



**HU-GO E-TOLL SYSTEM
FREQUENTLY ASKED QUESTIONS**

Content

1.	Persons subject to toll payment and the amount of tolls	3
2.	Road Network	6
3.	Vehicle Categories/Environmental Category	7
4.	Purchasing road use authorization with or without registration	8
5.	Route tickets	11
6.	Using an on-board unit.....	13
7.	Toll declaration through a toll declaration operator.....	16
8.	Payment methods	17
9.	Top-up	19
10.	Post-payment plan	20
11.	Control and ticketing	23
12.	Alerts	25
13.	Reporting Failures.....	28
14.	The HU-GO Mobile application.....	29
15.	Miscellaneous.....	34

1. Persons subject to toll payment and the amount of tolls

1.1 Who are subject to toll payment in the HU-GO system?

In the distance-based HU-GO electronic toll system toll is required to be paid for all cargo vehicles and towing vehicles with a maximum permissible gross weight exceeding 3.5 tonnes, tractors (including semi-trailer towing vehicles), and all articulated vehicle combinations consisting of such a motor vehicle and a towed trailer or semi-trailer.

1.2 Who are not subject to toll payment in the HU-GO system?

In the HU-GO distance-based electronic toll system, toll is not required to be paid for passenger cars, buses, agricultural tractors and their trailers, slow vehicles, motorcycles, campers, cargo vehicles with a maximum authorized total mass not exceeding 3.5 tonnes and their trailers. The toll payment obligation of motor vehicles belonging to the e-vignette system is regulated by Decree 45/2020. (XI. 28.) ITM of the Minister for Innovation and Technology.

No toll payment obligation is incurred in the HU-GO e-toll system for the vehicles listed in Chapter II, Section 6 (Exemption from toll payment) of [Act LXVII of 2013](#) on distance-based tolls payable for the use of motorways, expressways and main roads, or for the cargo vehicles listed in [Decree 243/2013 \(VI. 30\) Korm. of the Government](#) provided certain conditions are met.

1.3 What to do when applying for exemption in relation to humanitarian aid shipments?

Applications for preferential eligibility should be submitted to the National Directorate General for Disaster Management from 5 March 2022 onwards, pursuant to Decree 326/2011. (XII. 28.) Korm. of the Government on road transport administrative tasks, and the issue and withdrawal of road transport documents, using one of the following contact details:

- hucivpro@katved.gov.hu,
- huassistance@katved.gov.hu.

1.4 When a cargo vehicle tows another one, for which vehicle should the driver buy road use authorization?

For towing, three types of road use authorizations are available:

1. In case of vehicles transported on a platform: the transporting vehicle should have road use authorization for the appropriate vehicle category. No road use authorization is required for vehicles transported on a platform as they qualify as transported goods. At the same time, we recommend covering the registration number of transported vehicles.
2. In case of lifted towed vehicles: the number of axles (vehicle category) of the towing vehicle should be increased with the number of the axles of the towed vehicle on the ground of the road network during towing.
3. In case of towing with a tow bar: both the towing and the towed vehicles shall have road use authorizations for their respective, relevant vehicle categories.

1.5 Do I still have to pay a toll when driving an agricultural machine on a toll road section?

Agricultural tractors and their attached trailers as well as slow-moving vehicles are not subject to payment obligation, as they are not heavy-duty vehicles. (Important: exemption is not automatic; it is only granted upon request.) This is stipulated in Joint KPM–BM Decree No. 1/1975 (II. 5.) laying down the rules governing road transport (Highway Code). The detailed rules for the exemption from toll payment for motor vehicles operated by farmers are stipulated in [Government Decree No. 243/2013 \(VI. 30.\)](#).

1.6 I would like to bring my own crop from the field to my site, and for this purpose I have to drive on a toll road section. Do I have to pay a toll in this case?

The detailed rules for the exemption from toll payment for motor vehicles operated by farmers are stipulated in [Government Decree No. 243/2013 \(VI. 30.\)](#). During harvest period (from 15 June to 15 December) you can apply to the notary of the competent local authority for toll exemption. Then, the local clerk will issue an (official) certificate authorizing the purchase of a free route ticket for the duration of the harvest (but for not more than 30 days), on the basis of which the toll service provider shall issue a free route ticket to the applicant. For more information about the exemption of farmers in Hungarian, go to hu-go.hu and click “Általános információk”, and then [“Mezőgazdasági díjmentességről”](#).

1.7 How much do I have to pay for road use?

It depends on the number of axles on the cargo vehicle, the emission class of the vehicle, the road category (main road or expressway) and the route completed. For more information on toll payment, visit [“About the amount of the toll”](#) section in the “General information” menu item on the hu-go.hu website, while the map and list of toll sections are available under the [“Maps”](#) menu item.

From 1 January 2022, gross toll rates per kilometre have been as follows (HUF/km):

Category*		Category J2		J3 category		J4 category	
Category of road		Expressway	Main road	Expressway	Main road	Expressway	Main road
Emission class	A ≥ EURO V	53.11	22.58	74.50	39.12	115.34	71.94
	B = EURO II – EURO IV	62.48	26.57	87.65	46.02	135.69	84.63
	C ≤ EURO I	71.85	30.56	100.80	52.92	162.83	101.56

Based on [Decree 25/2013 \(V. 31.\) NFM](#) on toll roads and on the Amending Decree 8/2020 (II. 28.) ITM of the Minister for Innovation and Technology.

* The vehicle category can be determined on the basis of the number of axles. If the gross weight of a cargo vehicle or combination of vehicles with 2 axles exceeds 3.5 tonnes, such vehicles belong to category J2. If a cargo vehicle has 3 axles (including the trailer and the retractable axles as well), it belongs to category J3, while if it has 4 or more axles, it belongs to category J4.

Differentiating factors for toll calculation per category:

Emission class	Vehicle categories J2-J3	Vehicle category J4
Category A	0.85	0.85
Category B	1.0	1.0
Category C	1.15	1.2

The route can be planned and the toll to be paid can be checked on the hu-go.hu website under the "Toll calculator" menu item.

1.8 What is the logic of toll calculation?

Toll calculation is based on the toll sections used en route. It means that if you enter a toll road section with your toll motor vehicle and leave this toll road at the next exit, you will have to pay for using the whole section, irrespective of the distance you travelled on it. For more information about the toll road network, please see the "General information" menu item on the hu-go.hu website, while the map of the toll road network and the list of toll sections are available under the "[Map of toll sections](#)" menu item.

1.9 Does the distance-based tolls payable for the use of motorways, expressways and main roads (HU-GO) include insurance authorization?

The HU-GO toll does not include any insurance authorization. NTPS Plc., however, has valid liability insurance; therefore, the insurance company shall indemnify customers subject to the conditions stipulated by law and in the insurance contract. NTPS Plc's liability insurance is provided by Groupama Biztosító Zrt.

2. Road Network

2.1 What is the total length of toll road sections?

The total length of the speedway and main road sections subject to toll in the HU-GO e-toll system is more than 7,300 km.

2.2 How can I know if I am in a charged road network?

Pursuant to [Decree 25/2013 \(V. 31.\) NFM of the Minister of National Development](#) on the rate of the toll and tolled roads, all expressways and main roads with a one, two or three-digit designation are classified as toll roads.

For detailed information on toll section please visit hu-go.hu, and open the section "[Map of toll sections](#)" in the "[Maps](#)" menu item.

