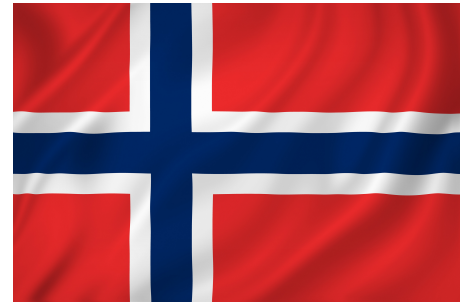


User Guide

Norwegian motorways



For which vehicles are tolls applicable?

In Norway, all vehicles are subject to the payment of the motorway toll.



How to use your toll box in Norway?

Please ensure only one toll box is inside the vehicle to prevent potential unforeseen malfunctions caused by multiple devices.

USE OF TOLL ROADS

In Norway there are no barriers on the toll roads, but Automatic Highway Toll Collection (ANPR). This means that there are control gantries along the toll roads and that you do not have to stop.

USE OF TOLL FERRIES

You can pay the Norwegian ferries with your toll box, check all the available ferries on our website. The toll box is automatically read upon entering the ferry. You will be billed afterwards, as for the toll roads.



In the event of malfunction

If the toll box is not read by the system, please use the following procedures:

- If you are driving on a tolled road, just drive on. A photo of your vehicle and your licence plate will be recorded and the toll amount will then be charged by your service provider.
- If you need to take a ferry, please buy a ticket online on the website of the corresponding ferry operator.

User Guide

Storebælt Bridge



For which vehicles are tolls applicable?

On the Storebælt Bridge, all vehicles are subject to the payment of the motorway toll.



How to use your toll box on the Storebælt Bridge?

Please ensure only one toll box is inside the vehicle to prevent potential unforeseen malfunctions caused by multiple devices.

USE OF TOLL LANES

You can use the Green lane (Express) with your toll box where you can drive at up to 50 km/h through the express lanes.

The blue credit card lanes mean that you can pay with a credit card and the yellow cash lanes that you can pay with cash. You can, however, also use these lanes with your toll box.

What do the traffic lights at the toll station mean?

The meaning of traffic lights at the toll station is the same as is generally stated in the Danish highway code: GREEN means "go" and both YELLOW and RED mean "stop".

If the lane is empty, the traffic light in the middle of the lane will flash YELLOW and the traffic light at the barrier will be RED. When a vehicle enters the lane and your toll box is read, both lights will change to GREEN and the barrier will be raised. The vehicle can then continue through without stopping.



In the event of malfunction

If the system cannot read your toll box, or if the toll box does not activate the lifting of the barrier, the traffic lights will remain unchanged and you must drive up to the barrier and use the following procedures:

You are joining the motorway

- Press the button to get a ticket.
- Pay the toll manually using the cash lanes or the credit card lanes, or present the ticket and the vehicle declaration to the staff at the toll station to pay the toll. The toll amount will then be billed on your next invoice by your toll service provider

You are leaving the motorway

- Call the staff at the toll station and present your toll box so that it can be scanned. The toll amount will then be billed on your next invoice.

User Guide

Øresund Bridge



For which vehicles are tolls applicable?

On the Øresund Bridge, all vehicles are subject to the payment of the motorway toll.



How to use your toll box on the Øresund Bridge?

Please ensure only one toll box is inside the vehicle to prevent potential unforeseen malfunctions caused by multiple devices.

USE OF TOLL LANES

You can use the Green lane (Express) with your toll box. The blue credit card lanes mean that you can pay with a credit card and the yellow cash lanes that you can pay with cash. You can however also use these lanes with your toll box.



In the event of malfunction

If the toll box is not read by the system, please use the following procedures:

1. You are joining the motorway

You can pay the toll manually by using the cash or credit card lanes
Or you can call the staff at the toll station using the toll lane with an attendant and give your toll box so that it can be scanned. The staff stands in the central toll lane. The toll amount will then be billed on your next invoice.

2. You are leaving the motorway

You can pay the toll manually by using the cash or credit card lanes
Or you can call the staff at the toll station using the toll lane with an attendant and give your toll box so that it can be scanned. The staff stands in the central toll lane. The toll amount will then be billed on your next invoice.



ATTENTION:

If you initiated any of the procedures in listed here (for all three toll domains), please wrap the toll box in a signal-blocking material. You can use the protective cover provided, or in an emergency, aluminum foil will suffice. This ensures that the toll box won't record any transactions. You can then proceed to try to use it again at the next station. This prevents double-counting of toll transactions if paid manually.



Helpful guidelines

What should I look out for when using the toll box?

- Do not expose the toll box to rain or moisture.
- Never try to open the toll box.
- Take care not to damage the toll box label and barcode.

Can I have several devices for the same country in my vehicle?

On Scandinavian motorways, there must be only one toll box in the vehicle. Otherwise, you could be charged an unfavorable flat rate.

Contact tolltickets

For any other questions, please visit **tolltickets.com** and consult **our FAQ** section.

