

APPENDIX 2

PAYMENT METHODS AND MEANS

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1. TIME-RELATED TOLL (TOLLING REGULATIONS PART A I)

1.1. Payment of a toll sticker or digital vignette at the toll stations

Payment of a toll sticker or digital vignette at the ASFINAG toll stations is possible with the following payment methods and means:

<p>Cash payment</p>  <p>1)</p>
<p>Debit and credit cards</p> 
<p>Wallets</p> 
<p>Fuel cards</p> 

¹⁾ Payment of the toll sticker or digital vignette with cash is only possible in euros (EUR).

1.2. Payment of a digital vignette in the ASFINAG toll shop







Payment of a digital vignette in the ASFINAG toll shop is possible with the following payment methods and means:

<u>Bank transfer and SEPA direct debit</u>			
	1)		
<u>Debit and credit cards</u>			
			
<u>Wallets</u>			
			

¹⁾ No subscription for a digital vignette can be taken out for an eps transfer.

1.3. Payment of a digital vignette at an ASFINAG vending machine

Payment of a digital vignette at an ASFINAG vending machine is possible with the following payment methods and means:

<u>Debit and credit cards</u>			
			
			
<u>Wallets</u>			
			

1.4. Payment of the substitute toll with toll enforcement

Payment of the substitute toll with toll enforcement is possible using the following methods and means of payment:

Cash payment  1)			
Debit and credit cards    			
Fuel cards          			

¹⁾ The substitute toll must be paid in cash exclusively in euros (EUR).

2. SECTION TOLL (TOLLING REGULATIONS PART A II)

2.1. Payment of the section toll at the toll stations


Payment of the section toll at the ASFINAG toll stations is possible using the following payment methods and means:

<p><u>Cash payment</u></p> <p>1)</p> 
<p><u>Debit and credit cards</u></p> 
<p><u>Wallets</u></p> 
<p><u>Fuel cards</u></p> 

¹⁾ The section toll must be paid in cash exclusively in euros (EUR).

2.2. Payment of the digital section toll in the ASFINAG toll shop




Payment of the digital section toll in the ASFINAG toll shop is possible with the following payment methods and means:

<u>Bank transfer and SEPA direct debit</u>			
	1)		
<u>Debit and credit cards</u>			
			
<u>Wallets</u>			
			

¹⁾ eps transfers cannot be used to subscribe to a multi-trip card (Tolling Regulations Part A II, Section 3.2.2) or the digital section toll FLEX service (Tolling Regulations Part A II, Section 4.3.3).

2.3. Payment of the digital section toll at an ASFINAG vending machine

Payment of the digital section toll at an ASFINAG vending machine is possible with the following payment methods and means:

<u>Debit and credit cards</u>			
			
			
<u>Wallets</u>			
			

2.4. Payment of the substitute toll with toll enforcement

Payment of the substitute toll with toll enforcement is possible using the following methods and means of payment:

Cash payment  1)			
Debit and credit cards    			
Fuel cards          			

¹⁾ The substitute toll must be paid in cash exclusively in euros (EUR).

3. DISTANCE-RELATED TOLLS (TOLLING REGULATIONS PART B AND PART C)

3.1. GO points of sale

3.1.1. GO-Box in the Post-Pay payment method

The following transactions can be carried out at GO points of sale using a **GO-Box in the Post-Pay procedure**:

- Payment of the processing fee (when registering for the GO toll system for the first time and collecting a GO-Box, Tolling Regulations Part B, item 5.4)
- Afterpayment of the toll (see item 3.4.4)
- Change of payment method from Pre-Pay to Post-Pay
- Change of payment method
- Pay reimbursement of costs when exchanging the GO-Box (see item 3.4.2)

The use of the post-pay payment method only comes into effect once ASFINAG has provided the GO-Box and the processing fee for system access has been paid using the payment method provided by the customer.