2.3 How can I know which route I am authorised to use?

For those using **route tickets**, it is important to note that route tickets planned and paid for authorize one-time and unidirectional road use only for one trip in the specified direction on the planned route without deviating from the route or the direction.

If you have a route ticket purchased on the website, you can print the route provided by the system as the last phase of planning and calculation. If you plan your route at a kiosk, the receipt you receive shows the planned route.

Registered users can check their routes by logging in their user account at hu-go.hu, and opening the "Purchased tariffs" section.

For those using an **on-board unit**, toll declaration will be automatic based on GPS data, which means that they can freely use the Hungarian road network, by observing traffic rules and local restrictions.

It is important to note for both those travelling with a route ticket and those using an on-board unit that the secondary roads are only available to heavy-goods vehicles of 7.5 tonnes or more for destination traffic.

3. Vehicle Categories/Environmental Category

3.1 How do I know which category (J) my vehicle belongs to?

The vehicle category can be determined on the basis of the number of axles. If the gross weight of a cargo vehicle or combination of vehicles with 2 axles exceeds 3.5 tonnes, such vehicles belong to category J2. If a cargo vehicle has 3 axles (including the trailer and the retractable axles as well), it belongs to category J3, while if it has 4 or more axles, it belongs to category J4.

When determining the appropriate category, the total number of axles of the cargo vehicle and the trailer must be taken into consideration, including the retractable axles, irrespective of whether they are retracted or not. The toll to be paid for road use is calculated on the basis of vehicle category, emission class and road category, multiplied by the length of toll section.

3.2 If my motor vehicle has retractable axles, and I use the vehicle with those axles retracted, does it affect category J?

No, retractable axles of cargo vehicles are also considered in category J, irrespective of whether they are retracted or not.

3.3 How can I know what emission category my cargo vehicle belongs to?

This information is indicated on the vehicle registration certificate of cargo vehicles, with the appropriate number in field V.9, or on the CEMT certificate. A table with the Euro categories is available on the hu-go.hu website, under menu 6.1: "[Effective decrees, acts/Services, operation](#)".

The following table may help you match these figures:

Differentiating factors for toll calculation per EURO emission classes:

Emission class	Vehicle categories J2-J3*	Vehicle category J4*
Category A ≥ EURO V	0.85	0.85
Category B = EURO II — EURO IV	1.00	1.00
Category C ≤ EURO I	1.15	1.20

* The vehicle category can be determined on the basis of the number of axles. If the maximum permissible gross weight of a cargo vehicle or combination of vehicles with 2 axles exceeds 3.5 tonnes, such vehicles belongs to category J2. If a cargo vehicle has 3 axles (including the trailer and the retractable axles as well), it belongs to category J3, while if it has 4 or more axles, it belongs to category J4.

4. Purchasing road use authorization with or without registration

4.1 How can users declare road use?

1. Using an on-board unit (fixed or plugged into the cigarette lighter), or
2. using a pre-purchased route ticket.

For more information, see: hu-go.hu, "General information" menu item, "[Reporting road use](#)". In order to make the declaration and paying of toll more simple, it is practical to use an on-board unit. For more information, please see the "[On-board Unit](#)" menu item.

4.2 Where and how can I pay e-toll?

4.2.1 If you are a registered user

If you prefer to use the pre-purchase method, you can top up your account created upon registration. If toll declaration is made using an on-board unit or a route ticket, the system automatically charges the account with the toll. The balance can be topped up by using cash, a bank card or a fuel card at a [points of sale](#), or through the website using a bank card. The balance can also be topped up by wire transfer.

The on-board unit can be purchased at the [toll declaration operators](#), at the [customer service offices of NTPS](#), and at several [resellers](#).

4.2.2 If you are not a registered user

If you are not registered in the HU-GO system, you can only purchase route tickets. You can pay for road use in person at the [customer service offices of NTPS](#), and at the [reseller's points of sale](#) using the available payment methods (cash, bank card, fuel card, etc.), or through the website using a bank card.

Route tickets can also be purchased using the [HU-GO mobile app](#).

		pre-payment			
		cash	bank card	fleet card / fuel card	wire transfer
sales interface	internet	x	✓	x	✓
	customer service	✓	✓	NTPS Plc. currently accepts EuroShell, OMV Routex, BP, Aral, Statoil, CircleK, Reload, DKV, Eurowag and E100 cards.	x
	fuel station, other	✓	✓	Points of sale can decide which fuel cards they accept.	x

	points of sale				
--	----------------	--	--	--	--

4.3 Where and how can I register?

There is a difference between registering a user and registering an on-board unit. For registration in both cases, please go to the hu-go.hu website. If you buy an on-board unit from a [reseller point of sale](#) (e.g. at a fuel station), you can carry out a preliminary partial registration on the kiosk interface, which later must be finalized on the hu-go.hu website. Please be advised that this pre-registration always needs to be completed and finalized at hu-go.hu.

4.4 Do I have to register in order to buy road use authorization?

Without registration, you can only purchase ad-hoc route tickets in the e-toll system, and in this case you do not automatically receive a VAT invoice. You can submit your request for a VAT invoice subsequently by sending an email to ugyfel@hu-go.hu. If you register, the system will issue an invoice valid for VAT purposes in respect of the purchases. Please note, however, that several convenience functions are only available for registered users (e.g. pre-purchase of route tickets, various toll declaration methods, declaration of road use with an on-board unit, simple invoice request, alert function, low balance notification, etc.). Payment via the on-board unit (OBU) is only possible after registration.

4.5 How can I use charged roads if I do not register?

Without registration, you can only pay the toll by purchasing ad-hoc route tickets. In this case — i.e. if the purchase is made on hu-go.hu — you are required to provide almost the same data that you submitted upon registration, but the information entered will not be saved, and no current account will be created in the HU-GO system for you. If you buy a route ticket in person, the staff at the point of sale can issue a VAT invoice. If you purchase through the internet, you can request an invoice later in the customer service offices, in letter, or by sending an email to ugyfel@hu-go.hu.

4.6 What documents or tools do I need if I want to register in the HU-GO system?

In order to register in the HU-GO system you have to provide the following information:

- email: please always make sure that you submit your own email address at registration because a personal current account is created and a registration activation email is sent to the email address provided if your registration is successful;

(If the email address submitted upon registration is not your own, you may not receive the confirmation email and, as a result, you will be unable to take advantage of the options and functions offered by registration, and you will not receive important messages sent by the system and our company.)

- the Contracted Toll Payer's data (name, password, email address, notification phone number);

- billing data (billing address, tax no.);
- registered motor vehicle data (country code, registration number, Euro code, vehicle category, make, year of manufacture, VIN number, and a copy of the vehicle registration certificate must also be uploaded). Other registration numbers may be added once the registration is finalized. For more information about uploading the vehicle registration certificate verifying accuracy of the data, please click [here](#).

As a registered user you will be able to declare and pay toll using an on-board unit or buying a route ticket.

4.7 Can I register on a kiosk?

Kiosks, the route-planning devices equipped with a touch screen are available at many resellers and customer service offices and allow the simplified registration of on-board units using the ID and the PIN of the OBU. Complete registration is not possible on the kiosks; pre-registration always needs to be completed and finalized at hu-go.hu.

