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# HUNGARIAN E-TOLL GUIDE



NATIONAL  
TOLL PAYMENT  
SERVICES PLC

2018

## THE HU-GO ELECTRONIC TOLL SYSTEM

In the HU-GO distance-based electronic toll system, the toll payment obligation for tolled expressway and main road sections extends to all heavy-duty vehicles with a maximum authorized mass exceeding 3.5 tonnes.

For more information about unit tolled road sections subject to toll payment under the decree in force, visit the website of the National Toll Payment Services Plc. (NTPS Plc.) at [www.hu-go.hu](http://www.hu-go.hu).

### RATES (HUF/KM), VEHICLE CATEGORIES

Emission class	Category J2		Category J3		Category J4	
	Expressway	Main road	Expressway	Main road	Expressway	Main road
≥ EURO III	44.54	18.95	62.49	32.80	91.04	56.78
EURO II	52.40	22.29	73.52	38.59	113.80	70.98
≤ EURO I	60.26	25.63	84.55	44.38	136.56	85.18



Category J2 / two axles



Category J3 / three axles



Category J4 / four or more axles

## HOW TO PURCHASE ROAD USE AUTHORIZATION

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

Using an on-board unit (OBU) is the simplest, most convenient and safest way of toll declaration and toll payment. The devices installed in the vehicle or connected to the cigar lighter socket need to be registered only once in the HU-GO profile. Subsequently, you only need to remember to always have the OBU switched on and to check that it operates properly, always set with the prevailing number of axles and to ensure that your current account in the HU-GO system has sufficient funds to cover the planned journey.

**Warning:** When purchasing a new OBU, please make sure that you always assign the device to one of the registration numbers of your profile registered in the HU-GO system.

### OBU registration

After purchasing the on-board unit, the device must be assigned to the vehicle registration number based on its own registration number and PIN code. Registration can be performed in the user account accessible on the website. The kiosk only permits preliminary and partial registration, which generates a new user profile. A new OBU can only be registered for an existing user profile via the online customer service portal.

After pre-registration, the system will send an activation link to the specified e-mail address, and you just need to click on the link to finalize registration. Changes to the registered data can be made in the user account accessible at [www.hu-go.hu](http://www.hu-go.hu). For detailed information on OBU registration, refer to the "General information" section of the website.

The on-board unit may only be used following registration, otherwise your toll declaration will fail, leading to unauthorized road use, which may result in a fine.

### Purchasing an ad hoc route ticket

Purchasing a route ticket offers a convenient and quick solution for those who use the Hungarian toll road network relatively rarely, only for single journeys and specific routes. Route tickets may be purchased without registration in the HU-GO system; you only need to provide the requested vehicle information and plan the route accurately, as you can only leave that route during your journey in exceptional cases (due to diversion ordered by an authority).

For more information about periodic restrictions and diversions in effect, visit the Útinform website at [www.utinform.hu](http://www.utinform.hu). Please take the periodic restrictions into account when planning your route. If you leave the planned route, you risk being fined.

#### **Route tickets may be purchased:**

- via online payment by bank card at [www.hu-go.hu](http://www.hu-go.hu);
- via kiosk route planning at our customer service offices and our own points of sale as well as a number of reseller points of sale with payment in cash, by bank card or fuel card;
- via the mobile app, with credit card payment (in this case, a VAT invoice may be requested following the purchase at [ugyfel@hu-go.hu](mailto:ugyfel@hu-go.hu)).

The planned route ticket only entitles you to use toll roads after payment. The purchased route ticket will grant road use authorization only for the planned route within the validity period, in one direction and for a single occasion.

### **TOLL DECLARATION METHODS**

#### **Route planning and route ticket purchasing options**

- on the [www.hu-go.hu](http://www.hu-go.hu) website;
- at the customer service offices and points of sale of NTPS Plc. as well as applying the route planning tools available at the HU-GO reseller points of sale (kiosks, tablets or computers) (for a list of points of sale, visit [www.hu-go.hu](http://www.hu-go.hu) and click on the “Maps” in the menu);
- using the HU-GO mobile app.

#### **In the case of toll declaration through an OBU, the on-board unit may be purchased**

- at the customer service offices of NTPS Plc.;
- at our reseller partners;
- directly from the toll declaration operators.

### **CUSTOMER-FRIENDLY CONVENIENCE SERVICES**

#### **Favourite route feature**

The favourite route feature enables users registered in the HU-GO system and travelling with a route ticket to save their favourite/frequently used routes and use the saved data when planning a new route. For more information about this feature, visit [www.hu-go.hu](http://www.hu-go.hu).

#### **Fine alert function**

Avoid repeated fines arising from incorrect user settings, and activate the alert function in your HU-GO profile.

This free service is only available to users registered in the HU-GO system. Unique even at an international level, this feature protects bona fide carriers. If the control system detects or suspects unauthorized road use, a warning will be sent to the email address provided at registration. This allows users to check and correct any incorrect user settings or, if necessary, top-up their balance to avoid repeated fines.

It is important to note, however, that the alert does not change the order of the penalty procedure, i.e. it does not exempt road users from fines even if the error that had triggered the alert was subsequently corrected. Data concerning unauthorized road use are transmitted to the acting authority (police) in a closed control system.

#### **Low balance notification**

Users registered in the HU-GO system can set a minimum balance for their current account. If the current account balance reaches the preset value, the system will send a notification to the e-mail address provided at registration to avoid unexpected insufficient balance.

