked to a specific agreement over a year (the year is counted from the date of subscription). The fee value changes every year.
 - c) It is sufficient to register only one Scandinavian PAN* for your company, then all other PANs* will be added automatically within 72 hours from the agreement subscription (provided that all PANs belong to the same OBU provider). You may verify the status of the PANs linked to the ØresundBUSINESS Agreement directly on Oresund website.

* PAN: Scandinavian PAN of an on-board unit can be found on the OBU's Vehicle Declaration Form.

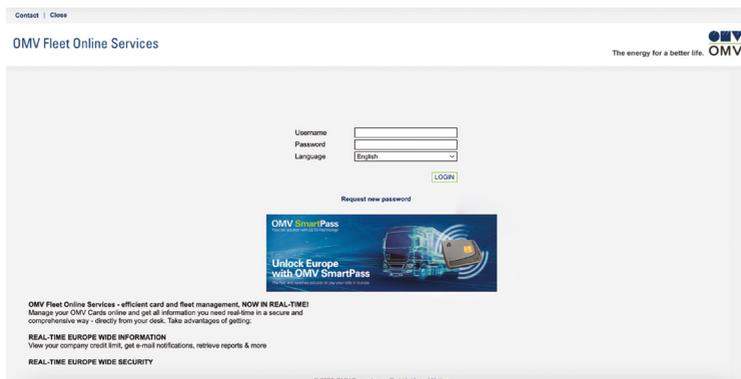
- Scandinavia (Storebaelt bridge):** Your heavy goods vehicles with Euro emission class EURO6, or electric or hydrogen vehicles may benefit from Green Discount of Storebaelt bridge: 13% discount on the standard transit price, which will be granted for each passage on the bridge. Upon your request, OMV can register your vehicle(s) with the toll charger by providing the copy of its vehicle registration certificate (or other vehicle document) to verify the vehicle's VIN number and its Euro emission class. The toll charger will charge a one-time fee of DKK 200 (VAT included) for each vehicle registration.
- Scandinavia (ferries in Norway):** Customers will receive a discount of 10% on ferry operators which offer payment with a Telepass SAT device activated for Scandinavia.
- Slovakia:** Slovak toll charger provides discounts between 3-11% depending on vehicle weight and kilometers (thresholds: 5000, 10.000, 20.000, 30.000, 50.000 km) driven by the truck in a calendar year. More details are available on emyto.sk website. To ensure getting discount, please, provide OMV with your company registration number. The discounts do not apply for buses.

- Spain:** discounts of the Spanish toll network are applied automatically by the Toll Chargers if certain conditions are met (e.g. in terms of the number of passages on a given highway).
- Switzerland:** by using the OMV SmartPass devices to pay the Swiss toll (tax) you can also take advantage of the reduced rates for milk, wood, animals, combined traffic provided by the Swiss Toll Charger. You will pay the normal tariff with the device and can then apply directly to EZV for a refund of the discount. For details, please, consult the website of EZV (ezv.admin.ch).

Note: discount schemes and conditions are subject to change by the respective toll chargers.

CUSTOMER PORTALS

OMV FLEET ONLINE SERVICES



Apart from your regular OMV card transactions OMV Fleet Online Services (FOS) offers control over your OMV SmartPass toll transactions, too. As an OMV card owner you have access to transactions, as well as to the invoices / debit notes issued by OMV.

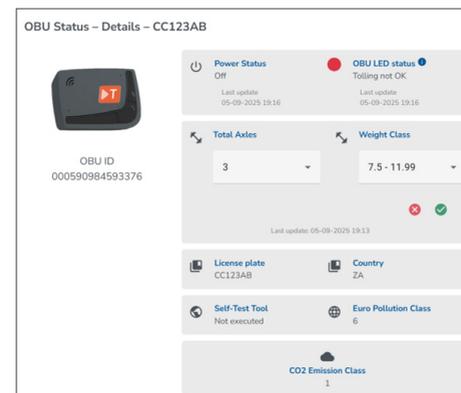


TRUCK PORTAL

Via the Telepass Truck Portal (truck.telepass.com) you can get access to the following data and documents:



- ☑ Devices consultation and research:
 - Status of OBU delivery
 - Vehicle data
 - Activated toll networks
 - Travel list (preliminary transactions)
 - Notifications
- ☑ View and download invoices/toll statements issued by Telepass on behalf of the Toll Chargers to the customer (Belgian, Bulgarian, Czech, Danish, German, Polish (e-Toll), Swedish and Swiss tolls and Norwegian ferries).
- ☑ **HUB4Trucks** provides remote visibility for Fleet Managers over their OBUs status. Following features are available:
 - Overview of OBUs and their status
 - Detailed status of OBUs: power, tolling, axles and weight,
 - Active toll domains,
 - Vehicle Declaration download (Austria, Hungary, Scandinavia),
 - OBU anomalies,
 - Axles and weight changes history.



Access to the Truck Portal will be granted by OMV upon registration for the OMV SmartPass service. After registration by OMV you will receive an email containing the registration link (please, note that the link expires after 48 hours).

Should you forget your password, contact OMV and you will get an email with a link to reset the password.

MYNEGOMETAL PORTAL

At MyNegometal Portal (my.negometal.com) you can view and download invoices issued by the CONSORZIO.

Access to the MyNegometal Portal will be granted upon subscribing for the Italian toll.

