



EETS: European service of electronic toll collection Statement on the area of application of EETS

Introduction

This document contains all the necessary elements related to the exercise of the right of access to the domain of Hrvatske autoceste d.o.o. – Croatian Motorways Ltd. for the EETS service provider and determines the necessary technical specifications, requirements and contractual conditions related to the establishment of the provision of EETS services.

1. General information

Toll collection subject: Hrvatske autoceste d.o.o. – Croatian Motorways Ltd.
Shortened as: HAC
Address : Širolina 4, 10000 Zagreb

Legal structure of the company: limited liability Company for operation, construction and maintenance of motorways

Share capital: 131.140.100,00 HRK

OIB : 57500462912

Contacts:

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2. Information on toll collection

2.1. Toll collection technology in use

The technology used for communication between devices at toll lanes and in-vehicle devices is based on DSRC technology with a range of 5.8 GHz and is in accordance with the technologies prescribed by European Commission Decision 2009/750 / EC on the definition of European toll service and its technical elements.

Croatian Motorways ltd have implemented in the toll collection system the standard for data exchange EN ISO 12855 and the same standard must be met by the EENC Service Provider.

Technology of electronic toll collection is the following:

DSRC 5,8 GHz

Communication standards:

Physical Layer ENV 12795, ENV 12253

Data Link Layer ENV 12834, ENV 13372

Application standards:

Application Layer ISO14906 EFC

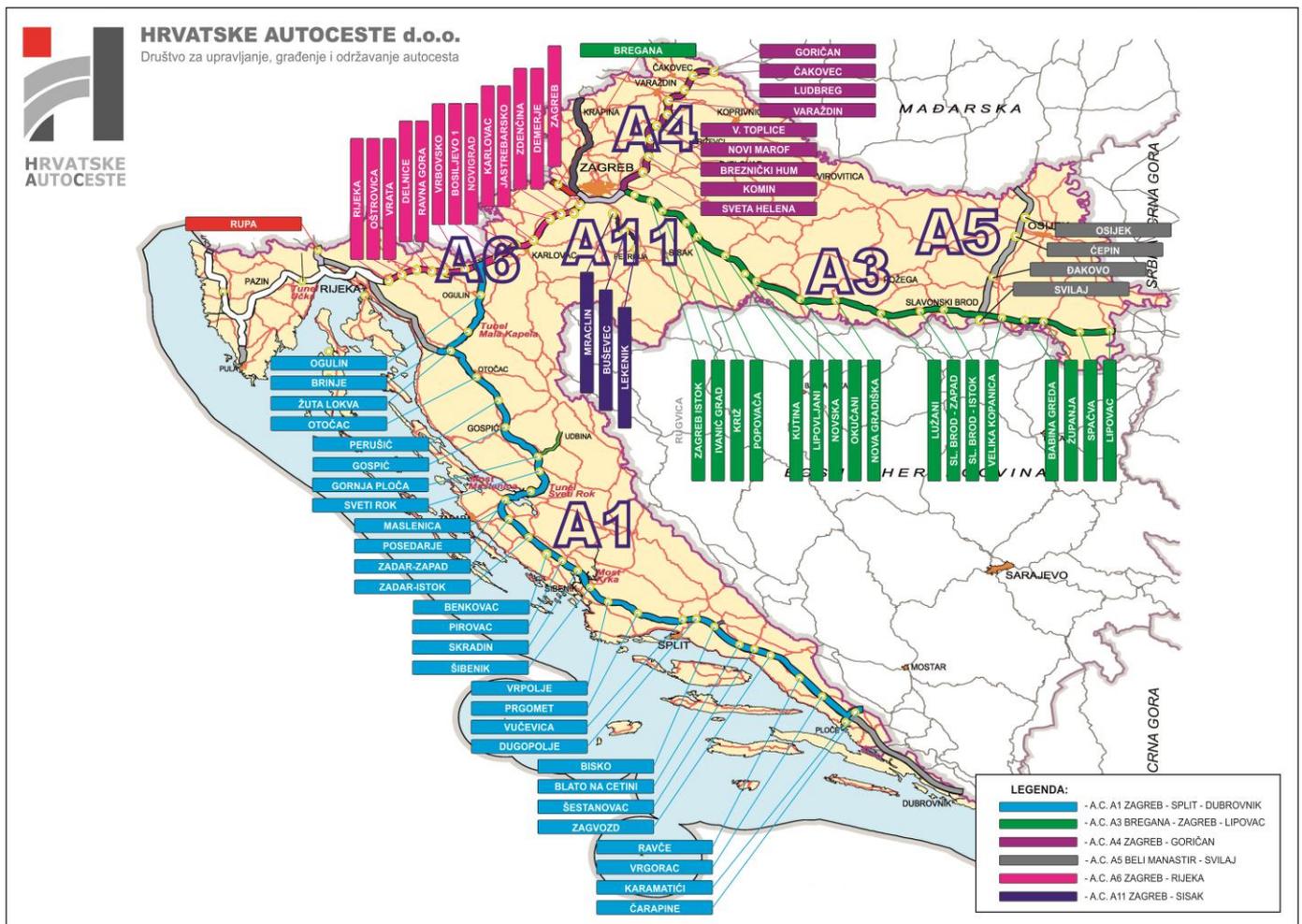
Transaction models:

