

1 Contents

2	Persons subject to toll payment and the amount of tolls	5
2.1	Who are subject to toll payment in the HU-GO system?	5
2.2	Who are not subject to toll payment in the HU-GO system?	5
2.3	What about the toll payment obligation for vehicles carrying humanitarian aid?	5
2.4	When a cargo vehicle tows another one, for which vehicle should the driver buy road use authorization?	5
2.5	How much do I have to pay for road use?	6
2.5	What is the logic of toll calculation?	6
3	Road network	6
3.1	What is the total length of toll road sections?	6
3.2	How do I know that I am on a toll road network?	6
3.3	How do I know which routes I can use?	7
4	Vehicle categories / Environmental classification	7
4.1	How do I know which category (J) my vehicle belongs to?	7
4.2	If my motor vehicle has retractable axles, and I use the vehicle with those axles retracted, does it affect category J?	7
4.3	How can I know what emission category my cargo vehicle belongs to?	7
4.4	Does a motor vehicle belong to category J3 in the HU-GO e-toll system, if it was a D3 vehicle in the e-vignette system before the introduction of the HU-GO on July 1, 2013?	8
5	Purchasing road use authorization with or without registration	8
5.1	How can users declare road use?	8
5.2	Where and how can I pay e-toll?	8
5.2.1	If you are a registered user	8
5.2.2	If you are not a registered user	9
5.3	Where and how can I register?	9
	Do I have to register in order to buy road use authorization?	9
5.4	How can use toll roads if I do not register?	9
5.5	What documents or tools do I need if I want to register in the HU-GO system?	10
5.6	Can I register on a kiosk?	10
5.7	I have multiple trucks, and I would like to register all of them. How can I do that? ..	10
5.8	Can I have a fleet discount, if I register more than one vehicles?	10
5.9	How much time does the first transaction take, if I am a registered user?	10

5.10	Can I save my documents on the website?	11
6	Route ticket	11
6.1	What is a route ticket?	11
	Where can I buy route tickets?.....	11
6.2	Can I buy outward and return route tickets?	11
6.3	When do I have to start the trip if I have purchased a route ticket?.....	11
6.4	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?	12
6.5	Can I return my route ticket?	12
6.6	Can I buy a route ticket for someone else?	12
6.7	Does the validity period of a route ticket start on a specific day or at a specific time? 12	
6.8	How can I change my route, if my client needs me to?	12
7	Using an on-board unit	13
7.1	How does an on-board unit work?	13
7.2	Do I need a device if I want to use a toll road section?	13
7.3	Where can I buy an on-board unit?	13
7.4	I have purchased an on-board unit. When can I use toll roads?	13
7.5	What is the difference between mobile units and on-board units integrated in a vehicle?	14
7.6	How can I install the on-board unit?	14
7.7	Can I use someone else's on-board unit?	14
7.8	Do I have to register, if I use an on-board unit?	14
7.9	Can companies registered abroad buy on-board units?	14
7.10	Can I declare toll using an already installed EETS OBU?.....	14
8	Toll declaration through a toll declaration operator.	14
8.1	Who is a toll declaration operator?	14
8.2	Do I have to sign a contract with a toll declaration operator if I want to make toll declaration using an on-board unit?	15
8.3	Which toll declaration operators' on-board units are available at the points of sale? 15	
8.4	Who is the subject of the contracting obligation in the case of toll declaration made through an on-board unit?.....	15
8.5	I would like to become a toll declaration operator in the e-toll (HU-GO) system. What do I have to do?.....	15
8.6	How can I become a toll declaration operator, if I have a foreign company?	15
9	Payment modes	16
9.1	How can I pay, if I am a registered user?	16

