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HUNGARIAN E-TOLL GUIDE



NATIONAL
TOLL PAYMENT
SERVICES PLC.

2019

THE HU-GO ELECTRONIC TOLL SYSTEM

In the e-toll system, the toll payment obligation for tolled expressway and main road sections extends to all heavy-duty vehicles with a maximum permissible mass exceeding 3.5 tonnes. For more information on unit tolled road sections, please visit the hu-go.hu website.

RATES (HUF/KM), VEHICLE CATEGORIES

Emission class	Category J2		Category J3		Category J4	
	Expressway	Main road	Expressway	Main road	Expressway	Main road
A ≥ EURO V	HUF 47.12	HUF 20.04	HUF 66.11	HUF 34.71	HUF 102.34	HUF 63.84
B = EURO II-IV	HUF 55.44	HUF 23.58	HUF 77.78	HUF 40.83	HUF 120.40	HUF 75.10
C ≤ EURO I	HUF 63.76	HUF 27.12	HUF 89.45	HUF 46.95	HUF 144.48	HUF 90.12

The toll rates are valid from 01.01.2019. All rates shown in the table are inclusive of VAT.



Category J2 / two axles



Category J3 / three axles



Category J4 / four or more axles

HOW TO PURCHASE ROAD USE AUTHORISATIONS

Toll declaration and toll payment using an on-board unit (OBU)

Using an on-board unit (OBU) is the simplest, most convenient and safest way of declaring and paying the toll. OBUs are available at the customer service offices of National Toll Payment Services (NTPS) Plc., its resellers and toll declaration operators. After you have purchased an OBU, it should be registered once under the HU-GO profile. Subsequently, you must make sure that the OBU is switched on and operates properly at all times, with the number of axles set correctly, and that the funds on the relevant current account has sufficient funds to cover the costs of the planned journey. Qualified customers having concluded a contract with NTPS Plc. may also choose post-payment.

OBU registration

Within the HU-GO system, on-board units must be assigned to the registration number of the relevant motor vehicles based on the OBUs' registration number and PIN. OBUs may only be registered in full on the hu-go.hu website. Any other channels (e.g. kiosks) can only be used for pre-registration by creating a new user account. In that case, an activation link will be sent to the e-mail address you specified. Registration can be finalized by clicking on the link. You may change the registered data in your user account. For more detailed information on OBU registration, please visit the hu-go.hu website.

Route tickets

Purchasing a route ticket offers a convenient and quick solution for those who use the Hungarian toll road network less frequently, typically for specific routes. Route tickets may also be purchased without prior registration in the HU-GO system. In order to purchase a so-called ad hoc route ticket, all you have to do is enter the relevant vehicle data and plan your route accurately. Ad hoc route tickets are valid from the time of payment until 24:00 hours the next calendar day. Registered users may also purchase route tickets in advance. In that case, the start of the validity period should not be later than the 30th calendar day from the date of purchase.

Motorists using toll roads with a route ticket are not allowed to leave their scheduled route unless under exceptional circumstances (traffic diversion). Any other deviation from the route may be subject to a fine. If you have purchased a route ticket, you must inquire about the conditions of use of the roads of your planned route (e.g. temporary restrictions and diversions). For the relevant information, please visit the utinform.hu website or contact the road information service by e-mail (utinform@kozut.hu) or by phone (+36 1 336 2400).

Route tickets may be purchased on the hu-go.hu website, at NTPS customer service offices, via our mobile application or at designated resellers' points of sale. Route tickets are only valid once their price has been paid. VAT receipts may only be issued automatically to users registered in the HU-GO system. Route tickets grant road use authorisation exclusively for the planned route within the validity period, for a single occasion only. For more information on planning your route and purchasing a route ticket, please visit the hu-go.hu website.

SERVICES AVAILABLE AT CUSTOMER SERVICE OFFICES

E-toll customers can obtain comprehensive information on the operation and availability of the HU-GO system at our customer service offices. At our offices, you can also purchase route tickets and OBUs, top up your balance, submit a customer qualification request for the purpose of post-payment, complete and submit an application for agricultural exemption and arrange for a KAVOSZ loan. For more information, please visit the hu-go.hu website.

OTHER CUSTOMER-FRIENDLY CONVENIENCE SERVICES

Saving favourite routes

The favourite route feature enables customers registered in the HU-GO system and using toll roads with a route ticket to save their favourite or frequently used routes and to retrieve them for subsequent route planning.

Fine alerts

If the control system detects or assumes unauthorised road use, this convenience service, provided free of charge, will send a warning to the e-mail address specified upon registration in the HU-GO system. You can avoid repeated fines by checking that your OBU is working properly with correct settings and by topping up your balance.

Low balance notifications

If your current account balance has dropped to the pre-defined limit, this convenience service, provided free of charge, will send a warning to the e-mail address specified upon registration in the HU-GO system in order to prevent unauthorised road use.

HOW TO AVOID FINES

OBU failure

Information on the error signals of on-board units can only be provided by the toll declaration operators. If you experience any sign of fault or error, contact your toll declaration operator immediately. In order to avoid repeated fines, we recommend that you buy a route ticket for the remaining section of your journey.

Specifying the vehicle's number of axles

Make sure that the vehicle's actual number of axles is always specified correctly in your user account or on-board unit. The incorrect setting of the number of axles qualifies as unauthorised road use, which may result in a fine.