3.1.2. GO-Box in the Pre-Pay payment method

With a **GO box in the Pre-Pay payment method**, the following transactions can be carried out at GO points of sale:

- Payment of the processing fee (when registering for the GO toll system for the first time or collecting a GO-Box, Tolling Regulations Part B, item 5.4)
- Afterpayment of the toll (see item 3.4.4)
- Subsequent toll billing (see item 3.4.6)
- Change of payment method from Post-Pay to Pre-Pay
- Top up GO-Box
- Pay reimbursement of costs when exchanging the GO-Box (see item 3.4.2)

3.1.3. Toll Collect on-board units with activated service TOLL2GO

With a **Toll Collect on-board unit with the TOLL2GO service activated**, the following transactions can take place at GO points of sale:

- Retroactive payment of the toll (see item 3.4.4)
- Change of payment method
- Pay reimbursement of costs in case a GO-Box is not returned






3.1.4. EETS-on-board units

With an **EETS on-board unit**, the following transactions can take place at GO points of sale:

- Retroactive payment of the toll (see item 3.4.4)

3.1.5. Accepted payment methods

The following means of payment are accepted at GO points of sale for the transactions described above for each on-board unit (marked OK):

	GO-Box in the Post-Pay procedure	GO-Box in the Pre-Pay procedure	Toll-Collect on- board unit	EETS on-board unit
Cash ¹⁾ 	OK ²⁾	OK	OK ²⁾	OK ³⁾
Debit and credit cards    	OK	OK	OK	OK ³⁾
	OK	OK	OK	OK ³⁾
	OK ⁴⁾	OK	OK ⁴⁾	OK ³⁾
	OK ⁴⁾	OK	OK ⁴⁾	OK ³⁾









¹⁾ Payment in cash at GO points of sale is only possible in euros (EUR). Hungarian Forints (HUF) are only accepted at GO points of sale in Hungary.

²⁾ Payment with cash is only possible with a GO-Box using the post-pay payment method and with a Toll-Collect on-board unit for the **retroactive payment of the toll** and the payment of a **reimbursement of costs**.

³⁾ For EETS on-board units, only **retroactive payment of the toll** is possible.

⁴⁾ When changing the means of payment, only Mastercard and VISA credit cards issued in Austria are accepted (see item 3.4.1.1). Debit cards are not accepted.

	GO-Box in the Post-Pay procedure	GO-Box in the Pre-Pay procedure	Toll-Collect on-board unit	EETS on- board unit
Fuel cards				
 DIESEL 24	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	–	–	–	–
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK

	GO-Box in the Post-Pay procedure	GO-Box in the Pre-Pay procedure	Toll-Collect on-board unit	EETS on- board unit
	OK	OK	OK	OK
	–	–	–	–
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	OK	OK	OK	OK
	–	–	–	–
	OK	OK	OK	OK

3.2. ASFINAG Service Center and SelfCare-Portal






The following payment methods and means are accepted by the ASFINAG Service Center (additional payment by telephone) and in the SelfCare-Portal (<https://www.go-maut.at/selfcare-portal>) (marked in the following tables with OK).

3.2.1. Acceptance in connection with GO-Boxes

The following transactions can be carried out via the ASFINAG Service Center and in the SelfCare portal in connection with GO-Boxes:

- A **GO-Box** for the post-pay payment method can only be **ordered** in the SelfCare portal.
- The **means of payment** can be **changed** in writing and by telephone via the ASFINAG Service Center or in the SelfCare portal.
- A **central retroactive payment of the toll** is possible by telephone via the ASFINAG Service Center or in the SelfCare portal.