9.2	How can I pay, if I am not a registered user?.....	16
9.3	How frequently will I receive account statements and other reports, and through what channel?.....	16
10	Balance top-up.....	17
10.1	Where and how can I top up my balance?.....	17
10.2	For how long can I use the money on my account?.....	17
10.3	What is the minimum amount required for topping up the balance?	17
10.4	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?	17
10.5	What if my balance is topped up, but I decide to sell my vehicle?.....	17
10.6	How can I check my balance?.....	18
10.7	Can I get back the money on my account?.....	18
11	Control and ticketing	18
11.1	How is road use authorization controlled?	18
11.2	What is the amount of the fine?.....	18
11.3	Can I submit a leniency application regarding the fine?.....	18
11.4	What happens if traffic is rerouted, or the driver wants to avoid a traffic jam?.....	18
12	Fine alert function	19
12.1	Purpose of the fine alert function.....	19
12.2	How can I use the fine alert function?.....	19
13	Reporting technical problems.....	19
13.1	What if a kiosk is out of order? Where can I report it? Can I continue my journey?.....	19
13.2	What do I have to do in case of an erroneous financial transaction?	19
14	The HU-GO Mobile application	19
14.1	What is the HU-GO Mobile app?	19
14.2	From where can I download the HU-GO Mobile application?	20
14.3	Do I need to register?.....	20
14.4	What information do I need to provide in order to take a route ticket?	20
14.5	Can I purchase a route ticket in advance through the HU-GO Mobile app?.....	20
14.6	When can I use the route ticket purchased through the HU-GO Mobile app?.....	20
14.7	Can I save the routes I plan?.....	20
14.8	Can I store and print later the route tickets I purchased through the HU-GO Mobile app?	20
14.9	What do I need to use the app on my phone?	20
14.10	Do I need to have internet connection to use the HU-GO Mobile app?	21
14.11	How can I pay for the route ticket?.....	21
14.12	Is it safe to save bank card data in the mobile app?.....	21

14.13	Can I return a route ticket, if my route has been changed?	21
14.14	Can I plan routes with the HU-GO mobile app?	21
14.15	If I make a mistake when entering the registration number, the country code or any other data, can I correct the wrong data?	21
14.16	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?	21
14.17	Is the HU-GO mobile app available for free of charge?	21
14.18	What language are the HU-GO mobile app available in?	21
14.19	Can I have an invoice, if I purchase using the mobile app?	21
14.20	How can I request a VAT invoice of my mobile app purchase?	22
14.21	After a successful purchase transaction, where do I find the route ticket?	22
14.22	I have purchased more than one route ticket with my mobile app for the same period and route. What can I do?	22
14.23	How can I log into the HU-GO mobile app?	22
14.24	How can I top up my HU-GO balance with the application?	22
14.25	Where can I change the number of axles?	22
14.26	Can I register my motor vehicle in the HU-GO mobile app?	22
14.27	I forgot my password. Can I request a password reminder through the app?	22
14.28	Can I open a new current account through the app?	22
14.29	What is the difference between using HU-GO Mobile 2.0 and logging into my user account on the website?	23
14.30	How do I know that I have successfully changed my vehicle data?	23
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?	23
14.32	Where can I buy a route ticket after logging in?	23
14.33	How can I buy a route ticket charging it to an account other than the account number I see after logging in?	23
14.34	Can I check my balance in the app?	23
15	Other	24
15.1	Changing the number of axles	24
15.1.1	What if the number of axles change during the trip?	24
15.1.2	Can I modify the number of axles through the Call Center?	24
15.2	What is the function of the “Slow vehicle” button during route planning?	24

2 Persons subject to toll payment and the amount of tolls

2.1 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 tons, tractors (including semi-trailer towing vehicles), and all articulated vehicle combinations consisting of such a motor vehicle and a towed trailer or semi-trailer.

2.2 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 buses, agricultural tractors and their trailers, slow vehicles, motorcycles, passenger cars and cargo vehicles with a maximum permissible gross weight not exceeding 3.5 tons, and campers and their trailers. The toll payment obligation of motor vehicles belonging to the e-vignette system is regulated by Decree 36/2007 (III.26.) of the Ministry of Economy and Transport.

Also, in the HU-GO system toll is not required to be paid for vehicles of the Hungarian Defence Forces, the law enforcement agencies of Hungary, the public road management units of NATO, the agencies responsible for road management and toll collection, the disaster management agency, the traffic authority, and other agencies entitled to use revolving lights on their vehicles. Further, cargo vehicles defined in Government Decree 243/2013. (VI. 30.) are exempt from the toll payment obligation with certain conditions.