4.8 I have several trucks, and want to register all these. How can I do that?

One operator may as well have several vehicles under the same user account. If you have five cargo vehicles, you can register all of them in the same user account by clicking the “New+” icon in the “Vehicles” menu and providing the vehicle data.

4.9 Am I eligible to a fleet discount if I register more than one vehicle?

There is no such discount.

4.10 Approximately how long does the first transaction take if I am a registered user?

It depends on the number of cargo vehicles. If you want to register one vehicle for one company in the HU-GO system, it takes a few minutes.

If you are not a registered user, each time it takes about 3–5 minutes to purchase an ad-hoc route ticket, including planning the route.

If you are a registered user, you only have to modify vehicle data as necessary (e.g. vehicle category as the number of axles may change due to attachment or detachment of a trailer) when buying a route ticket, and provide the route plan, which takes no more than 1 or 2 minutes.

If you pay toll using an on-board unit, you only need a one-time registration as mentioned above. Please make sure that you selected the correct vehicle category, and that there are always sufficient funds on your account to cover your trips. You can top up your balance using cash, a bank card or wire transfer. If you opt for wire transfer, please take the lead time into consideration.

4.11 Can I save my documents on the website?

As a registered user you can save your favourite routes (if you use route tickets). The system stores all data related to toll payment in the “Purchased tariffs” menu.

5. Route tickets

5.1 What is a route ticket? Where can I buy route tickets?

Taking a route ticket is a toll declaration and payment method. A route ticket authorises you to use the toll section along a specific route a single time. It requires you to plan a route first, which means you have to define a starting point, a destination and a maximum of 4 waypoints. Route tickets authorize for valid road use only after full payment. Route tickets purchased for one direction provide road use authorization only for one trip on the planned route during the validity period.

You may purchase route tickets either as a registered or as a non-registered user (ad-hoc route ticket) at the [HU-GO online customer service portal](#), at the NTPS Plc. [customer service offices](#), or at a [reseller POS](#).

You may purchase your route ticket online on the hu-go.hu website, or using the [HU-GO Mobile app](#). You may also purchase route tickets at the [customer service offices of NTPS](#), and at [reseller points of sale](#) using the available payment methods (cash, bank card, fuel card, etc.). The [map](#) and [chart](#) of the resellers involved in the HU-GO system is available on the website.

5.2 May I buy return route tickets as well?

Route tickets purchased for one direction provide road use authorization only for one trip on the planned route during the validity period. Outward and return tickets are not available.

However, you may plan your return route by entering the same town for the place of departure and destination, and also inserting a waypoint in between (e.g. Budapest–Szolnok–Budapest). Please check the routes suggested by the route planner carefully for both directions, because they might be different, and travel exclusively according to the instructions of the route planner, also considering the validity period. Any deviation from the route plan indicated on the route ticket (and using a route ticket outside of its validity period) is considered unauthorized road use and may result in an administrative fine.

5.3 When do I have to start the trip if I have purchased a route ticket?

Route tickets authorize you to use toll road sections only after paying the related toll. Route tickets are valid from the time of payment until midnight of the following day.

Registered users can also take route tickets in advance. In such cases route tickets become valid on the day designated by the customer, and remain valid until midnight on the next calendar day.

5.4 If I plan my route on the website of the HU-GO system, can I print the receipt the same way as on a kiosk?

Yes, the routes planned on the internet can also be printed and paid for through the internet or at the resellers' points of sale (e.g. fuel stations). Route tickets with routes planned without registration must be paid for within 24 hours of the planning, otherwise they become invalid.

5.5 May I redeem my route ticket?

If you are a registered user, your planned and purchased route tickets can be redeemed before the start of validity, e.g. if your assignment has been cancelled for some reason. In such case, the price of the route ticket will be credited to your account. If a pre-purchased route ticket has already become valid, it can no longer be refunded, even if the trip has not taken place yet (the toll sections have not been used).

If you are not a registered user, ad-hoc route tickets can be cancelled within 5 minutes of the purchase (e.g. if you immediately realize that the data shown is incorrect). Cancellation is only possible at our customer service offices and at resellers that have their own cashier systems.

5.6 Can I buy a route ticket for someone else?

As a registered user you can take route tickets only for the vehicles registered in the user profile. However, if you log out of your user account, you can take an ad-hoc route ticket on the hu-go.hu website.

Bear in mind that in the case of unauthorized road use, the principle of objective responsibility applies, irrespective of who took the route ticket.

5.7 Does the validity period of a route ticket start on a specific day or at a specific time?

In general, route tickets are valid from the time of purchase until 24:00 on the next calendar day.

Registered users can take route tickets as early as 30 days in advance using the current account registered in their profiles. In such cases validity starts at 0:00 on the designated calendar day and ends at 24:00 on the following calendar day.

5.8 How can I change my route, if my client needs me to?

In the case of ad-hoc route tickets, you cannot change the route after making the payment.

If you are a registered user, your planned and purchased route tickets can be redeemed before the start of validity, e.g. if your assignment has been cancelled for some reason. In such case, the price of the route ticket will be credited to your account. If a pre-purchased route ticket has already become valid, it can no longer be refunded, even if the trip has not taken place yet (the toll sections have not been used).

6. Using an on-board unit

6.1 How does an on-board unit work?

On-board units use GPS location data. Toll declaration is made by the on-board unit that transfers coordinates to a toll declaration operator. Based on this data, the amount of the toll is charged on the current account managed on the HU-GO customer service website.

For more information about the availability, technical specifications and operation of on-board units please contact the [toll declaration operators](#).

6.2 Do I need a device if I want to use a toll road section?

You do not have to have an on-board unit for toll declaration, as you can also pay toll by purchasing route tickets. However, for frequent road users the on-board unit makes toll declaration and payment quicker, and more convenient. On-board units can be purchased at [audited toll declaration operators](#), at the [customer service offices of NTPS](#), and at several [reseller points of sale](#).

6.3 What do I have to be aware of if I use an on-board unit for the first time?

You can accomplish your toll declaration and toll payment more simply and conveniently with an on-board unit. However, there are still important things to be aware of. It is recommended to contact the call centre/customer service of the respective toll declaration operator for first-time use to make sure they see the current position of the vehicle. Before you begin your journey, please check whether the on-board unit is turned on, and functions correctly. Usually, this can be done through checking the LEDs on the on-board unit. Before use, the on-board unit must be assigned to the vehicle (OBU registration) on the hu-go.hu website, using the 12-digit ID provided with the unit. Preliminary simplified registration is also available at kiosks, but you will need to finalize it afterwards on the [online customer service portal](#). Before starting your journey, please make sure that there are sufficient funds on the account of your vehicle to cover the toll, and that the vehicle category is set correctly.

6.4 What do I have to be aware of if I use an on-board unit (OBU)?

Before starting your journey, please make sure that the unit is turned on, functions correctly, and there is enough money on the account of your vehicle to cover the toll and that the vehicle category is set correctly.

6.5 Where can I buy an on-board unit?

On-board units can be purchased at [audited toll declaration operators](#), at the [customer service offices of NTPS](#), and at several [reseller points of sale](#).

6.6 I have purchased an on-board unit. How do I conclude a contract?

If you want to use an on-board unit, first you have to sign a contract with one of the [toll declaration operators](#) listed on the website. You can do it in the office of the operator of your

choice, by meeting one of its salespeople, at the resellers' points of sale or in the customer service offices of NTPS. Purchases transacted at customer service offices or at a reseller is considered as concluding a contract. Please check with your toll declaration operator prior to departure, and contact our Call Centre for any registration-related tasks.