In the **SelfCare portal**, payment can be made either via a card number to be entered by the customer or via the means of payment saved for the post-pay payment method as follows:

	Order GO-Box	Change of payment method		Central retroactive payment of the toll	
	SelfCare portal	SelfCare portal	in writing, by telephone	SelfCare portal	in writing, by telephone
Direct payment 	OK	–	OK	OK ¹⁾	OK
Debit and credit cards    	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment saved for the Post-Pay payment method

	Order GO-Box	Change of payment method		Central retroactive payment of the toll	
	SelfCare portal	SelfCare portal	in writing, by telephone	SelfCare portal	in writing, by telephone
Fuel cards					
 DIESEL 24	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	–	–	OK ¹⁾	OK
	OK	OK	OK	OK	OK
 / 	OK	OK	OK	OK	OK
					
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment saved for the Post-Pay payment method

	Order GO-Box	Change of payment method		Central retroactive payment of the toll	
	SelfCare portal	SelfCare portal	in writing, by telephone	SelfCare portal	SelfCare portal
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK ¹⁾	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK






¹⁾ only with the means of payment saved for the Post-Pay payment method

3.2.2. Acceptance in connection with Toll Collect in on-board units










The following transactions relating to Toll Collect on-board units can be carried out via the ASFINAG Service Center and the SelfCare portal:

- The application to participate in the **TOLL2GO service using a Toll-Collect on-board unit** from the German toll system in Austria is only accepted via the online form in the SelfCare portal.
- The **means of payment** can be **changed** in writing and by telephone via the ASFINAG Service Center or in the SelfCare portal.
- A **central retroactive payment of the toll** is possible by telephone via the ASFINAG Service Center or in the SelfCare portal.

Payment in the SelfCare portal can be made either via a card number to be entered by the customer or via the means of payment saved for the Post-Pay payment method as follows:

	TOLL2GO application	Change of payment method		Central retroactive payment of the toll	
	SelfCare portal	SelfCare portal	in writing, by telephone	SelfCare portal	in writing, by telephone
<u>Direct payment</u> 	OK	–	OK	OK ¹⁾	OK
<u>Debit and credit cards</u>    	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment saved for the Post-Pay payment method

	TOLL2GO application	Change of payment method		Central retroactive payment of the toll	
	SelfCare portal	SelfCare portal	in writing, by telephone	SelfCare portal	in writing, by telephone
Fuel cards					
 DIESEL 24	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK ¹⁾	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
					
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment saved for the Post-Pay payment method

	TOLL2GO application	Change of payment method		Central retroactive payment of the toll	
	SelfCare portal	SelfCare portal	in writing, by telephone	SelfCare portal	in writing, by telephone
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK ¹⁾	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment saved for the Post-Pay payment method







3.2.3. Acceptance in connection with the EETS service



The following transactions relating to EETS on-board units can be carried out via the ASFINAG Service Center and the SelfCare portal:

A **contract** for the use of EETS in Austria is concluded exclusively via an EETS provider that offers one of the **on-board unit types approved** for tolling in Austria.

- The **retroactive payment of the toll** is only possible with a means of payment accepted in the GO toll system either at a GO point of sale (see item 3.1.4 and 3.1.5) or in the SelfCare portal (<https://www.go-maut.at/selfcare-portal>) (see item 3.2.1). It is not possible to settle the tolls paid retrospectively via the EETS provider.

The following list contains the approved EETS on-board unit types and the payment options approved for each EETS provider:

	Authorised on-board unit types	Conclusion of contract	Retroactive payment of the toll	
		at the EETS-TSP ¹⁾	at the GO point of sale ²⁾	via the SelfCare Portal ³⁾
	SSU C3077, SSU C3081	OK	OK	OK
	OBU-5310-00A, TS3290/00A, TS3290/00B	OK	OK	OK
	OBU-4021-01K, OBU-4040-10A	OK	OK	OK
	Princip U850	OK	OK	OK
	OBU-4040-10A	OK	OK	OK
	TLPDM03-HE, ETOLL2ST-1HE, TLPV5-HE, ETOLLK1-TL	OK	OK	OK

	Authorised on-board unit types	Conclusion of contract	Retroactive payment of the toll	
		at the EETS-TSP ¹⁾	at the GO point of sale ²⁾	via the SelfCare Portal ³⁾
	SSU C3080-T4E	OK	OK	OK
	OBU-5310-00A	OK	OK	OK

