



TOLL COLLECT
service on the road

TOLL2GO[📶]

TOLL COLLECTION IN
GERMANY AND AUSTRIA

TWO COUNTRIES,

ONE OBU



Updated edition
2024

www.toll-collect.de

Toll collection in Austria and Germany with the Toll Collect on-board unit (OBU)



Toll Collect's toll system features a technical design that can also support other toll systems. In September 2011, the **TOLL2GO** toll service was launched — the first system-independent, transnational service between a satellite-supported toll system and one based on microwave technology. This joint service provision from the Austrian toll operator ASFINAG and the German operator Toll Collect allows transport companies to pay the toll in both countries using a single on-board unit, namely the windshield and DIN slot OBU. Nevertheless, there is still a separate contract with each of the two toll operators and the tolls that are owed will continue to be invoiced separately.

TOLL2GO is available for all vehicles that are subject to tolls with a technically permissible maximum laden mass (TPMLM) over 3.5 tonnes. The service is particularly attractive to transport companies whose trucks frequently travel in both Austria and Germany.

To apply for the **TOLL2GO** toll service, it is necessary to register via the ASFINAG SelfCare Portal at www.go-maut.at.

Practical information for registered **TOLL2GO** customers

If the service is activated, this can be seen on the Toll Collect OBU in the menu "**SERVICES**" through the message "**AT SERVICE ACTIVE**". ASFINAG also provides email notification about the successful activation of **TOLL2GO** as well as in the SelfCare Portal at www.go-maut.at.

Please enter the exact number of axles before starting your journey. In Austria, the precise number of axles for the vehicle and trailer must always be provided.



In the Toll Collect OBU main menu, the customer can display the relevant activated service in the “**MENU SERVICES**”. Please note: It is not possible to call up the menu while driving.



Acoustic signals from the Toll Collect OBU

When crossing the border into Austria, the AT toll service is automatically activated by the OBU. Toll collection in Austria is confirmed in the same way as with the GO-Box by means of an acoustic signal. Note: The customer does not receive any information about the toll to be paid in Austria via the display or the LED indicator.

The signal tone switches on automatically in Austria and cannot be switched off!

When driving through a toll point in Austria, pay attention to these short signal tones. They have a different meaning compared to the German toll area.



- ♪ → **ONE** short signal tone (beep) means that the toll payment is confirmed based on the number of axles set in the On-Board Unit and the EURO emission class stored for toll collection in Austria. No warning!
- ♪♪ → **TWO** short signal tones means that the toll payment is confirmed based on the number of axles set on the On-Board Unit and the EURO emission class stored for toll collection in Austria. Warning!
 - **WARNING:** At the same time, **TWO** short signal tones are also a request to visit the nearest available GO sales centre. There the customer will receive further information; for example, information that it is necessary to return a GO-Box. Failure to follow this request can result in the On-Board Unit being automatically locked for toll collection in Austria.
- ♪♪♪♪ → **FOUR** short signal tones indicate that the toll has not been paid correctly. In this case, you must find a GO sales point within 5 hours and 100 kilometres in order to pay for any toll route sections that were not paid for correctly.
 - **ATTENTION:** If two on-board units (GO-Box and Toll Collect OBU) are carried in the vehicle at the same time, one of the on-board units will signal non-payment of the toll by issuing a signal tone four times. In this case, the obligation regarding retrospective toll payment only fails to apply if the toll has been correctly paid via the other on-board unit, which will have been confirmed to the customer by one or two short signal tones.
- 🚫 → **NO** signal tone means that no toll collection took place. The toll must be paid subsequently at a GO sales point.

Display messages in the event of faults: significance and recommended actions

red TOLL COLLECTION
DISRUPTED XX

The OBU is currently not ready for operation. There is a technical fault. Please go to a Toll Collect service partner.

(D)

If defective, the on-board unit is not ready for operation with the automatic toll collection system. In Germany, you must therefore register the toll manually using the online log-on facility or the Toll Collect app.

(A)

If such a situation occurs in Austria, you must obtain a GO-Box.

red DE: TOLL COLLECTION
DISRUPTED XX

The OBU is currently not ready for operation. There is a technical fault. Please contact a Toll Collect service partner.

(D)

The On-Board Unit is not ready for operation. In Germany, you must therefore register the toll manually using the online log-on facility or the Toll Collect app.

(A)

In Austria, tolls can still be collected without any problem despite this error message provided the error message only appears after the system has **detected** that you have entered Austria. Pay attention to the signal tones as usual.

red 2 AXLES
NO TOLL SERVICE

The On-Board Unit is not ready for operation without mobile communication.

(D)

In Germany, you must therefore register the toll manually for route sections subject to toll using the online log-on facility or the Toll Collect app.

