

















APPENDIX 2

METHODS AND MEANS OF PAYMENT

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

1.1 Payment at a toll enforcement officer

When apprehended by a toll enforcement officer, drivers may pay the substitute toll using the following methods and means of payment:

<p><u>Cash payment</u></p> 			
<p><u>Debit cards</u></p>    			
<p><u>Credit cards</u></p>    			
<p><u>Petrol cards</u></p>       			

1.2 Payment of a digital vignette on the Internet or App

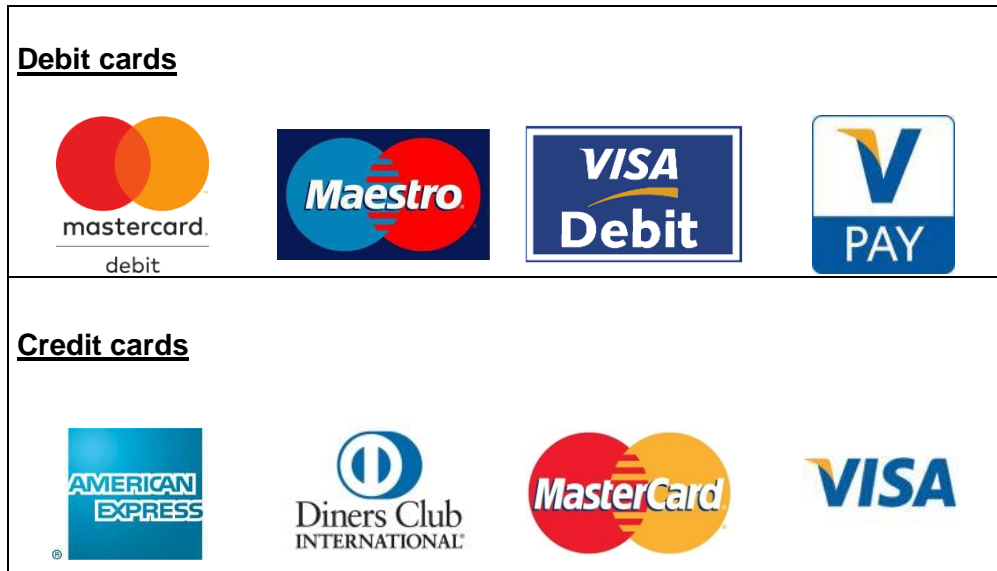
The payment of a digital vignette on the Internet or APP “Unterwegs” is possible with the following methods and means of payment:

<p><u>Bank transfer or direct bank debit</u></p> 
<p><u>Debit cards</u></p> 
<p><u>Credit cards</u></p> 

In regard to the digital subscription please see section 1.4.

1.3 Payment at a vending machine

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



1.4 Payment for the digital subscription

The payment for the digital subscription is possible with the following methods and means of payment:



2 ROAD SECTION TOLL (TOLLING REGULATIONS Part A II)

2.1 Payment at toll points

The following methods and means of payment are accepted for payment of the section toll at toll points:

<p><u>Cash payment</u></p> 
<p><u>Debit cards</u></p> 
<p><u>Credit cards</u></p> 
<p><u>Petrol cards</u></p> 

Cash payment of section tolls is only permissible in euros.

2.2 Payment of the digital section toll on the Internet and App

The following methods and means of payment for digital section toll are accepted for payment on the Internet and APP “Unterwegs”:

<p><u>Bank transfer or direct bank debit</u></p> 
<p><u>Debit cards</u></p> 
<p><u>Credit cards</u></p> 

In regard to the digital subscription please see section 2.4.

2.3 Payment at a vending machine

The payment of a digital section toll at a vending machine is possible with the following methods and means of payment:



2.4 Payment for the digital subscription





The payment for the digital subscription is possible with the following methods and means of payment:



3 THE DISTANCE-RELATED TOLL (TOLLING REGULATIONS PART B and PART C)

3.1 The post-pay procedure

3.1.1 The following (with OK marked) means of payment are accepted at the GO points of sale for the post-pay procedure:

	GO points of sale
<u>Credit cards</u>	
	OK
	OK
	OK *)
	OK *)

*) Only cards issued in Austria (see section 3.4.1. a) of this appendix).






	GO points of sale
<u>Petrol cards</u>	
 DIESEL 24	OK
	OK
	OK
	OK
	OK
	-
	OK
	OK
	OK
	OK
	OK
	OK

	GO points of sale
	OK
	-
	OK
	OK
	OK
	OK
	-
	OK
	OK










3.1.2 The following means of payment are accepted by ASFINAG CUSTOMER SERVICE and on the Internet

3.1.2.1 Acceptance in conjunction with GO-Boxes

Only changes in the means of payment and written orders relating to the post-pay procedure are accepted by the ASFINAG CUSTOMER SERVICE and via Internet. Moreover, specific payments outlined in section 3.4.6 can be made via the Internet.