¹⁾ TSP ... Toll-Service-Provider

²⁾ only via means of payment accepted in the GO toll system (see item 3.1.4 and 3.1.5)






³⁾ only via means of payment accepted in the GO toll system (see item 3.2.1)











3.3. Payment options at the toll monitoring centre

The following transactions can be carried out at the toll monitoring centre:

- **Retroactive payment of the toll** is possible within 5 hours and 100 kilometres of the partial or complete non-payment of the toll.
- Payment of **substitute toll**
- Saving of a **security deposit** if a notification is required

The following means of payment are accepted for this purpose (marked OK):

	Retroactive payment of the toll	Substitute toll	Security deposit
Cash payment 	OK	OK	OK
Debit and credit cards    	OK	OK	OK
	OK	OK	OK
	OK	OK	OK

	Retroactive payment of the toll	Substitute toll	Security deposit
<u>Fuel cards</u>			
 DIESEL 24	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–

¹⁾ It is not possible to pay a security deposit with fuel cards.

3.4. Special topics for payment of distance-related tolls

3.4.1. Special topics for payments by post-pay payment method

3.4.1.1. Payment with debit and credit cards

All American Express and Diners Club cards are accepted in the Post-Pay payment method, regardless of the country of issue.

Only Mastercard and VISA cards whose card number begins as follows are accepted in the Post-Pay payment method:

Mastercard	VISA
5100 54	4003 02
5266 xx	4103 64
5329 53	4103 66
5329 54	4103 67
5381 8302	4103 68
5381 8402	4166 09
5381 8702	4220 93
5433 15	4222 10
5442 71	4222 11
5449 90	4238 01
5473 18	4273 13
5448 95	4273 23
5492 52	4277 98
5521 71	4277 99
	4303 4500
	4313 37
	4378 98
	4438 77
	4484 70
	4548 18
	4548 25
	4548 28
	4568 48
	4569 50
	4600 90
	4665 55
	4904 73
	4904 74
	4985 37

This largely corresponds to Mastercard and VISA cards issued in Austria.

The limited acceptance of Mastercard and VISA cards is based on the lack of payment guarantees from the international card issuers to ASFINAG.

Note: In the Pre-Pay payment method, all Mastercard and VISA cards are accepted regardless of the country of issue.

3.4.1.2. Payment with fuel cards

Issuers of fuel cards must provide ASFINAG with a payment guarantee and accordingly reserve the right to decide which of their customers are authorised for the Post-Pay payment method.

The approved customers (card numbers) are placed on a so-called "white list". While some fuel card issuers give all valid cards a blanket approval for the post-pay payment method and automatically place them on the white list, other fuel card issuers only approve the individual customers (card numbers) after an individual credit check. Requests in this regard must be addressed to the respective fuel card issuer.

If the cards of a fuel card issuer are approved as a means of payment in the post-pay payment method, this generally applies to all valid, unblocked cards.

In exceptional cases, fuel card issuers have agreed specific rules with ASFINAG that prevent payment despite a valid card.

Cards can be rejected for the following reasons:

- Cards that have only been issued for use in a specific country and are not authorised by the fuel card issuer for payment of the toll in Austria
- Cards that are already used as a means of payment at another GO-Box (see item 3.4.3)
- Amounts that exceed an amount limit set by the fuel card issuer

The cardholder can find out the exact conditions directly from the fuel card issuer.

3.4.1.3. Written order for on-board units using the Post-Pay payment method

The written order for a GO-Box for which payment is to be made via a fuel card must always be sent to the card company, which then transmits the order to ASFINAG.

3.4.1.4. Blocking GO-Boxes or other authorised on-board units for the Post-Pay payment method

If a means of payment is no longer authorised by the means of payment issuer for further billing, ASFINAG will disable the GO-Box or the authorised on-board unit.

With a disabled GO-Box or a disabled authorised on-board unit, further use of the road network subject to tolls is no longer permitted and no toll transactions or debits will take place (Tolling regulations Part B, item 10). This is signalled to the driver acoustically (4 short beeps).

