

E-TOLL – FINE ALERT RESTART

National Toll Payment Services Plc. has responded to the request of the carriers by making the fine alert function available again. The functionality of the relaunched fine alert is temporarily different from the previous version.

The fine alert function is an e-mail-based convenience service provided free of charge by the National Toll Payment Services Plc. (NTPS Plc.) in the e-toll system, protecting carriers who make mistakes in good faith and helping them avoid the accumulation of toll fines. The free-of-charge service ensures that if the control system of NTPS Plc. presumes unauthorized road use by a tolled motor vehicle, it sends an email notification to the contracted toll payer.

Our customers can turn the fine alert function on and off at hu-go.hu in the user account under the *Current Accounts*.

The service, starting on 9 December 2024, will be different from the previous one. In the case of the temporary fine alert service, our system will check whether there was any suspected unauthorized road use during the 24 hours preceding the day of use. If there was, the system will send a warning e-mail to the registered user on the day of use to the given notification address.

The e-mail related to the alleged unauthorized use can be of several types, such as the error of an on-board unit, an incorrect toll declaration due to incorrect user settings (e.g. wrong vehicle category, EURO code or number of axles), or a depleted balance.

We ask our customers to check whether they have set up the correct e-mail address in their [HU-GO account](#) as the notification address for each current account, and whether they request the fine alert function to be activated.

One of the most common mistakes that can result in a toll fine is entering the number of axles incorrectly or not changing it in accordance with the vehicle. In our system data we see that in many cases the number of axles is not set to the required J5 for vehicles with 5 or more axles, but incorrectly to J4. The vehicle category J4 only includes tolled motor vehicles having four axles, as defined in legislation. We strongly recommend that you pay attention to this!

We urge our customers to take advantage of the fine alert function, activate the service, check the email address set in their profile for current accounts and prevent the accumulation of toll fines!

Useful information:

- The first fine alerts will be sent out on 10 December 2024, regarding the suspected unauthorized road use on 9 December 2024.
- The fine alerts for 24, 25 and 26 December will be sent out simultaneously on 27 December.
- Fine alerts for 31 December and 1 January will be sent out simultaneously on 2 January.
- If there is a technical problem with the fine alert, we will publish it at our website toll-charge.hu.
- Previous outages, unplanned shutdowns related to the fine alert are available at toll-charge.hu under *Maintenance*.
- You can find out about the relevant toll fines and its elements, how it is calculated, including the number of axles:
 - <https://toll-charge.hu/en/e-toll/etoll-tolls/toll-rates>
- You can find the current toll fine rates here:

- o <https://toll-charge.hu/en/e-toll/toll-fines>

IMPORTANT NOTICE!

Please note that the fine alert service is a free of charge convenience service. Our company assumes no responsibility for its availability and timely performance. Data are provided under the service for information purposes only, and shall not give rise to any right.