PISTA and TIS are in use, and there is also possibility for other transaction models that are complied with the standards.

2.2. Defining area of application of EETS

Legal framework of toll collection of Croatian Motorways ltd is defined by Article 81 of the Roads Act ("Narodne Novine", No [84/11.](#), [22/13.](#), [54/13.](#), [148/13.](#), [92/14.](#) and [110/19.](#)).

Map of the area with electronic toll collection:



Slika 2.2

2.3. Geographic description of electronic toll collectio

In DSRC system, geographic description of the area with toll is based on:

- map (see section A.2.1.2) ;
- list of motorways where ETC is implemented;
A1, A3, A4, A5, A6, A7, A10, A11 and
- toll plazas.

The total length of motorways under the management of Croatian Motorways is 1,105.53 km, of which 1,093 km are under payment through the toll collection system which is consisted from 76 toll stations distributed on motorways as shown below:

Motorway	Name of motorway	Length (km)	Number of Toll Plazas
A1	Zagreb-Split-Dubrovnik	415,3	27
A3	Bregana-Zagreb-Lipovac	306,4	18
A4	Goričan-Zagreb	96,9	9
A5	Beli Manastir-Osijek-Svilaj	58,7	4
A6	čvor Bosiljevo-Rijeka	146,5	13
A7	Rijeka-Rupa-Križišće	28	1
A10	granica BIH-Ploče	8,5	1
A11	Zagreb-Sisak	32,7	3

2.4. Type of toll and the toll collection principle

On motorways and toll objecta operated by Croatian Motorways Ltd two toll collection systems are applied: closed and open.

Closed toll system is a system where between two toll collection points there are at least two toll plazas, one being the entry toll plaza and the other exit toll plaza. Motorway user passes through the entry toll plaza with its entrance being recorded in the toll collection system, and at the exit toll plaza it pays toll according to the data recorded in the toll collection system at the entry toll plaza.

Open toll collection system is a system where between two toll collection points there is one toll plaza that has the function of both entry and exit toll plaza. Open toll system has been established on A3 motorway on section between Jankomir interchange and the border of the Republic of Slovenia and on A7 motorway on section between Matulji interchange and the border of the Republic of Slovenia

Toll rates are defined by the Decision on the toll rates and the toll collection system usage at motorways. The Decision states the amount of toll with value added tax, in HRK, rounded, from the starting to the end point of toll collection on the motorway and corresponds to the sum of tolls for each section of the used motorway.

The toll is paid at toll plazas and can be paid in cash, select credit cards, monthly subscription cards, SMART cards and the use of electronic toll collection (ENC – tag)). According to the regulations on foreign exchange operations, non-residents can also pay tolls in euros, according to the valid exchange rate list of Hrvatske autoceste d.o.o. on the day of toll payment.

Electronic toll collection (ENC) is contactless toll collection using ENC (tag) devices. Users of electronic toll collection (ENC) use lanes specially marked for this method of payment.

Terms of use and the rights and obligations of motorway users, as well as the rights and obligations of Croatian Motorways Ltd. are determined by the [General Conditions for the use of Motorways and Toll Collection](#). This document determines amount of the contractual penalty in cases of non-compliance.

Croatian Motorways Ltd commit to inform the EENC Service Provider in due time of any change in the toll price as well as of any other change that could affect it.