The driver must re-enable their GO-Box or authorised on-board unit at the nearest GO point of sale as follows:

- Provide a valid means of payment
- Retroactive payment of the toll that has not been paid since the disabling (in accordance with the conditions of the Tolling Regulations, Part B, item 7.1 and item 7.2), otherwise they fulfil the offence of toll evasion (see Tolling Regulations Part B, item 10).

3.4.1.5. Direct settlement of the GO toll with ASFINAG via GO Direkt

GO Direkt is the direct billing of the GO toll via a Post-Pay payment method with ASFINAG. Customers receive their invoice directly from ASFINAG and also pay the GO toll directly to ASFINAG.

Since 1 July 2009, ASFINAG has been entitled to grant GO Direkt customers an annual acquisition and retention bonus amounting to 0.3% of the toll fees for charging infrastructure costs invoiced directly by ASFINAG in the last 12 months. This means that external costs arising from traffic-related air pollution, noise pollution or CO₂ emissions are not subject to the acquisition and retention bonus.

This completion and retention bonus is paid out once a year in arrears on the day the GO Direkt contract with ASFINAG is concluded. It is only granted if the GO Direkt customer's contractual relationship is still valid on the respective cut-off date and has also existed continuously during the billing period.

ASFINAG will take into account the completion and retention premium in the statement following the reference date, show it on the invoice and deduct it from the invoice amount.

3.4.2. Payment of reimbursement of costs for GO-Boxes

Any reimbursement of costs for GO-Boxes lost or damaged by the customer can be reimbursed at a GO point of sale (see item 3.1.5) using a means of payment authorised for the Pre-Pay payment method.

The only exception is euroShell cards, which cannot be used to reimburse costs.

Any reimbursement of costs for a GO-Box with a Post-Pay payment method can also be settled using the saved means of payment, provided this is not disabled for settlement. This means that it is not necessary to physically present an accepted means of payment at a GO point of sale.

ASFINAG will not reimburse any costs for other authorised on-board units.

3.4.3. Billed motor vehicles per card

When paying by debit or credit card, several motor vehicles (GO-Boxes) can be paid for with one card, regardless of the payment procedure (prepaid or postpaid procedure).

When paying with a fuel card, there are different regulations. With some fuel card issuers, a card may only be used for one motor vehicle, with others several motor vehicles can be billed using the same card.

The cardholder can find out the exact conditions directly from the fuel card issuer.

3.4.4. Afterpayment of tolls at a GO point of sale

A retroactive payment of tolls within the meaning of Part B, item 7.1 of the Tolling Regulations can be made for all approved on-board units using the payment methods valid for the Pre-Pay payment method at the GO points of sale (see item 3.1.5).

A retroactive payment of tolls as defined in item 7.1 of the Tolling Regulations Part B for a GO-Box with Post-Pay payment method or for another authorised on-board unit can also be settled using the saved means of payment, provided this is not disabled for settlement. This means that it is not necessary to physically present an accepted means of payment at a GO point of sale.

3.4.5. Central retroactive payment of the toll via the SelfCare portal

If a category and/or toll rate group that is too low is used, the SelfCare portal provides the option of paying the underpaid toll retrospectively under the conditions specified in item 7.2 of the Tolling Regulations Part B.

3.4.6. Subsequent billing of tolls at a GO point of sale

A subsequent settlement within the meaning of Part B, item 7.3 of the Tolling Regulations can only be made with GO-Boxes in the Pre-Pay payment method using the means of payment valid for the Pre-Pay method at GO points of sale (see item 3.1.5).

3.4.7. Payment via the SelfCare portal

The options listed under item 3.2 of this Appendix are available for payment transactions via the SelfCare portal.

However, the listed payment options are only intended as non-binding information. If a payment method or means of payment is rejected despite being listed as an authorised payment option, this could be based on a regulation of the card issuer (such as an amount limit for this type of transaction). The cardholder can find out the exact regulations directly from their card issuer.