

APPENDIX 2

METHODS AND MEANS OF PAYMENT


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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 methods and means of payment:

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

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

1.2. Payment of a digital vignette in the ASFINAG Toll Shop (“Mautshop”) or in the ASFINAG app




Payment of a digital vignette in the ASFINAG Toll Shop (“Mautshop”) or via the ASFINAG app is possible using the following methods and means of payment:

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

¹⁾ No subscription to a digital vignette is possible via eps online transfer.

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

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

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

1.4. Payment of the substitute toll to the toll enforcement

Payment of the substitute toll when being apprehended by the toll enforcement is possible using the following methods and means of payment:

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

¹⁾ Payment of the substitute toll in cash is exclusively possible in euros.

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 methods and means of payment:

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

¹⁾ Payment of the section toll in cash is exclusively possible in euros.

2.2. Payment of digital section tolls in the ASFINAG Toll Shop (“Mautshop”) and in the ASFINAG app

Payment of the digital section toll in the ASFINAG Toll Shop (“Mautshop”) or via the ASFINAG app is possible using the following methods and means of payment:

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

¹⁾ Subscription to an annual card for the digital section toll or to the service digital section toll FLEX via eps online transfer is not possible.

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 methods and means of payment:

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

2.4. Payment of the substitute toll to the toll enforcement

Payment of the substitute toll when being apprehended by toll enforcement is possible using the following methods and means of payment:

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

¹⁾ The substitute toll in cash is exclusively possible in euros.

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

3.1. GO points of sale

3.1.1. GO-Box in postpaid procedure

Using a **GO-Box in postpaid procedure** the following business transactions can be executed at the GO points of sale:

- Pay processing fee (when registering for the GO toll system for the first time and picking up a GO-Box, point 3.4.1.3)
- Subsequent payment of the toll (point 3.4.4)
- Switching from the prepaid procedure to the postpaid procedure
- Change of means of payment
- Pay reimbursement of costs in the event of a chargeable exchange of the GO-Box (point 3.4.2)

Participation in the postpaid procedure is only possible through the provision of the GO-Box by ASFINAG and through the payment of the processing fee for system access via the means of payment presented by the customer.

3.1.2. GO-Box in prepaid procedure

Using a **GO-Box in prepaid procedure** the following business transactions can be executed at the GO points of sale:

- Pay processing fee (when registering for the GO toll system for the first time and picking up a GO-Box, point 3.4.1.3)
- Subsequent payment of the toll (point 3.4.4)
- Switching from the postpaid procedure to the prepaid procedure
- Charge the GO-Box
- Pay reimbursement of costs in the event of a chargeable exchange of the GO-Box (point 3.4.2)

3.1.3. LSVA on-board units (Heavy Goods Vehicle Tax)

Using a **LSVA on-board unit** no business transactions can be executed at GO points of sale.

3.1.4. TOLL2GO on-board units

Using a **TOLL2GO on-board unit** in prepaid procedure the following business transactions can be executed at the GO points of sale:

- Retroactive payment of toll (point 3.4.4)
- Change the means of payment
- Pay reimbursement of cost in case of a non-return of the GO-Box






3.1.5. EETS on-board units

Using an an **EETS on-board unit** in prepaid procedure the following business transactions can be executed at the GO points of sale:

- Retroactive payment of toll (point 3.4.4)

3.1.6. Accepted means of payment

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

	GO-Box in postpaid procedure	GO-Box in prepaid procedure	TOLL2GO	EETS
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 with cash at the GO points of sale is only possible in euros (EUR). Only at the GO points of sale in Hungary hungarian forints (HUF) are accepted.

²⁾ Payment with cash with a GO-Box in the postpaid procedure and with a TOLL2GO on-board unit is only possible for the **retroactive payment of the toll** and the payment of a **reimbursement of costs**.

³⁾ For EETS vehicle devices, only the **retroactive payment of the toll** is possible.