2.5. Vehicles that are subject to toll charging

All vehicles that are allowed to use motorways or tolled structures. For details on vehicles that are exempt from toll please contact the concessionaire or see the link: [vehicles exempt from toll](#)

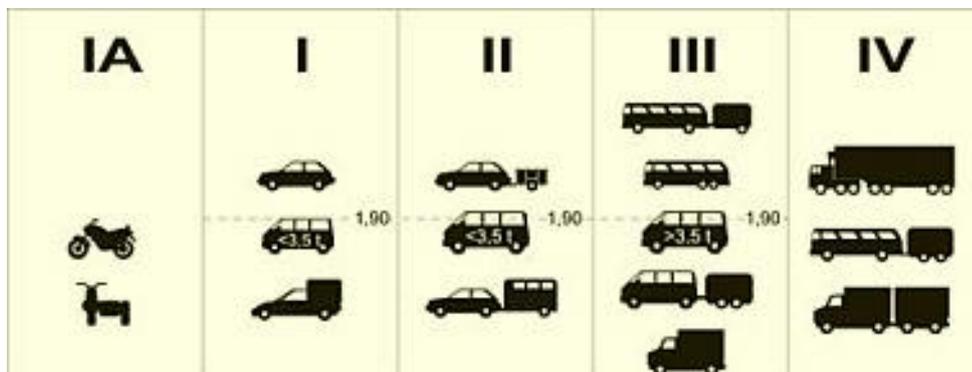
2.6. Vehicle category

Vehicles are classified into categories based on the Rulebook on toll collection ("Narodne novine", br. [130/13.](#), br. [122/14.](#), br. [96/17](#))

Parameters for vehicle classification:

- type of vehicles;
- number of axles ;
- total size (height) of vehicles;
- gross vehicle mass;

There are five Vehicle category



IA Motorcycles, motor tricycles and four wheeler motorcycles

I Motor vehicles with two axles, up to 1.90 m high

II a) Motor vehicles with two axles above 1.90 m, with the maximum authorised mass of 3,500 kg
b) Motor vehicles with two axles, under 1.90 m, with a trailer regardless of the number of axles and the trailer height

III a) Motor vehicles with two or three axles, with the maximum authorised mass over 3,500 kg
b) Motor vehicles with two axles with the maximum authorised mass over 3,500 kg with a single-axle trailer
c) Motor vehicles from II a) pulling a trailer regardless of number of axles on the trailer

IV a) Motor vehicles with four or more axles with the maximum authorised mass over 3,500 kg
b) Motor vehicles with two axles with the maximum authorised mass over 3,500 kg with a two or three axle trailer
c) Motor vehicles with three axles with the maximum authorised mass over 3,500 kg with a trailer regardless of the number of axles on the trailer

2.7. Cjenik cestarine

The toll is determined by Croatian Motorways with the consent of the Minister of the Sea, Transport and Infrastructure.

[Toll rates of Croatian Motorways.](#)

2.8. Procedure for updating the data included in the National Register of EETS services

Croatian Motorways Ltd will make available to the EETS Provider data relating to Croatian Motorways Ltd, which are included in the National Electronic Register of European Electronic Toll Collection (EETS).

In case of deviation of data in the Croatian National Register of EETS areas in relation to the data of Croatian Motorways Ltd., the data of Croatian Motorways Ltd will be considered relevant.

3. Statement on the area of application of EETS

3.1. Certification procedure

Croatian Motorways Ltd will request the EETS Provider to certify its compliance with the EETS service conditions set out in European Commission Decision 2009/750 / EC. The EETS service provider is obliged to submit to Croatian Motorways Ltd a certificate of compliance with the technical requirements.

3.2. Testing procedure

Croatian Motorways Ltd and EETS Provider will perform a test run of the IT systems and electronic device (tag) for the provision of the EETS Service prior to the conclusion of the contract.

Croatian Motorways Ltd may require the cooperation of the EETS Provider in conducting unannounced and detailed testing of the toll collection system, including vehicles operating or recently operating in the domain of the EETS service under the jurisdiction of Croatian Motorways Ltd. The number of vehicles subjected to such tests during the year for a particular EETS Provider will be proportional to the average annual traffic or traffic projections of the EETS Provider in the domain of the EETS service of Croatian Motorways Ltd.

3.3. Service activation

- After the certification of the EETS Provider and the trial operation, ie within a period not longer than 7 days from the conclusion of the Contract, Croatian Motorways Ltd will update the list of EETS Providers on motorways and toll facilities managed by Croatian Motorways Ltd.
- Depending on the case, it is possible to request the delivery of the list of codes (BIN) assigned to the EETS Provider, which must be updated with each change. However, only code lists (BINs) embedded in such a list may be accepted for each EETS Provider. Croatian Motorways Ltd will update the code lists (BIN) no later than 7 days from the day of its receipt by the EETS Provider.
- Croatian Motorways Ltd will provide information on any changes to the motorway network necessary for the proper implementation of toll collection.

3.4. Data exchange

Croatian Motorways Ltd will enable the collection of tolls via the electronic device (tag) of the EETS Provider, except for devices that are in an unauthorized status on the status lists received by the EETS Provider.