2.3 What about the toll payment obligation for vehicles carrying humanitarian aid?

According to [Section 9 \(1\) i. of the Toll Act](#), operators of vehicles used for the transportation of humanitarian aid are exempt from toll payment and toll declaration obligations during the performance of such activities. The operators of such vehicles are entitled to do so after reporting their status to the authority responsible for international relations (kommunikacio@orfk.hu) and having themselves registered among the entities exempt from the above obligations.

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

In the case of towing, there are three possible scenarios for buying road use authorization:

1. Vehicles transported on the platform: The transporting vehicle should have road use authorization for the appropriate vehicle category. No road use authorization is needed for the vehicle transported on the platform. (Which is considered transported goods.)
2. Vehicles towed with lifted axles: The number of axles 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. Towing with a towing bar: Both the towing and the towed vehicle must have road use authorization for their respective categories.

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

It depends on the number of axles on the cargo vehicle, the emission category of the vehicle, the road category (main road or speedway) and the route completed. For more information about the toll road network, please see the [“About the amount of toll”](#) section in the “General information” menu item on the www.hu-go.hu website, while the map and list of toll roads are available under the [“Toll sections”](#) menu item Gross price of road use (HUF/km)*

	Category	Category J2		Category J3		Category J4	
	Road category	Speedway	Main road	Speedway	Main road	Speedway	Main road
Emission category	A ≥ EURO III	44.54	18.95	62.49	32.80	91.04	56.78
	B = EURO II	52.40	22.29	73.52	38.59	113.80	70.98
	C ≤ EURO I	60.26	25.63	84.55	44.38	136.56	85.18

* Based on Decree 25/2013 (V.31) of the Ministry of National Development. Effective from January 1, 2015.

The route can be planned and the toll to be paid can be checked by clicking on the “Toll calculator” menu item.

2.5 What is the logic of toll calculation?

Toll calculation is based on the tolled sections used during the ride. It means that if you drive on a toll road section with your motor vehicle and leave it at the next exit, you will have to pay for using the section, irrespective of the distance you travelled on it. For more information about the toll road network, please see the “About the calculation of tolls section” in the “General information” menu item on the www.hu-go.hu website, while the map and list of toll roads are available under the [“Toll sections”](#) menu item.

3 Road network

3.1 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 6,692 km.

3.2 How do I know that I am on a toll road network?

According to Decree 25/2013. (V. 31.) of the Ministry of National Development on the amount of the toll and toll roads, all expressways and main roads with one- or two-digit designation that were constructed without using EU funds are classified as toll roads.

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

3.3 How do I know which routes I can use?

For those using **route tickets** it is important information that route tickets planned and paid for authorize valid road use only for one trip in the specified direction on the planned route without detours.

If you buy your route ticket on the website, you can print your route created by the system in the last step of planning and calculation. If you use a kiosk, the route is indicated on the receipt.

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

If you use an **on-board unit**, toll declaration takes place automatically based on GPS data, which means that you can freely use the Hungarian road network, taking traffic rules and local restrictions into consideration. Importantly, you can use secondary roads only if it is necessary in order to reach your destination.

4 Vehicle categories / Environmental classification

4.1 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 maximum permissible gross weight of the cargo vehicle exceeds 3.5 tons, and it has 2 axles (including the trailer and the retractable axles as well), then it belongs to category J2. If the cargo vehicle has 3 axles, 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 on 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 the vehicle category, the environmental category and the road category, multiplied by the length of the toll road sections.

4.2 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.

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

This information is indicated in the registration certificate of the cargo vehicle, with the appropriate number in field V9. A table with the Euro categories is available on the www.hu-go.hu website, in the [“Registration”](#) menu item of the “General information” menu.

The following table contains some basic information:

Annex 1 to Government Decree 209/2013. (VI. 18.)

„Factors for the calculation of toll based on the EURO emission classes:

	A	B	C
1	emission category	J2-J3 vehicle category	J4 vehicle category
2	Cat. A (\geq EURO III)	0.85	0.8
3	Cat. B (B = EURO II)	1.0	1.0
4	Cat. C ($C \leq$ EURO I)	1.15	1.2

4.4 Does a motor vehicle belong to category J3 in the HU-GO e-toll system, if it was a D3 vehicle in the e-vignette system before the introduction of the HU-GO on July 1, 2013?