⁴⁾ When changing the means of payment, only Mastercard and VISA Credit cards issued in Austria will be accepted (point 3.4.1.1). Debit cards are not accepted.

	GO-Box in prepaid procedure	GO-Box in prepaid procedure	TOLL2GO	EETS
Fuel cards				
	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
	OK	OK	OK	OK

	GO-Box in prepaid procedure	GO-Box in postpaid procedure	TOLL2GO	EETS
 PLOSE <small>SISTEM SERVICE</small>	OK	OK	OK	OK
 Quehenberger <small>logistics</small>	-	-	-	-
 RMC <small>RMC-SERVICE.COM</small>	OK	OK	OK	OK
 ROUTEX	OK	OK	OK	OK
 SVG	OK	OK	OK	OK
 TRASPOSERVIZI <small>card servizi</small> <small>PER VIAGGIARE SENZA BARRIERE</small>	OK	OK	OK	OK
 UTA	OK	OK	OK	OK
 VERAG <small>SPEDITION AG</small>	-	-	-	-
 VIALTIS	OK	OK	OK	OK

3.2. ASFINAG Service Center and SelfCare Portal






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

3.2.1. Acceptance in connection with GO-Boxes

Via the ASFINAG Service Center and in the SelfCare Portal (<https://www.go-maut.at/en/selfcare-portal/>), the following business transactions can be executed when using GO-Boxes:

- An **order** for a **GO-Box** for the postpaid procedure can only be made in the SelfCare portal.
- A **change** of the **means of payment** is possible 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 **SelfCarePortal**, payment can be made either via a card number entered by the customer or via the means of payment stored with a GO-Box in the postpaid procedure as follows:

	GO-Box orders	Change of means of payment		Central retroactive payment of toll	
	SelfCare Portal	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via 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 deposited with the postpaid procedure

	GO-Box orders	Change of means of payment		Central retroactive payment of toll	
	SelfCare Portal	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via telephone
Fuel cards					
	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
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment deposited with the postpaid procedure

	GO-Box orders	Change of means of payment		Central retroactive payment of toll	
	SelfCare Portal	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via 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
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment deposited with the postpaid procedure






3.2.2. Acceptance in connection with on-board units from the Swiss LSVA system

When using on-board units from the Swiss LSVA system, the following business transactions can be executed via the ASFINAG Service Center and in the SelfCare Portal






(<https://www.go-maut.at/en/selfcare-portal/>):

- The application for **the use of an on-board unit from the Swiss LSVA system** in Austria is accepted by letter or scanned as an e-mail via the ASFINAG Service Center or via the online form in the SelfCare Portal.
- A **change of the means of payment** is possible 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.





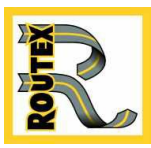






Payment in the SelfCarePortal can be made either via a card number entered by the customer or via the means of payment already stored for the postpaid procedure.

	LSVA order	Change of means of payment		Central retroactive payment of toll	
	in writing	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via telephone
Direct payment 	OK	–	OK	OK ¹⁾	OK
Credit Cards    	–	OK	OK	OK	OK
	–	OK	OK	OK	OK
	–	OK	OK	OK	OK

¹⁾ only with the means of payment deposited with the postpaid procedure

	LSVA order	Change of means of payment		Central retroactive payment of toll	
	in writing	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via telephone
Fuel cards					
	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
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment deposited with the postpaid procedure

	LSVA order	Change of means of payment		Central retroactive payment of toll	
	in writing	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via 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
	OK	OK	OK	OK	OK






¹⁾ only with the means of payment deposited with the postpaid procedure

3.2.3. Acceptance in connection with TOLL2GO on-board units



When using TOLL2GO on-board units, the following business transactions can be executed via the ASFINAG Service Center and in the SelfCare Portal (<https://www.go-maut.at/en/selfcare-portal/>):

- The application for **the use of a TOLL2GO on-board unit** from the German toll system in Austria is only accepted via the online form in the SelfCare Portal.
- A **change of the means of payment** is possible 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 SelfCarePortal can be made either via a card number to be entered by the customer or via the means of payment already stored for the postpaid procedure.