(A)

If such a situation occurs in Austria, you must obtain a GO-Box.

red DE: TOLL COLLECTION
BLOCKED

Toll Collect has arranged for the DE (Germany) service to be blocked. Please contact the Toll Collect customer service.

(D)

The On-Board Unit is not ready for operation. In Germany, you must therefore register the toll manually using the online log-on facility or the Toll Collect app.

(A)

In Austria, tolls can still be collected without any trouble despite this message. Pay attention to the signal tones as usual.

green AT: TOLL COLLECTION
BLOCKED

AT:
SERVICE BLOCKED

Toll Collect has arranged for the AT service (Austria) to be blocked for technical reasons. Please contact the Toll Collect customer service.

(D)

In Germany, tolls can still be collected without any trouble despite this error message if the error message first appears after the system has detected that you have entered Germany.

(A)

The On-Board Unit is not ready for operation. If such a situation occurs in Austria, you must obtain a GO-Box.



Questions and answers

1. How can I register for **TOLL2GO**?

Registration takes place via the ASFINAG SelfCare Portal at www.go-maut.at.

The prerequisite for **TOLL2GO** registration is that you are already registered as a customer with Toll Collect and that the vehicle in question is equipped with a Toll Collect on-board unit. As a Toll Collect customer, you can conveniently register new vehicles via the Toll Collect customer portal and then have an OBU installed. Please have your seven-digit Toll Collect user id ready for registration with ASFINAG.

The ASFINAG Service Centre is available around the clock for general questions about the **TOLL2GO** service by telephone on 0800 400 12 400 (free of charge from Austria and Germany) or +43 (0)1 955 12 66 (subject to a fee from all other countries).

2. What data do I need for registration with ASFINAG?

For registration with ASFINAG, you need the Toll Collect user id, vehicle licence plate number, nationality code, number of axles, EURO emission class and, if applicable, the necessary verification documents as well as a valid payment method.

3. I have been using the GO-Box so far. Can I continue to use this or do I have to have a Toll Collect OBU installed?

You can continue to use your GO-Box. The use of **TOLL2GO** is voluntary. Toll collection via the Toll Collect on-board unit has the advantage that your truck is equipped with one less device.

NOTE: If you decide to use **TOLL2GO**, you are obliged to hand in the Austrian GO-Box at a GO distribution point after activating your Toll Collect OBU.

4. Can I also see the journeys in Austria on the Toll Collect toll statement?

No. As usual, you will continue to receive toll statements and other services separately from Toll Collect and ASFINAG.

5. What payment methods are available for paying tolls in Germany and Austria?

Toll payment for Austria is handled by ASFINAG, for Germany by Toll Collect. Please ask the respective toll operators which payment methods are available for each country.

6. Do I have to configure certain settings on the OBU when driving in Austria (number of axles, weight)?

In addition to checking the functionality of the Toll Collect OBU, the customer is also obliged to set the vehicle category (number of axles) correctly before travelling on the toll road network in Austria.

7. Can you tell from the OBU whether it is also enabled for use in Austria?

Yes, if the message "**AT SERVICE ACTIVE**" is present in the "**SERVICES**" menu.



8. Are there any processing fees for using TOLL2GO?

TOLL2GO is offered free of charge for vehicles that are already registered with ASFINAG and Toll Collect. ASFINAG only charges a one-off processing fee of €5 for new customers, i.e. when concluding a first contract.

9. How can I tell in Austria whether my OBU is working properly?

Whenever a toll station is passed in Austria, the OBU acknowledges the toll transaction with a signal tone. If there is no acoustic signal, this indicates an error. The toll is not collected and you must visit a GO sales point and pay for any unpaid toll sections. If the acoustic signal tone is permanently absent, a GO-Box must be used to continue the journey. Four beeps in quick succession mean that the OBU is locked and toll payment was not possible. The driver must visit a GO sales point to pay for any unpaid toll sections. The GO sales point will also provide you with further information about why the OBU was locked and the available options for continuing your journey with an unlocked OBU. Please also refer to the section on “Acoustic signals from the Toll Collect OBU”.

10. When registering in the ASFINAG Self Care Portal, I cannot select the desired EURO emission class. Why?

In the SelfCare Portal, the EURO emission class last verified for this registration number at ASFINAG is suggested by default. If proper proof has not yet been provided, EURO I is suggested by default. Alternatively, you can also select the remaining EURO emission classes (EURO 0 - III) that do not require proof (in Austria). If you provide proof of a different EURO emission class to ASFINAG at a later date, Toll Collect will automatically be instructed to store this information on your Toll Collect OBU for toll payment in Austria. For example, you can use the forms available for download at www.go-maut.at or the emission class management in the SelfCare Portal to provide evidence.



Always available to help

Further information about this service and registration can be found at www.go-maut.at and www.toll-collect.de.