The D-categories have no direct counterparts in the J-system. The categories applied in the HU-GO e-toll system are based on the number of axles (J2 – 2-axle cargo vehicles with a maximum permissible gross weight over 3.5 tons, J3 – 3 axles, J4 – 4 or more axles), while the e-vignette system applies to passenger cars and cargo vehicles with a maximum permissible gross weight below 3.5 tons, and the categories are determined on the basis of the vehicle and the number of persons it is allowed to transport.

5 Purchasing road use authorization with or without registration

5.1 How can users declare road use?

1. Using an on-board unit (OBU) installed in the vehicle, or
2. Using the on-board unit (OBU) integrated in the vehicle, or
3. using a prepurchased route ticket.

For more information, see: www.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.

5.2 Where and how can I pay e-toll?

5.2.1 If you are a registered user

If you prefer to use the prepurchase 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 the [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](#).

5.2.2 If you are not a registered user

If you are not registered in the HU-GO system, you can only take 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](#).

Those using an on-board unit should make sure that the device is turned on, functions properly, and there is enough money on their accounts in the HU-GO system.

		Paying in advance			
		cash	bank card	fleet card / fuel card	wire transfer
Sales interface	Internet	-	x	-	x
	Customer Service	x	x	NTPS Plc currently accepts EuroShell and OMV Routex cards.	-
	Fuel station	x	x	Fuel stations decide which fuel cards they accept.	-

5.3 Where and how can I register?

There is a difference between registering a user and registering an on-board unit. Both registrations can be done on the hu-go.hu website. If you do not have access to the Internet, you can register in person in any of the 17 [customer service offices of NTPS](#). If you buy an on-board unit from a [reseller](#) (e.g. at a fuel station), you can pre-register on a kiosk interface, which later must be finalized on the hu-go.hu website.

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

In the e-toll system you can buy road use authorization without registration as well. However, there are many convenience functions 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, penalty alert function).

If you purchase an ad-hoc route ticket, you are not automatically provided with a VAT invoice. If you need a VAT invoice when buying an ad-hoc route ticket online, please register before taking your ticket! After the registration the system will prepare the accountable tax receipt of your purchase.

5.4 How can use toll roads if I do not register?

If you do not register, you can only use toll roads by taking ad-hoc route tickets. In this case you are required to provide almost the same data as if you registered, but the information provided 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 at the customer service offices, in letter, or by sending an email to ugyfel@hu-go.hu.

5.5 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:

- personal data: name, email address, password, identification data, invoice data – name, invoice address, tax number – phone number (personal or company data), tax number (VAT ID), mailing address,
- the ID of the on-board unit, if you already have one,
- vehicle data: registration number, country code, environmental category, number of axles, size (weight, length, height, width, axle load),
- if you already have a contract with a toll declaration operator, the name of the provider and the number of the contract.

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

5.6 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. The registration process should be finalized later on the hu-go.hu website or in a customer service office. Complete registration is not possible on the kiosks.

5.7 I have multiple trucks, and I would like to register all of them. How can I do that?

As an operator, you can assign multiple vehicles to your 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.

5.8 Can I have a fleet discount, if I register more than one vehicles?

No, there is no discount in the case of registering multiple vehicles.

5.9 How much time 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 take 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. number of axles due to the 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, after registration you only have to make sure that there is always enough money 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.

If you buy an on-board unit and you register, the lead time of contracting with a toll declaration operator should also be taken into consideration.

5.10 Can I save my documents on the website?

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

6 Route ticket

6.1 What is a route ticket?

Taking a route ticket is a toll declaration and payment method. A route ticket authorizes you to use the toll sections along a specific route. 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 you to use toll roads only after paying the related toll. Route tickets purchased for one direction provide road use authorization only for one trip on the planned route during the validity period.

Registered and not registered users can take route tickets (in the latter case ad-hoc route tickets) on the hu-go.hu website, at the [customer service offices](#) of NTPS Plc, and at the resellers' [points of sale](#).

Where can I buy route tickets?

You can buy route tickets on the hu-go.hu website, in the customer service offices of NTPS and at the [resellers' points of sale](#) using the available payment methods (cash, bank card, fuel card etc.), and through the [HU-GO mobile app](#). The map and list of the resellers involved in the HU-GO system is available on the website.