## HOW TO AVOID FINES

### What should I do if an OBU device indicates an error?

Only the contracted toll declaration operators have a direct insight about the operation of on-board units, and only they can provide information on the device signals. If you experience any sign of fault or error, contact your toll declaration operator immediately. In order to avoid repeated fines, we recommend that you buy a route ticket for the remaining section of your journey.

### Specifying the vehicle's number of axles

Make sure that the vehicle's current number of axles is always specified in your user account or on-board unit (depending on which vehicle category classification mode you selected on the website). Incorrect setting of the number of axles qualifies as unauthorized road use, which may result in a fine.

### Specifying the emission class

Similarly to the number of axles, it is important to enter the right emission class. The vehicle's emission class is listed in the vehicle registration certificate.

### Planning a destination and a return route

Route tickets planned for a single route (by specifying only the starting and destination points) are not valid for a return route, i.e. you cannot purchase a return ticket in the classical sense. You can only plan a route for both the destination and return point if, in the course of route planning, you specify the same settlement as your starting and destination point and also provide a stop in between (e.g. Budapest [starting point] – Szolnok [stop in between] – Budapest [destination]). In such a case, please check the routes generated by the route planner in both directions carefully, as they may differ as a result of route optimization. It is important to note that route tickets are valid only and exclusively for the planned routes, and any deviation is considered as an unauthorized road use and may result in a fine.

### Taking into account the validity period of route tickets

Ad hoc route tickets are valid from the time of payment until 24:00 on the following calendar day. The purchased route tickets do not grant retroactive road use authorization.

As a registered user, you can purchase route tickets in advance, with the starting date of the validity period being a date not later than 30 calendar days from the date of purchase.

### Paying for route tickets before road use

Route tickets are valid only after payment. Planned but unpaid route tickets do not grant authorization for using toll roads.

### Using the planned route

In the case of toll payment using route tickets, users cannot leave the planned route (indicated on the receipt). Any deviation from the route plan is considered as an unauthorized road use and may result in a fine.

### Deviation from the planned route in the case of diversions

In the case of diversions due to road construction works or accidents, you may depart from the pre-planned route but only to the route designated by the authorized entity (e.g. authority) and solely for the duration of the diversion. You do not have to pay any additional toll on the designated diversion route; however, you have to return to the original route at the first opportunity to do so.

## BILLING INFORMATION

Invoices are always issued in a manner consistent with the sales interface as follows:

**You will not receive a VAT invoice automatically;** if you purchase a route ticket as an unregistered user on the [www.hu-go.hu](http://www.hu-go.hu) website, you will need to register first to request a VAT invoice. After registration, the system will automatically issue a VAT invoice for each purchase.

## CONTROL AND FINES

In the HU-GO e-toll system, NTPS Plc. supports control activities using stationary control portals located along the toll road network and mobile data collection vehicles. Toll enforcement is conducted 24 hours a day: the relevant system immediately establishes whether a specific vehicle has a valid road use authorization.

Unauthorized road use is penalized by an administrative fine, imposed by the authority. Motorists are called to account through roadside inspections and on the basis of objective liability.

In the event of unauthorized road use, the relevant legislation (Government Decree No. 410/2007 (XII.29.)), as amended, takes into account the duration of unauthorized use, determining the amount of the fine according to three time bands. This enables road users to rectify the error shortly after it is detected and, thus, to avoid payment of a higher fine. They are assisted by the HU-GO fine alert function. Once activated, when detecting unauthorized road use, the NTPS Plc. control system will immediately send a warning to the road user concerned.

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

- a moderate fine if they did not commit an offence following the detection of unauthorized road use or the offence was limited to the first two hours from the detection thereof;
- an average fine if they repeatedly infringed the rules between the 2nd and 4th hours following the initial detection of unauthorized 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 unauthorized road use.

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

Vehicle category	0–120th minute following the incident	121st–240th minute following the incident	241st–480th minute following the incident
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Failure to pay the toll prior to the commencement of the road use (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 vehicle category or emission class declared is lower than the actual category or class (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 was included in the register of invalidated units at the time of road use (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

## SERVICES AVAILABLE AT THE CUSTOMER SERVICE OFFICES OF NTPS PLC.

- sale of route tickets
- top-up
- sale of OBU
- control and fines

Administrative issues related to the fines imposed cannot be executed at our customer service offices and at our own points of sale as NTPS Plc. is solely responsible for performing control support activities (data collection and data transmission). Actions against unauthorized road users shall be taken by the competent authority in the form of an administrative procedure. An application for review may be lodged as defined in the decision on the fines imposed, at the contact details contained therein. Similarly, it is not possible to purchase retroactive road use authorization at our customer service offices (or in any other way).

## CONTACT INFORMATION OF CUSTOMER SERVICE OFFICES

For contact information and business hours of our customer service offices and our own points of sale at border crossing points, visit [www.toll-charge.hu](http://www.toll-charge.hu).



## CONTACT US

National Toll Payment Services Plc.

Postal address: H-1380 Budapest, Pf.: 1170

E-mail address for customers: [ugyfel@hu-go.hu](mailto:ugyfel@hu-go.hu)

Our Call Centre is available in German on business days

and in English every day from 8.00 a.m. to 4.00 p.m.:

+36 (36) 587 500

[www.hu-go.hu](http://www.hu-go.hu)