QUICK GUIDE

TELEPASS SAT K1'S OPERATIONS

	 <p>DSRC (single lane) Croatia, France, Italy, Liefkenshoek-tunnel (BE), Poland (A4), Portugal, Spain, Öresund and Great Belt bridges (DK/SE)</p>	 <p>DSRC (free-flow) Austria, Norway, Slovenia</p>	 <p>GNSS Belgium, Bulgaria, Czech Republic, Denmark (KmToll), Germany, Hungary, Poland (e-TOLL), Slovakia, Switzerland</p>
 <p>Truck must stop or slow down when approaching toll booth</p>	 <p>Truck drives normally (within applicable speed limit)</p>	 <p>Truck drives normally (within applicable speed limit)</p>	 <p>Truck drives normally (within applicable speed limit)</p>
 <p>Correct toll payment</p>	 <p>Green LED and sound signal when crossing toll booth</p>	 <p>Green LED and sound signal when crossing toll gantry</p>	 <p>Green LED</p>
 <p>Malfunctioning</p>	<p>No or red (steady or flashing) LED or No or multiple sound signal</p>	<p>No or red (steady or flashing) LED or No or multiple sound signal</p>	<p>No or red (steady or flashing) LED</p>



MANDATORY OBU SETTINGS



Number of axles:

- Prior to each transit the user shall check and, if needed, update the number of axles considering all axles: all vehicle and trailer or semi-trailer axles must be considered, including the double tandem axle and liftable axles.
- For Croatia (HAC network), it takes up to 48 hours for a change of axles to come into force.



Weight:

- Germany and Poland: Prior to each transit in DE/PL, the user shall check and, if needed update the vehicle weight.

QUICK GUIDE

EMERGENCY PROCEDURES IN CASE OF OBU MALFUNCTIONING

	 <p>DSRC (single lane) Croatia, France, Italy, Liefkenshoek-tunnel (BE), Poland (A4), Portugal, Spain, Öresund and Great Belt bridges (DK/SE)</p>	 <p>DSRC (free-flow) Austria, Norway, Slovenia</p>	 <p>GNSS Belgium, Bulgaria, Czech Republic, Denmark (KmToll), Germany, Hungary, Poland (e-TOLL), Slovakia, Switzerland</p>
<ul style="list-style-type: none"> • Ask for assistance at the toll gate or pick up a ticket when entering a toll gate. • Present bar code of the OBU or in the mobile app to the personnel. • Öresund and Great Belt bridges (DK/SE): Present the Vehicle Declaration to the personnel. 	<ul style="list-style-type: none"> • Austria: exit from the network, go to the nearest GO sales point and ask for assistance. • Norway: no action needed, license plate will be recorded by the tolling system. • Slovenia: exit from the network, go to the nearest DARS-GO service points and ask for assistance. 	<ul style="list-style-type: none"> • Bulgaria: purchase route pass with OMV Card at OMV filling stations. • Denmark: purchase route ticket at vejafgifter.dk. • Germany: purchase ticket with OMV Card via Toll Collect website. • Hungary: purchase route ticket at HU-GO.hu • Belgium: call Telepass Hotline (+390689416333). If they need to block the OBU for Belgium, obtain Satellic device at a Satellic Service Point. • Poland: use e-TOLL PL mobile application. • Czech Republic: call OMV or Telepass Hotline." • Slovakia: call Telepass Hotline (+390689416333). • Switzerland: register trip thru Via portal (via.admin.ch/shop). 	

GOLDEN RULES

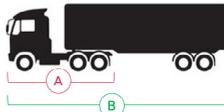
1 INSTALL THE OBU CORRECTLY

- Verification with smart connection device (IPS 2.0) or Self Test Tool.
- *Related documents: Installation Manual and video guide.*



2 KEEP THE AXLES SETTING UP TO DATE

- Check prior to each transit
- Consider all axles: tractor and trailer or semi-trailer axles, including double tandem axle and liftable axles too.
- For Croatia (HAC network), it takes up to 48 hours for a change of axles to come into force.
- *Related document: User Manual.*



- A: For ordering: axles of the tractor
- B: When using the OBU: tractor + trailer

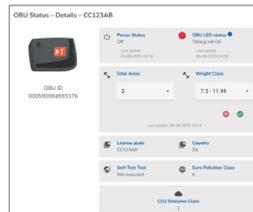
3 DRIVER TO MONITOR THE OBU

- Follow LED and acoustic signals.
- *Related document: User Manual.*



4 FLEET MANAGER TO MONITOR THE OBU

- Thru HUB4Trucks in Telepass Truck Portal.
- OBU status, axles/weight setting history, anomalies.
- *Related document: Telepass Truck Portal Quick Guide.*



5 FOLLOW EMERGENCY PROCEDURE IN CASE OF OBU ANOMALY

- Follow the emergency procedure of the respective toll country.
- Report the OBU anomaly to OMV.
- *Related documents: User Manual, this Handbook, Annexes of OMV SmartPass Terms and Conditions.*



CONTACTS

Should you have any questions about the service, the OMV Card Team will gladly assist you under the following contact data:

OMV Customer Support

+43 1 40440 26026

card.customersupport@omv.com

<https://www.omv.com/en/omv-card>

OMV SmartPass documents: <https://www.omv.com/en/omv-smartpass-documents>

Should you need prompt support with your on-board unit, you may contact Telepass Hotline:

Telepass Hotline

+39 068 94 163 33

(available 24/7 in English, German and Italian, and from 6:00 a.m. to 10:00 p.m. each day in French, Polish and Spanish)

LEGAL DISCLAIMER

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OMV **SmartPass**
HANDBOOK