6.2 Can I buy outward and return route tickets?

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 can plan a 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 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.

6.3 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.

6.4 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.

6.5 Can I return my route ticket?

If you are a registered user, your planned and purchased route tickets can be returned before the start of validity, e.g. if your assignment has been cancelled for some reason. In such cases the price of the route ticket is refunded to your account. If a prepurchased 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 reversed within 10 minutes of the purchase (e.g. if you realize that the data you provided is incorrect). Reversal is only possible at resellers that have their own cashier systems. This option is not available at the points of sale of NTPS.

6.6 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.

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

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.

Ad-hoc route tickets taken by users who are not registered are valid from the moment of payment to 24:00 on the following calendar day.

6.8 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 returned before the start of validity, e.g. if your assignment has been cancelled for some reason. In such cases the price of the route ticket is refunded to your account. If a prepurchased 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).

7 Using an on-board unit

7.1 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](#).

7.2 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 through taking 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 [toll declaration operators](#), at the [customer service offices of NTPS](#), and at several [resellers](#).

What do I have to be aware of, if I use an on-board unit?

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. When paying the toll through your on-board unit, before you begin your journey please check whether the unit is turned on and functions correctly. On some of the devices 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 [www.hu-go.hu](#) website, on a kiosk, at any of the selected points of sale, or in a customer service office, using the 12-digit ID provided with the unit. Kiosks only allow simplified registration. The registration process must be finalized later on the [hu-go.hu](#) website or in a customer service office. Before starting your journey, please make sure that there is enough money on the account of your vehicle to cover the toll.

7.3 Where can I buy an on-board unit?

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, or in the customer service offices of NTPS.

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

If you are a registered user, you can register the on-board unit on the online HU-GO customer service portal ([hu-go.hu](#)) in your user profile, under the “Registration” menu item.

If you buy an on-board unit at a reseller’s points of sale or in a customer service office of NTPS, you can also perform a simplified registration on a kiosk, using the ID and the PIN of the OBU. The registration process must be finalized later on the [hu-go.hu](#) website or in a customer service office. Complete registration is not possible on the kiosks.

Before starting your journey, top up the balance of the account created in the HU-GO system with the appropriate amount.

7.5 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. 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.

7.6 How can I install the on-board unit?

On-board units purchased at the resellers or in the customer service offices of NTPS can 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).

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

Only if before using the device you delete the registration for the previous registration number ("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 www.hu-go.hu website upon registration.

7.8 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. You can do it at the resellers' [points of sale](#), in the [customer service offices of NTPS Plc](#), or on the www.hu-go.hu website.

7.9 Can companies registered abroad buy on-board units?

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

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

In the HU-GO system you can declare and pay toll only through an audited toll declaration operator. The system is open for new service providers, so if other companies sign a contract with National Toll Payment Services Plc, i.e. the toll collector, their products will be available for toll declaration and toll payment.

8 Toll declaration through a toll declaration operator.

8.1 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).

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

You have to sign 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.

8.3 Which toll declaration operators' on-board units are available at the 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](#).

8.4 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.

On the other hand, the user also enters into contract with NTPS Plc regarding toll payment. This is done automatically upon registration, by accepting the General Terms and Conditions.

8.5 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.

8.6 How can I become a toll declaration operator, if I have a foreign company?

Foreign fleet-tracking companies can also become toll declaration operators. They have to indicate their intent through sending an email or a letter. Mailing address: H-1380 Budapest, Pf.: 1170, email address: ugyfel@hu-go.hu.

9 Payment modes

		Paying in advance			
		cash	bank card	fleet card / fuel card	wire transfer
Sales interface	Internet	-	x	-	x
	Customer service	x	x	NTPS Plc currently accepts EuroShell and OMV Routex cards.	-
	Fuel station	x	x	Fuel stations decide which fuel cards they accept.	-

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

If you prefer to use the prepurchase method, you can use your account balance 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 at the points of sale (using cash, a bank card or a fuel card), or through the website using a bank card. The balance can also be topped up through [wire transfer](#). The amount transferred to NTPS Plc is credited to the individual road use 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 that day, and will be available on your account on the next working day (Wednesday)).

9.2 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.