Data exchange procedure between Croatian Motorways Ltd and the EETS Provider will be determined by contract.

The status list must contain at least the following elements:

- EETS Provider Code (BIN), Service Provider Electronic Device Number, Service Provider Electronic Device Status (Allowed, Not Allowed), Effective Date, Expiration Date
- Status lists must contain a maximum number of codes (BIN), the scope and format of which will be determined by the contract
- Upon receipt of the status list, Croatian Motorways Ltd will check the format and records of the received data and, in case the check is accepted, will send a confirmation of the correct receipt. Otherwise, it will send a message about the observed irregularities. A response regarding the performed checks will be sent within the next working day for lists received by 12 noon (GMT + 1), and for lists received after 12 noon (GMT + 1) they will be answered during the next business day. The lists become valid 12 hours (GMT + 1) after receiving the message about the correctness of the lists. Croatian Motorways Ltd will enable the payment of tolls through the electronic device of the EETS Provider for users who are in the allowed status at the time of passing of the vehicle, and for those who are in the not allowed status will enable the payment of tolls by other means of payment.
- The EETS Provider will pay for all transactions performed by the electronic device of the EETS Provider in a not allowed status, for which the status list has not yet been confirmed. In case of established irregularities in the use of the electronic device in the not allowed status of the EETS Provider, and charging for the provided service must be carried out by Croatian Motorways Ltd the EETS Provider will cooperate in such a way that it will provide to Croatian Motorways Ltd the necessary information to charge for the service provided. Also, the EETS Provider can take care of the payment for the provided service after mutual on the manner and deadlines.

Croatian Motorways Ltd will submit to the EETS Provider data on transactions of the EETS Provider's electronic devices for the purpose of charging the user and paying the appropriate amount to Croatian Motorways Ltd.

Transaction data will contain at least the following data:

- Code (BIN) Croatian Motorways Ltd, number of the electronic device of the Service Provider, input data

(number of the entry toll station, number of the route, date and time of entry), output data (number of the exit toll station, number of the route, date and time of exit), price, vehicle group, transaction number

- Transaction data must contain the maximum number of codes, the scope and format of which will be defined in accordance with specific techniques that will be an integral part of the contractual provisions.
- Data on transactions will be submitted to the EETS Provider on a daily basis according to the agreed terms defined by the contract.
- Upon receipt of transaction data, the EETS Provider will check the format and records of the received data and, if the check is accepted, will send an acknowledgment of correct receipt. Otherwise, it will send a message about the observed irregularities. Croatian Motorways will send corrected transaction data the day after the notification of irregularities is received.
- The maximum allowed delay in data delivery may be 30 days from the date of passing of vehicle
- Obligation of Croatian Motorways Ltd is, except in case of force majeure due to malfunction or for other reasons of unavailability of the system, for which Croatian Motorways Ltd. is not responsible, to guarantee acceptance of toll payment by electronic device of the EETS Provider continuously 365 days a year for 24 hours. Croatian Motorways Ltd can choose the schedule of opening or closing of individual toll plazas.

In case of network interruption, it is not possible to exchange status lists and the electronic device of the EETS Provider has the status it had before the network interruption. After the establishment of the network, new status lists with the correct status of the electronic device of the EETS Provider are exchanged. If the electronic device of the EETS Provider is in a not allowed status at the time of the network interruption, it will not be possible to pay the toll with it.

In case of impossibility to read the electronic device of the EETS Provider at the entrance toll plaza, the user will take the toll card and the toll can be paid upon returning of the toll card at the exit toll plaza, if the electronic device of the EETS Provider is in the allowed status.

3.5. Use of electronic devices of the EETS Provider

The percentage of correctly executed transactions via the electronic device of the EETS Provider must be defined by the contract. In the event that a higher percentage of incorrect transactions is recorded than agreed, a joint analysis should be made in order to identify and address the causes of incorrect transactions.

The EETS Provider guarantees that it will provide to the Croatian Motorways Ltd. data necessary to complete the analysis related to toll collection in order to resolve and charge incorrect transactions.

In the event that it is found out that the EETS Provider does not comply with the agreed level of service, Croatian Motorways Ltd. will ask it to take the necessary measures to achieve the appropriate level of EETS service. If these situations are repeated, Croatian Motorways Ltd may terminate the contract for acceptance of the service provided by the EETS Provider and claim compensation for the damage suffered.

3.6. The third party

Croatian Motorways Ltd may entrust to a third party a service related to the collection of data on toll collection or the performance of any other activity related to the activities specified in this document, and the said entity will have obligation to update everything by delegation and authorization from Croatian Motorways Ltd shall be necessary in the manner and within the deadlines contained in the special agreement.