6.7 I have purchased an on-board unit. When can I use toll roads?

If you are a registered user, you can register your on-board unit on the [online HU-GO customer service portal](#) in your user profile, under the "Current Accounts / Vehicles of this current account / OBU pairing" menu item.

If you buy an on-board unit at a reseller POS or in an NTPS customer service office, you may also perform a simplified registration on a kiosk, using the ID and the PIN of the OBU. The simplified registration process can be finalized later on the hu-go.hu customer service portal. Full registration is not possible at the kiosks.

Before starting your journey, you should definitely consult the toll declaration operator about your obligations, and also top up the balance of the account created in the HU-GO system at least with the amount needed for the trip planned.

6.8 What is the difference between mobile units and on-board units integrated in a vehicle?

Mobile units are easy to install in a vehicle, and can be plugged into the cigarette lighter socket. Integrated units can only be purchased from [audited toll declaration operators](#). These units are installed in the vehicle by specialists at the point of sale.

6.9 How can I install an on-board unit?

On-board units purchased at resellers or at the customer service offices of NTPS may be used immediately after a simplified registration and topping up the account balance, plugging the unit into the cigarette lighter.

Integrated on-board units, which can be purchased from [audited toll declaration operators](#), are installed into the motor vehicle by technicians at the point of sale (the operators' contact information and the installation options are available on the website).

6.10 Can I use someone else's on-board unit?

Only if you delete the OBU registration for the previous registration number before using the device ("Vehicles" >> "Edit" / "OBU – Current account" >> Edit / "Delete OBU"), and assign the OBU to the new registration number through a new registration.

If you sell your vehicle, and you would like to use the unit in a new vehicle, you have to inform your toll declaration operator, and modify the vehicle data you provided on the hu-go.hu website upon registration.

6.11 Can I use one unit with multiple vehicles?

Yes, if you register the unit for the current vehicle on hu-go.hu when switching vehicles.

6.12 Do I have to register if I use an on-board unit?

Yes. If you want to declare toll using an on-board unit, you have to register. This can be done at reseller [points of sale](#), in the [customer service offices](#) of NTPS Plc. or on the hu-go.hu website.

6.13 Can companies registered abroad buy on-board units?

Foreign companies can also buy on-board units at reseller [points of sale](#), at the [customer service offices](#) of NTPS Plc. and from [audited toll declaration operators](#).

6.14 Can I declare toll using an already installed EETS OBU?

You can declare and pay toll in the HU-GO system only through an audited toll declaration operator. The system is open for new service providers as well, meaning if other companies conclude a contract with National Toll Payment Services Plc. or one of its audited Toll Declaration Operators, their products will be available for toll declaration and toll payment.

7. Toll declaration through a toll declaration operator

7.1 Who is a toll declaration operator?

Toll declaration operators are companies, usually offering fleet-tracking services, that help toll payers using on-board units to meet their toll declaration obligation. Toll declaration operators are audited companies that signed a contract with the toll service provider (NTPS Plc), their operation is regulated by the [General Terms and Conditions for Toll Declaration Operators](#) (GTC for TDOs).

7.2 Do I have to sign a contract with a toll declaration operator if I want to make toll declaration using an on-board unit?

Yes, you have to conclude a contract with a toll declaration operator even if you buy an on-board unit from a reseller, as toll declaration will be made through the toll declaration operator. You can obtain information about contracting at the points of sale. After purchasing an on-board unit and a simplified registration, you can immediately use the device for toll declaration.

7.3 The on-board units of which toll declaration operators can I buy at the different points of sale?

The range of on-board units offered by the resellers at various points of sale may be different. For more information about the available on-board units, please visit a [reseller's points of sale](#).

7.4 Who is the subject of the contracting obligation in the case of toll declaration made through an on-board unit?

There are two contracts to be signed in the case of toll declarations made using an on-board unit. On the one hand, the user signs a contract with the toll declaration operator so that they can make toll declarations through the on-board unit.

Furthermore, the user will also enter into a contract with NTPS Plc. regarding toll payment. This is done automatically upon registration, by accepting the General Terms and Conditions.

7.5 I would like to become a toll declaration operator in the e-toll (HU-GO) system. What do I have to do?

You have to indicate your wish to become a toll declaration operator by sending an email to the ugyfel@hu-go.hu address, which should include the name and contact information of your company.

7.6 How could I join the system from abroad as a toll declaration operator?

Foreign fleet-tracking companies can also become toll declaration operators. They have to indicate their intent to do so by sending an email or a letter.

Postal address: H-1380 Budapest, Pf.: 1170, e-mail: ugyfel@hu-go.hu.

8. Payment methods

		pre-payment			
		cash	bank card	fleet card / fuel card	wire transfer
sales interface	internet	x	✓	x	✓
	customer service	✓	✓	NTPS Plc. currently accepts EuroShell, OMV Routex, BP, Aral, Statoil, CircleK, Reload, DKV, Eurowag and E100 cards.	x
	fuel station, other points of sale	✓	✓	Points of sale can decide which fuel cards they accept.	x

8.1 How can I pay, if I am a registered user?

Registered road users — if using the pre-purchase method — can top up their current account balance created upon registration. If toll declaration is made using an on-board unit or a route ticket, the will system automatically charge the toll to the account, and the toll is also deducted from the balance if a route ticket was planned and purchased.

The balance can be topped up at the points of sale (using cash, a bank card or a fuel card), or through the website using a bank card. This platform also allows for the balance to be topped up by [bank transfer](#). The amount transferred to NTPS Plc. is credited to the individual road use current account on the banking day following the receipt of the funds (e.g. if you transfer the funds at 12:00 on Tuesday the money will be credited on the current account of NTPS Plc. on the same day, and will be available on your account on the next working day (Wednesday)).

Important notice: From 1 January 2022, NTPS Plc. no longer accepts American Express (AmEx) cards. Credit cards accepted by our company: Master Card, Maestro, Visa, VisaElectron, V-PAY and JCB.

8.2 How can I pay, if I am not a registered user?

If you are not a registered user, you can take only ad-hoc route tickets. You can pay for the road use of the roads in your route plan in person at the [reseller's points of sale](#) using the available payment modes (cash, bank card, fuel card, etc.) or on the [website](#) or through the [HU-GO mobile app](#) using your bank card.

8.3 How frequently will I receive account statements and other reports, and through what channel?

If you are a registered user, you can set a low balance notification in the “Editing current account” menu. This function sends a notification to the email address assigned to the user’s current account if the money on the account drops below the amount set or the HUF 6,000 minimum. You can also check your balance on the website, in your user account.

Registered users receive an invoice when they top up their balance as follows:

- from the cashier if they top up their balance at a reseller’s point of sale;
- from NTPS Plc. in the customer service offices of NTPS;
- if you top up your balance on the internet using VPOS, you receive an e-invoice, which can be viewed in your user account, in the “Invoices” menu.

If you buy a route ticket in person, the staff at the point of sale can issue a VAT invoice. If you purchase online, you can request a VAT invoice later at the customer service offices, in a letter, or by sending an email to ugyfel@hu-go.hu.

If you use the post-paid option, you will receive a report on the toll you have to pay for using toll roads in the given settlement period at the end of the period.