9.3 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 alert in the “Editing current account” menu. If you use this function, a notification will be sent to the email address assigned to your current account if the money on your account falls below the amount set. You can also check your balance on the website, in your user account. You cannot request notifications in text messages.

Registered users receive a receipt when they top up their balance:

- from the cashier if they top up their balance at a reseller
- from NTPS Plc in the customer service offices of NTPS Plc

- if you top up your balance on the internet you are provided with 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 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. 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.

10 Balance top-up

10.1 Where and how can I top up my balance?

If you are a registered user, you can top up the balance of your HU-GO account in person in the [customer service offices of NTPS](#), or using a bank card, a fuel card or cash at reseller's points of sale. You can also top up the balance on the hu-go.hu website or through the [a HU-GO mobile app](#) using your bank card. You can also top up the balance through [wire transfer](#).

10.2 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.

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

The minimum amount is HUF 5,000. It applies to every top-up.

10.4 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. It means that 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.

10.5 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. You can assign multiple vehicles to your account (e.g. the balance assigned to a previously registered but sold vehicle can be re-assigned to another existing vehicle owned by the user or to a new one). But you cannot transfer your balance to another customer's (company's) account, which means that you cannot “sell” your balance along with the vehicle.

If you are registered user, you can return your prepurchased route ticket, and you can take another one for the registration number of the other vehicle.

You cannot claim back the money left on your account, and you cannot transfer it to another user's account either.

10.6 How can I check my balance?

Registered users can check their balance through the internet or the Call Center (+36 36 587 500), or in person in any of the [customer service offices of NTPS](#). You can also request separate statements for each of your registration numbers.

10.7 Can I get back the money on my account?

You cannot claim back the money left on your account, and you cannot transfer it to another user's account either.

11 Control and ticketing

11.1 How is road use authorization controlled?

There are over 100 fix toll control gates in the toll road network, where authorization is controlled automatically. Also, 45 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, the related data is transferred through a closed system to the authority that is responsible for imposing fines.

11.2 What is the amount of the fine?

Fine rates from September 1, 2013 (HUF):

Offence according to the Toll Act	Rate of penalty for vehicle categories (HUF)		
	J2	J3	J4
Default of toll payment before beginning the road usage	140 000	150 000	165 000
Toll declaration made for a lower toll category than the actual toll category	80 000	90 000	110 000
Unauthorised road usage due to the breakdown of the on-board unit	140 000	150 000	165 000

11.3 Can I submit a leniency application regarding the fine?

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.

11.4 What happens if traffic is rerouted, or the driver wants to avoid a traffic jam?

Pursuant to the relevant statutes, during the period of road closures and traffic restrictions the unit tolled sections specified as bypasses by the competent authorities can be used toll-free for the specified period of time.

12 Fine alert function

12.1 Purpose of the fine alert function

The email alert function warns customers about wrong user settings detected by the control system to allow 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 the user 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.

The fine alert function is available to all users registered in the HU-GO system, regardless whether they fulfill their toll payment obligation by purchasing route tickets or using an on-board unit. By default, the fine alert function is inactive. To use this function, registered users have to active it.

13 Reporting technical problems

13.1 What 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?

You can indicate the problem via the internet or the Call Center (+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 in order to provide more flexible services to road users. The application is especially useful for those buying ad-hoc route tickets.

Using the [HU-GO Mobile app](#), which currently runs on Android and iOS operating systems (the version for Windows Phone systems is under development), road users can pay distance-based toll for cargo vehicles with a maximum permissible gross weight over 3.5 tons. With the help of the app, which can be downloaded for free of charge, drivers can pay road toll without registration, using their bank cards.

The currently available version of the application allows users to purchase a route ticket with a bank card, without registration.

You purchase your route ticket with the app from the National Mobile Payment Ltd. as the bound toll service provider, for the same fee charged via other sales channels. Again, route tickets must be taken 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 unauthorized 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?

You can download the application from Google Play or Apple Store.

14.3 Do I need to register?

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

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

If you are an ad-hoc user, in the application you have to provide the registration number, the country code, the emission category (Euro), the number of axles, and other vehicle data (width, height, total weight, axle load).

14.5 Can I purchase a route ticket in advance through the HU–GO Mobile app?

No, you cannot buy route tickets in advance using the [HU-GO Mobile app](#).