3.7. Commercial conditions

3.7.1. Croatian Motorways Ltd expenses

Croatian Motorways Ltd may request the EETS Provider to reimburse the costs incurred in order to provide, maintain and update the billing system in accordance with the terms of the EETS service, and they relate to:

- The cost of establishing a business relationship and activating the service.
- Cost for the initial procedure of access and testing of electronic devices of the EETS Provider and possible changes in the toll collection system.
- Costs related to the activities of managing and maintenance of the EETS service.
- The EETS Provider has a contractual relationship with EETS users and consequently the EETS service provider is responsible for toll collection and payment to the Croatian Motorways Ltd
- The EETS Provider will, at agreed intervals, at its own expense and responsibility, provide Blacklists of

EETS users to identify EETS devices that may not be used for motorway traffic.

- The EETS Provider will process complaints from its EETS users.

All these costs will be disclosed to the EETS Provider in the negotiation procedure with Croatian Motorways Ltd.

3.7.2. Payment insurance

Within 8 days of signing the contract, the EETS Provider is obliged to deliver to Croatian Motorways Ltd bank guarantee or other payment insurance.

Payment insurance shall not exceed the average monthly amount of toll transactions realized in the past 12 months, based on the total amount of toll transactions paid by the EETS Provider to Croatian Motorways Ltd.

In case of first contract, the amount shall correspond to the estimate of the average toll for electronic devices of the EETS Provider

In cases of non-fulfillment of obligations from the contract, Croatian Motorways Ltd reserve the right to activate payment insurance.

3.7.3. Invoicing conditions

Croatian Motorways Ltd will issue an invoice to the EETS Provider once a month. Invoice for the use of motorways and toll objects in the previous month with electronic devices of the EETS Provider will be issued at the beginning of the month.

According to the issued monthly invoice, approvals or debits will be made to the EETS Provider for subsequently determined corrections of toll prices for completed transactions.

Invoices are issued in the Croatian language and in accordance with the regulations of the Republic of Croatia.

Different terms regarding invoicing conditions are subject to negotiation between Croatian Motorways Ltd and EETS Provider.

3.7.4. Payment terms

Upon acceptance of received transactions by the electronic devices of the EETS Provider for a particular day, the EETS Provider shall pay the amount of toll for a particular day within 7 days from the day of their acceptance.

In the event that the deadline of the monetary obligation is on a non-business day, it will be settled on the next business day. A business day is considered to be every working day except Saturday, Sunday and holidays determined by legal regulations in the Republic of Croatia.

In cases of late payment, Croatian Motorways Ltd will charge the EETS Provider statutory default interest.

If the EETS Provider does not make the payment within the agreed deadline, Croatian Motorways Ltd reserve the right to activate payment security instruments and to immediately block acceptance of electronic devices of the EETS Provider.

In such a case, the EETS Provider is considered responsible and is obliged to reimburse the toll to Croatian Motorways Ltd as well as for all compensation claims that Croatian Motorways Ltd could receive and be obliged to pay to the users of the EETS Provider's electronic device for a service that he could not use.

It is the obligation of the EETS Provider to timely inform all its users about the blocking of the contracted service in the domain of Croatian Motorways Ltd.

4. Additional information

4.1. Principle of non discrimination

Croatian Motorways Ltd will equally accept each EETS Provider by requiring him to provide the EETS

service in the domain of Croatian Motorways Ltd, applying the principle of non-discrimination and in accordance with the applicable trade competition regulations.

4.2. Personal data processing

Croatian Motorways Ltd and The EETS Provider will collect, process and use the personal data of motorway users and toll objects, in accordance with data protection and electronic communications security regulations.

4.3. Dispute resolution

In case of a dispute, it will be resolved before the conciliation body by the Commission for the peaceful settlement of disputes between Croatian Motorways Ltd and the EETS Provider at the Ministry of Sea, Transport and Infrastructure. The said conciliation body will also be authorized to examine the terms of the contract that Croatian Motorways Ltd required from EETS Providers which must be an equal and fair reflection of the costs and risks of the contracting parties.

If the dispute could not be resolved before the Commission for the peaceful settlement of disputes both contracting parties accept the jurisdiction of the court in Zagreb.

4.4. Contract expiration date

Croatian Motorways Ltd and the EETS Provider will enter into an agreement on the acceptance of the EETS Provider's electronic devices in the domain of Croatian Motorways Ltd. with a validity period of one (1) year.

4.5. Defining the terms of the contract

Croatian Motorways Ltd and The EETS Provider may contractually define other conditions not provided for in this Statement.