9. Top-up

9.1 How and where can I top up my balance?

If you are a registered user in the system, you can top up the balance of your HU-GO account in person at the [customer service offices of NTPS](#), or using a bank card, a fuel card or cash at [reseller points of sale](#). The balance can be topped-up on the hu-go.hu website using a bank card or by [bank transfer](#).

9.2 For how long can I use the money on my account?

The amount on the account must be used within 2 years of the last top-up.

9.3 What is the minimum amount required for topping up the balance?

The minimum amount you can top up your balance with is HUF 500, however, this may be different for top-ups with our reseller partners. It is important that cash payments above the HUF 1.5 million limit are not possible in the customer service offices of NTPS Plc. These purchases can be made by credit card or bank transfers only.

9.4 Can I use my fleet card that is accepted at fuel stations abroad to take route tickets and top up my balance at fuel stations in Hungary?

You can top up your balance related to e-toll payment and take route tickets with the payment modes accepted at the reseller's given point of sale. Therefore, if your fleet card has already been accepted at a Hungarian fuel station (e.g. you paid for fuel with the card), you can also pay e-toll with it.

9.5 What if my balance is topped up, but I decide to sell my vehicle?

If you are a registered user, you can add or delete vehicles assigned to your current account managed in the HU-GO system, which means you can use the remaining balance for another vehicle. A customer's registration can be linked to multiple current accounts, and a vehicle belonging to a given current account can be transferred to another current account linked to the same registration. However, it is not possible to transfer a vehicle's balance to the account of another customer (company), therefore you may not sell a vehicle "together with its balance".

If you are registered user, you can redeem your pre-purchased route ticket prior to the start of validity, allowing you to purchase another route ticket for another registration number.

You may not reclaim a topped up and unused balance, and it is not possible to transfer it to the account of another user either.

9.6 How can I check my balance?

Registered users can check their balance through their online user profile, the Call Centre (+36 36 587 500), or in person in any of the [customer service offices](#) of NTPS. Users can also submit enquiries on separate statements for each individual registration number at ugyfel@hu-go.hu.

9.7 May I recover any amount topped up to my balance?

You may not reclaim a topped up and unused balance, and it is not possible to transfer it to the account of another user either.

10. Post-payment plan

10.1 How do I request post-payment, and what documents do I need to submit?

1. Submission of a request

The request template can be downloaded here: [Request for post-payment plan](#)

2. Declaration

The declaration template can be downloaded here: [Customer's declaration for requesting post-payment plan](#)

3. Documents required for risk assessment rating:

- authentic certificate of incorporation, which shall be less than 30 days old;
- joint tax certificate, issued no more than 30 days prior, or a printed and duly signed copy of the database query verifying that the company appears in the public debt-free taxpayers' public database;
- a notarized specimen signature or one prepared by an Attorney-at-Law;
- audited consolidated financial statements for the last two closed business years, prepared according to the Hungarian accounting regulations or, if no such statements are available, then an audited annual report or audited simplified annual report.

Important notice: The documents shall only be accepted if submitted in a printed form, and all copies shall be duly signed on each page.

NTPS Plc. evaluates the submitted documents within 30 days, and subsequently informs the customer of the result of the rating process. After receiving the results of customer rating, the partner must make a declaration (by post or email) about whether it intends to conclude a contract with the service provider under the specified conditions.

In the course of customer rating, NTPS Plc. may request the submission of missing documents, in which case the deadline for evaluation shall be 30 days from the receipt of the missing documents submitted.

The request and the required documents may be submitted in person at the [customer service offices](#) of NTPS Plc. or by mail to the following address:

National Toll Payment Services Plc.

„Post-Paid”

H-1380 Budapest

Pf.: 1170

10.2 Can a private entrepreneur apply for a post-payment plan?

Yes. At the same time, pursuant to Section 1.3.e. of Annex 2 of the User GTC, if an “applicant” does not have any of the documents required to complete the qualification process, they can only be placed in the high-risk category without further examination of the creditworthiness criteria.

10.3 Can I submit a specimen signature signed before an Attorney-at-Law instead of a notarized specimen signature?

In the case of a specimen signature, we can only accept a notarized specimen signature or the original copy of the specimen signature made by an Attorney-at-Law in the course of a corporate procedure, which will be filed with NTPS Plc. along with all the other submitted documents.

10.4 In the case of a certificate of incorporation, is it acceptable to have a certificate of incorporation certified by an Attorney-at-Law?

In the absence of a certified certificate of incorporation, only a notarized certificate of incorporation may be submitted during the application.

10.5 What can replace the certificate of incorporation?

The certificate of incorporation cannot be replaced by another document.

10.6 How many days is the payment deadline? Is it to be counted from the first day of the month or from the day of uses?

Payment terms and conditions are, after successful qualification, determined in the individual contract between the parties.

10.7 What additional costs do I need to pay as a result of the post-payment plan?

The contracting party shall not be charged for any additional costs related to the post-payment plan.

At the same time, the additional cost of obtaining the documents required to complete the risk assessment rating procedure shall be borne by the applicant (e.g. a certified specimen signature, an authentic certificate of incorporation and a joint tax certificate issued no more than 30 days prior, audited consolidated financial statements for the last two closed business years, if no such statements are available, then an audited annual report or audited simplified annual report).

10.8 From whom do I need to obtain the joint tax certificate required for the request for a post-payment plan?

The joint negative tax certificates are issued by the National Tax and Customs Administration.

10.9 Do I have to pay for submitting a request for a post-payment plan?

There is no additional fee for filing a request and the qualification process.

10.10 If the applicant company receives a positive evaluation, what will happen to the amount of the company's previously topped-up balance?

If the result of the post-payment plan qualification is satisfactory to the applicant as well, an individual contract will be concluded. In this case, it is recommended to use the amount remaining on the customer's existing HU-GO current account. During the process, a post-payment current account is created. It is up to the toll paying company to decide which vehicles will be assigned to the post-payment current account, and start using up the credit balance specified in the contract.

10.11 Do I have to pay a deposit, and if so, in what amount?

As a result of the qualification process, it is determined, depending on the risk-rating, whether or not and at what amount a collateral is required.

10.12 Is a financial statement not approved by the auditor accepted if the company is legally not required to prepare a financial statement approved by an auditor?

Yes, but pursuant to Section 1.3.e. of Annex 2 of the User GTC, if an "applicant" does not have any of the documents required to complete the qualification process, they can only be placed in the high-risk category without further examination of the creditworthiness criteria.

10.13 In the case of a financial statement, is it sufficient to submit a copy?

It is sufficient to submit a copy of the documents, which shall be duly signed and stamped on each page.

10.14 Instead of the joint tax certificate issued no more than 30 days prior to the submission of the request, is it enough to submit a copy of the database inquiry verifying that the company is included in the list of public debt-free taxpayers' database?

Yes, but only by using a printed and duly signed and submitted copy of the database query verifying that the company appears in the public debt-free taxpayers' database.

11. Control and ticketing

11.1 How is road use authorization controlled?

There are over 100 fix toll control gates within the toll road network, where authorization is controlled automatically. Furthermore, 40 mobile data-collecting vehicles perform control on the roads in 3 shifts, 24 hours a day. The toll control gates and the data-collecting vehicles make photos of the passing vehicles. Road use authorization is controlled in real time, based on the registration number of the vehicles. In case of unauthorized road use, related data is transferred through a closed system to the authority that is responsible for imposing fines. The authority and NTPS may also carry out roadside inspections to verify road use authorization. During the roadside inspection, a report is drawn up on unauthorized road use and handed over to the authority as well for the purpose of imposing fines.