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

Route tickets authorize for valid road use only after paying the related toll. Route tickets authorize valid road use only for one trip in the specified direction on the planned route, and do not allow detours.

14.7 Can I save the routes I plan?

Yes, 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?

- Internet connection
- Supported operating systems: Android 2.3, iOS 6.0 or higher
- Minimum size of the screen: 320x480 pixels.

- The software can be used with previous Android versions and other resolutions as well, but with reduced user experience.

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

Yes, because in order to plan a route and buy a route ticket you need to connect to the central server.

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 in the mobile app?

Yes, because the [HU-GO mobile application](#) does not store bank card data. Purchases can only be completed by providing a “mobile payment password”, which is not stored in the application.

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

You can only return a prepurchased route ticket if you are a registered user, and the validity period has not started yet. You cannot prepurchase route tickets through the [HU-GO mobile app](#).

14.14 Can I plan routes with the HU-GO mobile app?

Yes, you can plan routes with the [HU-GO mobile application](#).

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

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

14.16 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 centers and GPS coordinates when planning a route.

14.17 Is the HU-GO mobile app available for free of charge?

You can download and install the [HU-GO mobile application](#) for free.

14.18 What language are the HU-GO mobile app available in?

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

14.19 Can I have an invoice, if I purchase using the mobile app?

As purchases of route tickets made with the mobile app are considered ad-hoc purchases, you do not automatically receive a VAT invoice.

14.20 How can I request a VAT invoice of my mobile app purchase?

As the route ticket purchase made with the mobile app is an ad-hoc purchase, you do not automatically receive a VAT invoice of the purchase. Please send us an email requesting a VAT invoice to the ugyfel@hu-go.hu email address specifying your vehicle registration number, the serial number of the route ticket, and the name and address to be indicated on the invoice. We will send you the electronic VAT invoice by email.

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 “Buy new route ticket” 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?

Please report the problem in email (ugyfel@hu-go.hu), indicating the registration number of the vehicle, the serial number of the route ticket, and the number and owner of the account for the purposes of refund. Refund is only possible in the case of system errors. If you have purchased a duplicate route ticket due to your own fault, according to the GTC and the relevant statutes you cannot modify or request a refund for your route ticket.

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

If you are not a registered user in the HU-GO system yet, you must first [register on the HU-GO web site](#). 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?

After logging into the application, you can add credit with an ad-hoc or a registered bank card under the credit top-up menu item.

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 register vehicles only on the www.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 2.0 and logging into my user account on the website?

[HU-GO Mobile 2.0](#) 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, 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?

1. Click on the “Buy 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. (Country code, Euro (environmental) classification, category – based on the number of axles, width – width must be less than 5 meters, height – height must be less than 5 meters, gross weight, axle load – axle load must be less than 100 tons). Click “Next” to save your 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 click on the “Profile” option in the upper right corner, and choose the “Select account” option.

15 Other

15.1 Changing the number of axles

15.1.1 What if the number of axles change during the trip?

If you declare and pay toll through a route ticket, and during your trip the number of axles changes, you have to buy a new route ticket after you have changed the number of axles. If you declare road use with an on-board unit, you have to modify the axle data on the online customer service portal (www.hu-go.hu) following the attachment of the trailer.

If you use a route ticket, you cannot specify different numbers of axles for the same toll section.

15.1.2 Can I modify the number of axles through the Call Center?

No, you cannot modify the number of axles through the Call Center of NTPS (+36 36 587 500). The number of axles can also be modified directly on certain on-board units, but you can also do it on the HU-GO website (“Vehicles” – “OBU settings of the vehicle” – “Setting vehicle category” – “With the involvement of a toll declaration operator” / “On the HU-GO portal”).

15.2 What is the function of the “Slow vehicle” button during route planning?

By ticking the “Slow vehicle” box, you state that your vehicle or your articulated vehicle combination with a trailer is not able to drive faster than 60 km/h. It is important because on motorways and expressways, as well as on their entry roads (beginning from the pre-indicating sign) it is only allowed to use motor vehicles and articulated vehicle combinations consisting of a motor vehicle and a trailer that are able to have a speed of at least 60 km/h on a flat road, every other vehicle is forbidden to use these roads.