Specifying the emission class

Similarly to the number of axles, it is important to enter the correct emission class. The vehicle's emission class is specified in the relevant section of the vehicle registration certificate. On the basis of the 'polluter pays' principle, vehicles that emit less pollutants are subject to a lower e-toll.

Planning a round trip

Route tickets planned for a single route (by specifying only the starting and destination points) are not valid for the return route, i.e. you cannot purchase a return ticket in the classic sense. You can only plan a route for a round trip if, in the course of route planning, you specify the same settlement as your starting and destination point and also provide a stop in between. In that case, please be aware that the outward and return routes may be different.

Deviation from the scheduled route in the case of diversions

In the case of diversions due to road construction works or accidents, you may depart from the pre-planned route but only to the diversion route designated by the authorised entity (e.g. relevant authority) and solely for the duration of the diversion. Diversion routes are subject to toll payment. However, in the event of ad hoc diversions in effect for a period up to 31 days, heavy-duty vehicles travelling on the diversion route are exempt from fines even if they have not paid a toll.

CONTROL AND FINES

Toll enforcement is conducted 24 hours a day: the relevant system immediately establishes whether a specific vehicle has a valid road use authorisation. Unauthorised road use is penalised by an administrative fine, imposed by the authority. Motorists are called to account through roadside inspections and

on the basis of objective liability. The relevant legislation takes into account the time of unauthorised road use, thus enabling road users to act as soon as they realize the mistake so that they can avoid the payment of a higher fine. The fine rates determined by vehicle categories, the manner in which the offence was committed and the relevant time bands are shown in the table below:

Vehicle category	0 to 120 minutes after the incident	121 to 240 minutes after the incident	241 to 480 minutes after the incident
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Failure to pay the toll before entering the road (Section 14(a) of Act LXVII of 2013 on tolls)

J2	HUF 30,000	HUF 90,000	HUF 140,000
J3	HUF 35,000	HUF 100,000	HUF 150,000
J4	HUF 40,000	HUF 110,000	HUF 165,000

The vehicle category or emission class declared is lower than the actual category or class (Section 14(b) of Act LXVII of 2013 on tolls)

J2	HUF 24,000	HUF 72,000	HUF 110,000
J3	HUF 28,000	HUF 80,000	HUF 120,000
J4	HUF 36,000	HUF 88,000	HUF 135,000

The on-board unit was included in the register of invalidated units at the time of road use (Section 14(c) of Act LXVII of 2013 on tolls)

J2	HUF 30,000	HUF 90,000	HUF 140,000
J3	HUF 35,000	HUF 100,000	HUF 150,000
J4	HUF 40,000	HUF 110,000	HUF 165,000

Our company does not deal with appeals against the fines imposed, as actions against unauthorised road users shall be taken by the competent authority. An application for review may be lodged as defined in the decision on the fines imposed, at the contact details contained therein. Similarly, it is not possible to purchase road use authorisations retroactively.

We wish you a safe and pleasant journey.

OPENING HOURS OF CUSTOMER SERVICE OFFICES

TOWN	LOCATION	MOTOR-WAY	KM	SIDE OF MOTOR-WAY*	OPENING HOURS		
					Mon-Tue, Thu-Fri	Wednes-day	Sat-Sun
Budapest (South Pest)	Üllői út 663.	-	-	-	10-18	10-18	-
Budapest	rest area (Szilas rest area)	M3	12	right	0-24	0-24	0-24
Budaörs	rest area (Garibaldi u. 1.)	M1/ M7	9	right	7-19	7-19	8-16
Miskolc	Pesti u. 88-96. (next to Sever Center)	-	-	-	8-16	10-18	-
Debrecen	Kassai út 27.	-	-	-	8-16	10-18	-
Szolnok	Abonyi út (next to Tesco)	-	-	-	8-16	10-18	-
Gyöngyös	Atkári út 2.	-	-	-	8-16	10-18	-
Nyíregyháza	Debreceni út 256.	-	-	-	8-16	10-18	-
Békéscsaba	Berényi út 93.	-	-	-	8-16	10-18	-
Szeged	Budapesti út 2.	-	-	-	8-16	10-18	-
Pécs	Mohácsi út 16.	-	-	-	8-16	10-18	-
Lajosmizse	rest area	M5	67	right	8-16	10-18	-
Dunaújváros	Venyimi út 8.C	-	-	-	8-16	10-18	-
Székesfehérvár	rest area	M7	59	right	8-16	10-18	-
Lébény	Motorway Operation and Maintenance Centre	M1	142	left	8-16	10-18	-
Veszprém	Budapest út 89.	-	-	-	8-16	10-18	-
Szombathely	Körmendi út 100.	-	-	-	8-16	10-18	-
Eszteregnye	Motorway Operation and Maintenance Centre	M7	219	right	8-16	10-18	-

*right-hand side: direction away from Budapest, left-hand side: direction towards Budapest

We reserve the right to change the opening hours. For more information on the opening hours of customer service offices and any other changes, please visit the toll-charge.hu website or contact our Call Centre.

CONTACT US

National Toll Payment Services Plc. • Postal address: H-1380 Budapest, Pf.: 1170

Customer e-mail address: ugyfel@hu-go.hu

Our Call Centre answers your calls in Hungarian around the clock every day, in German from 8 a.m. to 4 p.m. on business days and in English from 8 a.m. to 4 p.m. every day: +36 (36) 587 500

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