	Change of the means of payment		GO-Box orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<p><u>Direct payment</u></p> 	-	OK	OK	-	OK
<p><u>Credit cards</u></p>    	OK	OK	OK	OK	OK



¹⁾ For information on using debit and credit cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		GO-Box orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<u>Petrol cards</u>					
	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
	OK	OK	OK	OK	OK

¹⁾For information about using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		GO-Box orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
Petrol 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






¹⁾For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		GO-Box orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<u>Petrol cards</u>					
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK







¹⁾ For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

3.1.2.2 Acceptance in conjunction with TRIPON or Emotach on-board units









Contracts relating to TRIPON or Emotach on-board units may only be concluded by correctly completing the form and posting, faxing, or sending it by e-mail to the ASFINAG CUSTOMER SERVICE or via the SelfCare Portal.

	Change of the means of payment		TRIPON or Emotach orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<p>Direct payment</p> 	-	OK	OK	-	OK
<p>Credit cards</p> 	OK	OK	-	OK	OK
	OK	OK	-	OK	OK
	OK	OK	-	OK	OK
	OK	OK	-	OK	OK




¹⁾ For information on using debit and credit cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		TRIPON or Emotach orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<u>Petrol cards</u>					
	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
	OK	OK	OK	OK	OK

¹⁾For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		TRIPON or Emotach orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<u>Petrol cards</u>					
	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⁾ For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		TRIPON or Emotach orders	Payment via Internet ¹⁾	
	Internet	In writing	In writing	using a card that can be entered	using a post-pay contract
<u>Petrol cards</u>					
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK




¹⁾ For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

3.1.2.3 Acceptance in conjunction with TOLL2GO on-board units

Contracts relating to TOLL2GO on-board units can only be concluded via the SelfCare Portal.

	Change of the means of payment		TOLL2GO orders		Payment via Internet ¹⁾	
	Internet	In writing	using a card that can be entered	using a post-pay contract	using a card that can be entered	using a post-pay contract
Direct payment 	-	OK	-	OK	-	OK
Credit cards    	OK	OK	OK	OK	OK	OK




¹⁾ For information on using debit and credit cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		TOLL2GO orders		Payment via Internet ¹⁾	
	Internet	In writing	using a card that can be entered	using a post-pay contract	using a card that can be entered	using a post-pay contract
<u>Petrol cards</u>						
	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	OK	OK	OK
	OK	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK	OK

¹⁾ For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		TOLL2GO orders		Payment via Internet ¹⁾	
	Internet	In writing	using a card that can be entered	using a post-pay contract	using a card that can be entered	using a post-pay contract
Petrol 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	OK	OK


¹⁾For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

	Change of the means of payment		TOLL2GO orders		Payment via Internet ¹⁾	
	Internet	In writing	using a card that can be entered	using a post-pay contract	using a card that can be entered	using a post-pay contract
<p><u>Petrol cards</u></p>   	OK	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK	OK
	OK	OK	OK	OK	OK	OK

¹⁾ For information on using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

3.1.2.4 Acceptance in conjunction with the EasyGo+ service

Contracts relating to the EasyGo+ service can only be concluded via one of the EasyGo Toll Service Providers offering the EasyGo+ service.

	OBU orders at TSP ¹⁾	Payment at the point of sale	Payment via Internet ²⁾
 BroBizz A/S	OK	-	-

1) TSP....Toll Service Provider

2) For information about using petrol cards to make payments on the Internet, please refer to section 3.4.6 of this appendix.

3.1.2.5 Acceptance in conjunction with the REETS service

Contracts relating to the REETS service can only be concluded via one of the Toll Service Providers offering the REETS service.

	Type of the accepted OBU	OBU orders at the TSP ¹⁾	Payment at the point of sale	Payment via Internet
 Total Marketing Services / AS24	Sittraffic Sensus Unit C3077“ (SSU C3077)	OK	-	-
 Axxès	TS3290/00A	OK	-	-
 DKV Euro Service GmbH & Co. KG	OBU-4021-01K or SSU C3080-T4E	OK	-	-
 Eurotoll	Sittraffic Sensus Unit C3077“ (SSU C3077)	OK	-	-
 Telepass S.p.A.	TLPDM03-HE, ETOLL2ST-1HE or TLPV05-HE	OK	-	-
TOLLTICKETS	OBU-5310-00A	OK	-	-