11.2 How much is the fine?

In the event of unauthorized road use, the applicable amended legislation ([Decree 410/2007. \(XII. 29.\) Korm. of the Government](#)) takes into account the duration of unauthorized road use, determining the amount of the fine according to three time bands. This enables road users to rectify the situation shortly after the error is detected and thus to avoid payment of a higher fine. HU-GO's free-of-charge fine alert function may be helpful: once activated, the NTPS control system sends a warning to the given user every time it detects an unauthorized road use.

Traffic ticket fines are classified into three categories by the amended Decree based on the principle whether further offences were committed within the 8-hour time band following the initial detection of unauthorised road use. On that basis, road users should anticipate

- **a moderate fine** if they did not commit an offence following the detection of unauthorised road use or the offence was limited to the first two hours from the detection.
- **an average fine** if they repeatedly infringed the rules between the 2nd and 4th hours following the initial detection of unauthorised road use but the offence was not repeated after the 4th hour.
- **a high fine** if they repeatedly infringed the rules between the 4th and 8th hours following the initial detection of unauthorised road use.

The traffic ticket fines determined by vehicle categories, the manner of offence and the relevant time bands are shown in the table below:

Vehicle category*	0-120th minute following the incident	121st-240th minute following the incident	241st-480th minute following the incident
Failure to pay the toll prior to starting to use the road (Section 14(a) of the Toll Act)			
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 toll or environmental category in the declaration submitted is lower than the actual category (Section 14(b) of the Toll Act)			
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 is included in the register of invalidated units at the time the road is used (Section 14(c) of the Toll Act)			
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

* If the gross weight of a cargo vehicle or combination of vehicles with 2 axles exceeds 3.5 tonnes, such vehicles belong to category J2. If a cargo vehicle has 3 axles (including the trailer and the retractable axles as well), it belongs to category J3, while if it has 4 or more axles, it belongs to category J4.

11.3 Can I ask for the fine to be reduced or waived?

The relevant law does not allow for penalty waivers. You can appeal against the penalty order, if you think that you did not violate the relevant regulations. The appeal must be lodged with the authority imposing the fine (the Police) and not with NTPS Plc.

11.4 What happens when in the case of road closure traffic is diverted, or if the driver wants to avoid congestion?

[Pursuant to the law](#), heavy duty vehicles traveling with route tickets are permitted to use the diversion, even if the route ticket they purchased earlier is not valid for the given section in the event of ad-hoc diversions (not exceeding 31 days in duration).

Heavy duty vehicle drivers traveling with route tickets are not permitted to change routes in order to avoid traffic congestion.

12. Alerts

12.1 What is the purpose of the fine alert function?

The email alert function warns customers about wrong user settings detected by the control system allowing freight forwarders to avoid fines by making corrections to those settings or topping up their account balance.

12.2 How can I use the fine alert function?

The fine alert function sends a warning to the email address of users registered in the HU-GO system if the control system detects or assumes unauthorized road use. It is important to note that due to legal requirements the alert system does not affect the process of imposing fines, and all data related to unauthorized road use are transferred to the authority in a closed control system.

Fine alert is a free-of-charge function available for the convenience of all users registered in the HU-GO system, regardless of whether they fulfil their toll payment obligation by purchasing route tickets or using an on-board unit. The fine alert function is inactive by default. **To use this function, the registered user must first activate it.** Failing to receive a notification does not exempt the user from liability.

12.3 When does the system send a fine alert?

The fine alert function sends a warning to the email address of users registered in the HU-GO system if the control system detects or assumes unauthorized road use. In other words, when a HU-GO tolled vehicle passes under the toll booth or next to a mobile data collecting car, and it is established during the control that the specific vehicle has no valid road use authorization for some reason (wrong number of axles set, any insufficient funds, the toll declaration sent by the OBU presumably has not yet been received by the toll system, etc.). The fine alert function is inactive by default. To use this function, the registered user must first activate it, which is recommended to everyone.

12.4 Can I avoid the fine by purchasing a ticket (or topping up my balance) immediately after receiving the alert?

Due to legal compliance reasons, using the alert function does not change the rules governing fines. The data related to unauthorised road use are thus forwarded to the authority in a closed

control system. In other words, while the fine related to the notification cannot be avoided by road users, they can avoid further and higher amounts of fines by rectifying their erroneous or deficient user settings on the basis of the information in the notification. In the event of unauthorised road use, the relevant legislation takes into account the duration of unauthorised use, determining the amount of the fine according to three time bands. For further details, please click [here](#).

12.5 In which case does the system send a low balance notification?

The system sends a low balance notification if the balance in the HU-GO system falls below the predefined amount (min. HUF 6,000) upon the toll payment corresponding to the toll declaration method (OBU or route ticket). Registered users are advised to set the notification amount limit for the low balance notification function in their HU-GO profile corresponding to their road use but with a realistic safety margin.

12.6 When does the system send notification about the registration of invalidated on-board units?

The on-board unit is registered when the current HU-GO balance registered in the system is insufficient to cover the costs of using the relevant basic tolled section with the same vehicle parameters (number of axles, environmental category) based on the GPS data forwarded by the OBU, i.e. when the balance runs out. Thus, the notification does not mean that the declaration and financial settlement of the specific unit tolled section were successfully completed; it only warns that road use is already unlawful and there are no funds to cover the costs of further unit tolled sections.

12.7 How can I get my device removed from the Invalidated On-Board Unit Registry?

To remove your device from the Invalidated On-Board Unit Registry, you need to top up the HU-GO account currently assigned to the on-board unit in question. The minimum recommended amount for unit top-up is HUF 5,000. Even if there are several current accounts assigned to a given registration, the On-Board Unit will be invalidated and will not be usable for any subsequent toll declarations if the current account in use at the time runs out of funds. Devices listed on the Invalidated On-Board Unit Registry cannot be assigned to a different current account until they are removed from the registry.

12.8 Will I still be fined if I stop immediately after receiving the notification about the invalidated on-board unit?

If you stop using the road, the registration of your on-board unit in the register of on-board units short of funds does not automatically entail a fine. In order to lawfully continue your journey using the toll road network, you shall top up your balance or buy a route ticket. If you continue your journey after you have received the alert, you should expect a fine whose amount may significantly increase in proportion with the duration of unauthorised road use and the distance covered.

In the event of unauthorised road use, the relevant legislation takes into account the duration of unauthorised use, determining the amount of the fine according to three time bands. This enables road users to rectify the situation shortly after the error is detected and thus to avoid payment of a higher fine. For further details, please click [here](#).

12.9 Can I avoid the fine by topping up my balance or buying a route ticket immediately after I receive notification from the invalidated on-board unit?

No, you should expect to be fined if the section where no toll was paid was controlled, and the fine rate may significantly increase in proportion with the duration of unauthorised road use and the distance travelled. For this reason, it is expedient to top-up the balance as soon as possible.

For details about fines and the calculation of toll fines, please click [here](#).

12.10 Can I avoid the fine by topping up my balance or buying a route ticket immediately after the 'low balance' alert?

Yes, in that case, the fine can be avoided. However, if you fail to top up your balance or purchase a route ticket, and yet continue using the road as described above, you should expect a fine whose amount may significantly increase in proportion with the duration of unauthorised road use and the distance covered.