	TOLL2GO order	Change of means of payment		Central retroactive payment of toll	
	SelfCare Portal	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via 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

¹⁾ only with the means of payment deposited with the postpaid procedure

	TOLL2GO order	Change of means of payment		Central retroactive payment of toll	
	SelfCare Portal	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via telephone
Fuel cards					
	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
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment deposited with the postpaid procedure

	TOLL2GO order	Change of means of payment		Central retroactive payment of toll	
	SelfCare Portal	SelfCare Portal	in writing, via telephone	SelfCare Portal	in writing, via 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
	OK	OK	OK	OK	OK

¹⁾ only with the means of payment deposited with the postpaid procedure

3.2.4. Acceptance in connection with the the EETS service

A **contract** in connection with the EETS service is only possible via EETS Providers, which offer a toll in Austria with **approved types of on-board units**.

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 (points 3.1.5 and 3.1.6) or in the SelfCare Portal (<https://www.go-maut.at/en/selfcare-portal/>) (point 3.2.1).

Billing via the EETS service is not possible.

	accepted types of on-board units	Conclusion of contract	Retroactive payment of toll	
		EETS-TSP ¹⁾	at the GO point of sale ²⁾	via the SelfCare Portal ³⁾
	SSU C3077	OK	–	–
	OBU-5310-00A, TS3290/00A, TS3290/00B	OK	–	–
	OBU-4021-01K	OK	–	–
	OBU-4021-01K, SSU C3080-T4E	OK	–	–
	SSU C3077	OK	–	–
	Princip U850	OK	–	–
	TLPDM03-HE, ETOLL2ST-1HE	OK	–	–
	SSU C3080-T4E	OK	–	–

	accepted types of on-board units	Conclusion of contract	Retroactive payment of toll	
		EETS-TSP ¹⁾	at the GO point of sale ²⁾	via the SelfCare Portal ³⁾
TOLLTICKETS	OBU-5310-00A	OK	–	–

¹⁾ TSP ... Toll Service Provider

²⁾ only via means of payment accepted in the GO toll system (points 3.1.5 and 3.1.6)






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












3.3. Payment possibilities with toll enforcement

The following business transactions can be executed with toll enforcement officers:

- The **retroactive payment of the toll** is possible within 5 hours and 100 kilometers from the partial or complete non-payment of the toll.
- Payment of **substitute toll**
- Deposit of a **security deposit** if notification is required

For this purpose, the following means of payment are accepted (marked with OK):

	Retroactive payment of toll	Substitute toll	Security deposit
<p>Cash payments</p> 	OK	OK	OK
<p>Debit and credit cards</p>    	OK	OK	OK

	Retroactive payment of toll	Substitute toll	Security deposit
Fuel cards			
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–
	OK	OK	–

¹⁾ It's not possible to pay a guarantee with fuel cards.

3.4. Special topics for payment of distance-related tolls

3.4.1. Special topics for payments by postpaid procedure

3.4.1.1. Payment with debit and credit cards

In the postpaid procedure, all American Express and DinersClub cards are accepted regardless of the country of issue.

Only Mastercard and VISA cards beginning with the following issuer codes (the first four to six digits of the card number) are accepted:

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

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

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

3.4.1.2. Payment with fuel cards

Fuel card issuers must also provide ASFINAG with payment guarantees and accordingly reserve the right to decide which of their customers are approved for the postpaid procedure.