1) TSP ... Toll Service Provider

3.2 The pre-pay procedure

3.2.1 The following methods and means of payment are accepted for the pre-pay procedure:


<p>Cash payment</p>  <p>Cash payment is only permissible in euros. Exceptions are made at the distribution outlets in Hungary, where payment in Forints is accepted.</p>				
<p>Debit cards</p>   				
<p>Credit cards</p>    				
<p>Petrol cards</p>                  				



3.2.2 Payment via Internet

For information on other payment options for the pre-pay procedure, please refer to section 3.4.6 of this appendix. The authorised methods and means of payment for the pre-pay procedure are listed in section 3.1.2 of this appendix in the category 'Payment via Internet' and the column 'Payment using a card that can be entered'.

3.3 Retroactive payment of the toll and substitute toll and provision of security deposits (when apprehended by a toll enforcement officer)

When apprehended by a toll enforcement officer, the following means of payment are accepted for all payments (retroactive payment of the toll and substitute toll and provision of security deposits).

	Retroactive toll payment	Substitute toll	Security deposits
<p><u>Cash payment</u></p> 	OK	OK	OK
<p><u>Debit cards</u></p>    	OK	OK	OK
<p><u>Credit cards</u></p>  	OK	OK	OK

	OK	OK	OK
	OK	OK	OK

	Retroactive toll payment	Substitute toll	Security deposits
<u>Petrol cards</u>			
 DIESEL 24	OK	OK	-
	OK	OK	-
	OK	OK	-
	OK	OK	-
	OK	OK	-
	OK	OK	-
	OK	OK	-

	OK	OK	-
	OK	OK	-
	OK	OK	-
	OK	OK	-

3.4 Special issues regarding the payment of the distance-dependent toll

3.4.1 Special issues regarding payment in the post-pay procedure

a) Payment using credit cards that have been issued abroad (i.e. outside Austria)

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

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

This broadly corresponds to VISA and Mastercard credit cards that were issued in Austria.

The limited acceptance of Mastercard, and VISA cards is based on the fact that these international card organisations cannot give ASFINAG payment guarantees.

American Express and Diners Club cards, on the other hand, are accepted as a means of payment for the post-pay procedure regardless of the country in which the cards were issued.

b) Petrol card issuer approval for payment in the post-pay procedure

Like credit card issuers, petrol card issuers must also give ASFINAG payment guarantees and therefore reserve the right to decide which of their customers may be authorised for the post-pay procedure. Authorised customers (card numbers) are put on a so-called 'White List'. While some petrol card issuers approve all valid cards for the post-pay procedure and automatically put card holders on the 'White List', others check the creditworthiness of each individual customer (card number) before approving them for this procedure. Questions regarding approval should be directed to the appropriate petrol card issuer.

c) Concluding post-pay contracts at GO points of sale

All means of payment that are approved for the post-pay procedure in section 3.1.1 can be used to conclude a post-pay contract at staffed GO points of sale. The contract is brought about by two actions: the issuing of the GO-Box and the payment of the processing fee for system access.

d) Concluding post-pay contracts in writing

ASFINAG Maut Service GmbH accepts written orders for GO-Boxes or other authorised on-board units for the post-pay procedure, whereby an indication of the desired method or means of payment must be provided together with the other information at the time the order is placed. A written order for a GO-Box for which payment will be made using a petrol card must be sent to the card company.

Regardless of the means of payment used, written orders for a TRIPON or Emotach on-board unit must be sent directly to ASFINAG (either via the SelfCare Portal or the relevant forms; for more information, please refer to section 1.3 of Tolling Regulations Part C).

e) Deactivating GO-Boxes or other authorised on-board units for the post-pay procedure

If a card company no longer provides a payment guarantee, the GO-Box or other authorised on-board unit must be deactivated and the user is no longer permitted to use the toll road network. If the toll road network is used in conjunction with a deactivated GO-Box or other authorised on-board unit, no toll transactions are made and no tolls are collected (see also section 10 of Tolling Regulations Part B). The driver will be alerted to this fact by an acoustic signal. The driver must go to the nearest GO point of sale, use a valid means of payment to reverse the deactivation of his/her GO-Box or other authorised on-board unit, and pay the tolls that have accrued since deactivation in accordance with the provisions of section 7 of Tolling Regulations Part B. Failure to comply with this provision constitutes a toll evasion offence (see section 10 of Tolling Regulations Part B).

If a petrol card issuer adds a card to its 'black list', this card will be blocked for the post-pay procedure.