For details about fines and the calculation of toll fines, please click [here](#).

12.11 Do I always get the notification at the unit tolled section where my balance is insufficient to pay for road use?

The notification about the OBU being registered in the database of invalidated on-board units is sent immediately when the system detects that the balance on the user's account in the HU-GO system does not cover road use for the basic tolled section that has just been declared. This notification is free of charge, and is intended for the purpose of convenience. Failing to receive a notification does not exempt the user from liability.

12.12 What initial unit tolled section do I need to specify to initiate my purchase of the route ticket?

Given that route planning with a route ticket does not allow for a specific basic tolled section designated as the starting point, it is definitely best to submit an exact address (or GPS coordinates, or a logistics centre or a border crossing checkpoint) passed before the notification was received. If you plan the route on our website, you can also move the starting point or destination to the appropriate starting or arrival points. If you are uncertain about the starting point, please call the NTPS Call Centre staff.

13. Reporting Failures

13.1 What happens if a kiosk is out of order? Where can I report it? Can I continue my journey?

If a kiosk is out of order, you can report the problem through the phone number indicated on the device. The toll road network can only be used with valid road use authorization, and road users are responsible for obtaining the authorization.

13.2 What do I have to do in case of an erroneous financial transaction?

Complaints concerning an erroneous financial transaction may be lodged over the phone with the NTPS Call Centre (+36 36 587 500), in person in any of the [customer service offices of NTPS](#), or by sending an email to ugyfel@hu-go.hu.

14. The HU-GO Mobile application

14.1 What is the HU-GO mobile app?

A mobile app for paying e-toll in Hungary. The HU-GO mobile app was developed to offer more flexible services to road users. The application is especially useful for those buying ad-hoc route tickets.

By using the app, which currently runs on Android, iOS and Windows operating systems, road users can pay distance-based toll for cargo vehicles over 3.5 tonnes. With the help of the app, which can be downloaded for free of charge, drivers can pay road toll without registration, using only their bank cards. The currently available version of the application allows users to purchase a route ticket with a bank card as well, without registration.

Your route ticket with HU-GO Mobile is purchased from National Mobile Payment Ltd. as the reseller of the bound service provider, for the same fee charged via other sales channels. In this case, route tickets must also be purchased before entering a toll section, and they authorize users for road use only after making the payment. A ticket purchased retrospectively for the given road section qualifies as unauthorised road use. Route tickets purchased for one direction provide road use authorization only for one trip on the planned route, in the relevant direction.

For more information about the app, please see the ["Mobile app"](#) menu on the HU-GO website.

14.2 From where can I download the HU-GO Mobile application?

The application is available to download from Google Play, the Apple Store or the Windows Store.

14.3 Must I register?

Users registered in the HU-GO system can also use the app, but ad-hoc route tickets can also be purchased without registration and log-in.

14.4 What information do I need to provide in order to take a route ticket?

Ad-hoc users must provide the registration number, the country code, the emission category (Euro), the number of axles, and other data (width, height, total weight, axle load) of their motor vehicle in the application on every occasion.

14.5 Can I purchase a route ticket in advance by using the HU-GO Mobile application?

No, you cannot buy route tickets in advance by using the app.

14.6 When can I use the route ticket purchased through the HU-GO Mobile app?

Ad-hoc route tickets authorize valid road use until midnight the following day after payment. Route tickets authorize valid road use only for one trip in the specified direction on the planned route, without deviating from the planned and paid route.

14.7 Can I save the routes I plan?

You can store as many route plans (lists of waypoints) as you want in the HU-GO Mobile app.

14.8 Can I store and print later the route tickets I purchased through the HU-GO mobile app?

Purchased route tickets are stored in the application. You can view the details, but you cannot print the data.

14.9 What do I need to use the app on my phone?

To ensure that the application functions properly, you will need:

- a working internet connection;
- Supported operating systems: Android 4.0 or later versions, iOS 8.0 or later versions, Windows 8 or later versions;
- Minimum size of the screen: 320x480 pixels.
- the software can be used with previous Android versions and other resolutions as well, but with a reduced user experience.

14.10 Do I need an internet connection to use the HU-GO Mobile app?

Yes, because you need to connect to the central server to plan your route and validate the route ticket.

14.11 How can I pay for the route ticket?

You can make purchases with a bank card, through the VPOS terminal, or using your HU-GO account after logging in as a registered user.

14.12 Is it safe to save bank card data via the mobile app?

Yes, because the mobile application does not store bank card data. Purchases can only be completed by providing a "mobile payment password", which is provided by the customer, and stored on the bank's website.

14.13 I would like to top up my balance/buy a route ticket online at hu-go.hu, but a code is requested to finalise the transaction. What shall I do?

On 1 April 2019, our company introduced a two-factor customer authentication for bank card purchases to increase customer security, and to prevent any potential bank card abuse. The bank will send a confirmation code for each payment transaction to the mobile phone number registered with the card issuing bank for the respective bank card. You can finalise the purchase by entering the code received in the text message. Click [here](#) to read more about two-factor customer authentication.

14.14 Can I return a route ticket, if my route has been changed?

You can only return a pre-purchased route ticket if you are a registered user, and the validity period has not started yet. You cannot pre-purchase route tickets through HU-GO Mobile.

14.15 Can I plan routes with the HU-GO Mobile app?

Yes, the HU-GO Mobile app can also be used for route planning.

14.16 If I make a mistake when entering the registration number, the country code or any other data, can I correct it?

During planning the route, you can step back whenever you want. But you cannot modify a purchased ticket.

14.17 In certain areas it is difficult to define the starting point or the destination, because they are not included in the route planner. What can I do in such cases?

Besides exact addresses, you can also use border crosses, rest areas, logistics centres and GPS coordinates when planning a route.

14.18 Is the HU-GO Mobile application free?

You can download and install the HU-GO Mobile application for free.

14.19 What languages is the HU-GO Mobile app available in?

The HU-GO Mobile app is available in Hungarian, English and Romanian.

14.20 Can I request an invoice if I purchase using my mobile phone? How can I request a VAT invoice of my mobile app purchase?

For non-registered customers, the purchase is considered an ad-hoc route ticket purchase, so the user does not automatically receive a VAT invoice. Registered customers receive an invoice about topping up the current account as usual.

The route ticket purchase made with the mobile app as a non-registered customer is an ad-hoc purchase, so you do not automatically receive a VAT invoice of the purchase. To request a VAT invoice, please send an email to ugyfelszolgalat@nmzrt.hu specifying your motor vehicle registration number, the serial number of the route ticket, and the name and address to be indicated on the invoice. The VAT invoice will be sent in an email by the National Mobile Payment Ltd., the provider the mobile app payment opportunity. This is a paper-based invoice forwarded electronically, which you can print anytime.

14.21 After a successful purchase transaction, where do I find the route ticket?

After opening the application, you can view your already purchased route tickets in the main menu.

14.22 I have purchased more than one route ticket with my mobile app for the same period and route. What can I do?

In such cases, please report the problem to NTPS Plc. via email (ugyfel@hu-go.hu), indicating the registration number of the vehicle in question, the serial number of the route ticket and the number and owner of the account for the purposes of a potential refund. Refund is only possible

in the case of system errors. If you purchased a duplicate route ticket due to your own fault you cannot modify or request a refund for your route ticket pursuant to the User GTC and the relevant laws.