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 postpaid and automatically place them on the white list, others 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 postpaid procedure, this usually 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 issued only for use in a specific country and not approved by the fuel card issuer for payment of the toll in Austria
- Cards that are already used as a means of payment in another GO-Box (point 3.4.3)
- Amounts exceeding an amount limit set by the fuel card issuer

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

3.4.1.3. Conclusion of postpaid contracts for on-board units with written order

ASFINAG Maut Service GmbH accepts written orders for GO-Boxes or request for use of on-board units from the Swiss LSVA system in the postpaid procedure, whereby the desired method or means of payment must be specified in the order together with other information.

A written order for a GO-Box where payment is to be made via a fuel card must always be submitted to the card company which subsequently submits the order to ASFINAG.

A written order for the use of an on-board unit from the Swiss LSVA system must be sent directly to ASFINAG irrespective of the means of payment used (forms can be downloaded via <https://www.go-maut.at/en/downloads/>).

3.4.1.4. Disabling GO-Boxes or other approved on-board units for the postpaid procedure

If a payment guarantee is no longer issued by a card company, the GO-Box or other approved on-board unit must be disabled and further use of the toll road network is prohibited.

If the toll road network is used with the disabled GO-Box or another authorised on-board unit, no toll transactions or debits will take place (see also item 10 Tolling Regulations Part B). This is signalled acoustically to the driver.

The driver must unblock their GO-Box or another authorised on-board unit with a valid means of payment at the next GO point of sale and pay the toll accrued up to that point in accordance with the conditions of section 7 Tolling Regulations Part B, otherwise they will be guilty of toll evasion (see section 10 Tolling Regulations Part B).

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

GO Direkt is the direct settlement of the GO toll with ASFINAG for postpaid contracts. In this case, customers receive their invoice from ASFINAG and also pay the GO toll directly to ASFINAG.

As of 1 July 2009, ASFINAG is entitled to grant GO Direkt customers an annual completion and retention premium amounting to 0.3% of the toll charges incurred and billed in the twelve-month billing period.

A final and retention premium will be granted once a year at the day of the conclusion of the GO Direkt contract. It is only granted if the contractual relationship with the GO Direkt customer continues to exist on the respective reference date and has also existed continuously during the settlement period.

The premium shall be granted in such a way that ASFINAG deducts the relevant premium amount from the respective invoice amount following the reference date, whereby the respective premium deduction amount shall be shown on the invoice.

3.4.2. Payment regarding reimbursement of costs for lost GO Boxes

The reimbursement of costs for GO-Boxes that have been lost can be made at the GO points of sale using the methods and means of payment valid for Pre-Pay.

The only exception is EuroShell cards, which cannot be used to reimburse GO-Box costs.

In addition, for postpaid contracts that are not blocked due to a payment block, the reimbursement can also be paid at the GO points of sale via the payment method saved with the postpaid contract. This means that it is not necessary to physically present an accepted means of payment at the GO points of sale.

There is no reimbursement of costs for other accepted on-board units at the ASFINAG.

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, only one motor vehicle may be charged per card; with others, several motor vehicles may be charged.

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

3.4.4. Subsequent payment of the toll at a GO point of sale

A subsequent payment of a toll can be made either as a retroactive payment or subsequent offsetting of the toll sections within the meaning of point 7 of the Toll Regulations Part B.

The retroactive payment can be made for all on-board units with the means of payment valid for the prepaid procedure at the GO points of sale (point 3.1).

In addition, in the case of postpaid contracts that are not blocked due to a blocked means of payment, a subsequent payment can also be paid at the GO point of sale using the means of payment saved with the postpaid contract. This means that it is not necessary to physically present an accepted means of payment at the GO points of sale.

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

Via the SelfCare portal, the customer has the option of retroactively paying the unpaid toll centrally in the event of the use of a category and/or tariff group that is too low, subject to the conditions set out in section 7.2 of the Tolling Regulations Part B.

3.4.6. Payment via the SelfCare Portal

For payment transactions in the SelfCare portal, the options listed under point 3.2 of this Appendix are available.

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.