If payment is made using credit cards, the GO-Box or other authorised on-board unit is deactivated if the card issuer rejects the payment transaction. This happens in particular when

- a credit limit has been exceeded,
- the credit card company's bills have not been paid by the card holder,
- the card has been cancelled as a result of theft/loss,
- the card or the account no longer exists.

f) Direct payment to ASFINAG via GO Direkt

GO Direkt allows customers with post-pay contracts to pay their tolls directly to ASFINAG. To this end, customers receive an invoice from ASFINAG.

Since 1 July 2009, ASFINAG has been entitled to offer GO Direkt customers an annual welcome and loyalty bonus of 0.3% of the toll charges accrued and paid over the course of a billing period of twelve months at the end of the billing period. Starting on 1 July 2009, the billing period used as a basis for the calculation of the annual welcome and loyalty bonus shall be the previous twelve months, starting on the day the contract was concluded. A welcome and loyalty bonus will only be awarded if the contractual relationship still exists with the GO Direkt customer on the last day of the twelve-month period (appointed date) and has existed for the entire duration of that period. This means that for existing customers, the welcome and loyalty bonus will be paid out for the first time on 1 July 2010 (appointed date). For new customers, on the other hand, the appointed date shall be determined by the day and year in which the contract was concluded. The bonus will be awarded as follows: ASFINAG will deduct the relevant bonus amount from the first invoice to be sent after the appointed date, whereby the amount of the bonus awarded will be indicated on the invoice.

3.4.2 Exceptions to the authorisation of petrol cards

If the cards issued by a petrol card issuer are authorised as a means of payment for the pre-pay and post-pay procedures, all valid cards that have not been blocked are accepted for payment.

In exceptional cases, petrol card issuers have agreed specific limitations with ASFINAG. For example, the following cards may not be authorised:

- cards that were issued in a specific country
- cards with specific issuer code (the issuer code is made up of the first four to six digits in the card number)

Card holders can obtain information on exact provisions directly from the issuer of their petrol card.

3.4.3 Methods and means of payment for the administrative fee for LOST GO-Boxes

The administrative fee for LOST GO-Boxes can be paid at GO points of sale using the methods and means of payment that are valid for the pre-pay procedure. The only exception to this provision is the EuroShell card, which cannot be used to pay the administrative fee for the GO-Box.

In addition, in the case of post-pay contracts involving GO-Boxes that have been deactivated, but not as a result of a blocking of the means of payment, it is possible to pay the administrative fee at GO points of sale using the means of payment registered for the respective post-pay contract. This means that an accepted corresponding means of payment must not be presented at GO points of sale.

3.4.4 Settling accounts for several vehicles using one card

If payment is made using debit or credit cards, accounts can be settled for several vehicles (GO-Boxes) using one card regardless of the payment procedure chosen (pre-pay or post-pay procedure).

The rules vary for payment with petrol cards. Some petrol card issuers only permit accounts to be settled for one vehicle per card; others for several vehicles. Card holders can obtain information on exact provisions directly from the issuer of their petrol card.

3.4.5 Retroactive payment and retroactive billing of the toll at a GO point of sale

The methods and means of payment that are valid for the pre-pay procedure (see section 1) of this appendix) can be used for retroactive payment and retroactive billing of tolls in accordance with section 7 of Tolling Regulations Part B at GO points of sale.

In addition, in the case of post-pay contracts involving GO-Boxes that have been deactivated, but not as a result of the blocking of the means of payment, it is possible to make retroactive payment at GO points of sale using the means of payment registered for respective post-pay contract. This means that an accepted corresponding means of payment must not be presented at GO points of sale.

3.4.6 Payment via the Internet

The means of payment listed in the category 'Payment via Internet' in section 3.1.2 of this appendix can be used to make payments via the SelfCare Portal.

- For the means of payment marked 'OK' in the 'Payment using a post-pay contract' column, the means of payment already entered in the system is used to make payment in the post-pay procedure, as long as this means of payment has not been blocked.
- Means of payment that are marked 'OK' in the 'Payment using a card that can be entered' column can be used as a means of payment as long as the customer provides the card number and the expiry date (and the card security code for credit cards) provided that such transactions are authorised by the card issuer.

The means of payment listed above are non-binding and are for information purposes only. If methods or means of payment are rejected despite being listed as valid means of payment, this could be the result of conditions imposed by the card issuer, e.g. a limit on the sum that can be paid in this kind of transaction. For detailed information on the provisions that apply, card holders are requested to contact the issuer of their card directly.

Central retroactive payment

Under the conditions specified in section 7.2 of Tolling Regulations Part B, customers who have set the wrong category or toll rate group for their vehicles (i.e. a category or toll rate group that is too low) can pay the non-paid toll retroactively via the SelfCare Portal.