14.23 How can I log into the HU-GO Mobile app?

If you are not a registered user in the HU-GO system, you must first register on the HU-GO web site (<https://hu-go.hu/Customers/regisztracio>). Following a successful registration on the customer service portal, you can use the HU-GO Mobile app as a registered user.

14.24 How can I top up my HU-GO balance with the application?

Currently the application does not support the top-up of the HU-GO balance.

14.25 Where can I change the number of axles?

If you are a registered user, you can modify data (e.g. the number of axles) in the "Vehicle management" menu of the HU-GO Mobile app.

14.26 Can I register my motor vehicle in the HU-GO Mobile app?

No, you can only register vehicles on the hu-go.hu website. In the mobile app, you can only change or edit your vehicle data.

14.27 I forgot my password. Can I request a password reminder through the app?

You can request a password reminder through the HU-GO online customer service portal (hu-go.hu) by clicking on the "Forgot your password?" option.

14.28 Can I open a new current account through the app?

You can only create a new current account on the HU-GO online customer service portal (hu-go.hu). In the application you can only choose from the existing current accounts.

14.29 What is the difference between using HU-GO Mobile app and logging into my user account on the website?

HU-GO Mobile is an application optimized for fast and easy mobile use, which was designed mainly with the functions of daily use in mind. It primarily allows users to buy route tickets quickly, and does not include all administrative functions.

14.30 How do I know that I have successfully changed my vehicle data?

After you have saved the modifications, open the "Vehicle management" menu again, and check if you have changed the data successfully.

14.31 According to law, I must keep my route ticket receipts for a year. How can I do this in the app? How long can I store my route tickets in the application?

The route tickets you purchased are available in the main menu after logging into your HU-GO user account using the HU-GO Mobile app, but they are available through the online customer service portal as well.

If you take a route ticket using the HU-GO Mobile app, but without logging into your HU-GO user account, the receipt will only be saved in the mobile application. It means that if you delete the application, you will also lose this data.

14.32 Where can I buy a route ticket after logging in?

The process of purchasing a route ticket is as follows:

1. Click on the "Purchase of a new route ticket" menu item to start the process.
2. If this is the first time you use the application, you have to accept the Terms and Conditions of the application. (You need to do this only the first time you use the application.)
3. If you have already purchased road use authorization in the app and have saved your vehicle data, or you are making a purchase as a registered user, you can select your vehicle here, so you won't have to enter the same data again when you buy new route tickets. If you have not made a purchase through the app yet or you did not save your vehicle data, you can enter them here in order to buy road use authorization.
4. Please enter your motor vehicle data based on the menu on the left. (International vehicle registration code, Euro emission class, category based on the number of axles, width ≤ 5 meters, height ≤ 5 meters, gross weight, axle load < 100 tons.) Click "Next" to approve vehicle data.
5. To select a previously saved route, click on the "Routes" icon. Click on the "New route" menu item to enter a new route.

14.33 How can I buy a route ticket charging it to an account other than the account number I see after logging in?

You can select the account you would like to use from the account list in the "Select account" menu item of the "Profile" menu on the right.

14.34 Can I check my balance in the app?

In order to check the balance assigned to a profile registered in the HU-GO system via the mobile app, tap the "Profile" option in the upper right corner, and choose the "Select account" option.

15. Miscellaneous

15.1 Changes in the number of axles, setting the new number of axles

15.1.1 *What if the number of axles changes during the trip?*

If the toll declaration and the toll payment are performed via a route ticket, and the number of axles changes during the performance of the forwarding task, you have to buy a new route ticket after the change in the number of axles. If the toll declaration for road use is performed by means of an on-board unit, you must modify the axle data via the Internet customer service, or using the on-board unit itself, once the trailer is attached.

You cannot provide a different number of axles for a specific toll section under the same route ticket.

15.1.2 *How can I change the number of axles?*

Before you start your journey, you can change the number of axles via the [HU-GO portal](#): after logging in, click on "Vehicles", and select the registration number of the vehicle you want to change. Click on the "Edit" icon, and make the desired change. Depending on the type of OBU, some units can also change the number of axles.

15.1.3 *Even if I open the editor interface, I cannot change the number of axles. What shall I do?*

During vehicle registration, you may have selected the "With the involvement of a toll declaration operator" option in the "Setting motor vehicle category" field. In this case, you cannot use the HU-GO online form to set the number of axles. In this case, the online form data will be considered non-binding, and the toll declaration data will include the correct number of axles. (We recommend checking the number of axles indicated on the on-board unit.)

15.1.4 *Can I modify the number of axles through the Call Centre?*

It is not possible to modify thy number of axles via the Call Centre of NTPS.

15.2 What kind of function does the "Slow vehicle" button have during the route planning?

By activating (checking) the "Slow vehicle" box, the user declares that the motor vehicle or the articulated vehicle combination consisting of a trailer is not able to drive faster than 60 km/h on its own. This is necessary because according to the applicable laws and regulations, it is only allowed to use motor vehicles or articulated vehicle combinations consisting of a motor vehicle and a trailer on the motorway and on the expressway, as well as on the roads towards motorways and expressways (from the signalling board) which are able to drive with a speed of at least 60 km/h on a flat road. Any other vehicles are not allowed to enter these roads.

15.3 When planning a route ticket, does the route planner consider the temporary weight restriction?

No, the planner does not take into account if the validity period of the route ticket includes a period that is subject to periodic weight restriction. It is always up to the road user to find out

about this before the journey. Detailed information on temporary weight restrictions is available on the website www.utinform.hu operated by Hungarian Public Road Non-profit Ltd.

15.4 What is two-factor customer authentication? What do I need to know about it?

As of 1 April 2019, NTPS Plc. introduced a two-factor customer authentication on its websites (ematrixa.nemzetiutdij.hu and hu-go.hu) for e-vignette and e-toll bank card purchases. The essence of two-factor customer authentication is that—in addition to the usual card data (name, card number, expiry date, CVC/CVV code)—customers shall also enter the confirmation code sent by the bank to the phone number registered with the customer's bank card supporting such two-factor authentication. Customers will need this code to complete electronic payment transactions initiated on NTPS Plc.'s online platforms. It is important that customers should use their mobile phone number registered by their bank. Otherwise, they will not receive the text messages containing the bank's confirmation code, and thus, will not be able to make purchases. Therefore, customers are advised to consult their bank about their phone number and their bank card.

15.5 I'd like to top up my balance with HUF 2 million at the customer service office. Is this possible?

Cash payments above the HUF 1.5 million limit are not possible in the customer service offices of NTPS Plc. These purchases can be made by credit card or bank transfers only.

15.6 Can I pay for road use authorizations with an American Express (Amex) card?

No, as of 1 January 2022, NTPS Plc. no longer accepts American Express (Amex) cards. Credit cards accepted by our company: Master Card, Maestro, Visa, VisaElectron, V-PAY and JCB.

15.7 Where can I find Frequently Asked Questions section on environmental classification?

For practical information on setting the environmental protection category for cargo vehicles, please click on the [General Information](#) menu item on hu-go.hu.

15.8 How can I request a route permit?

The competent entity to issue a route permit is Magyar Közút Nonprofit Zrt.

15.9 Where can I get information on the truck ban?

Information on the truck ban is available on the [Útinform – Official road traffic information](#) website of Magyar Közút Nonprofit Zrt.