

# INFORMATION

End operation of the Czech Truck Tolling System (hereinafter: **ESVZ**), used for toll collection using DSRC technology on selected roads

1 Jan. 2007 – 30 Nov. 2019

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## 1 Introduction

This information campaign is intended for Users (vehicle operators and/or drivers, hereinafter: the **Users**) of the existing Czech Truck Tolling System, operated by Kapsch for the System Keeper (ŘSD). Payment of toll using this system **ESVZ** will be terminated at 30 Nov. 2019, 24:00. Toll charging and collection using a new system based on satellite technology (hereinafter: **SEM**) will be launched on 1 Dec. 2019. This new system will be administered by the Czech Toll and SkyToll consortium for ŘSD.

Both systems (ESVZ and SEM) are technologically incompatible, hence – considering the deadlines of toll charging termination using ESVZ as above and the start of continuing toll charging and collection using SEM for from the Users - many activities will be performed separately and independently in both systems. On the one hand, contractual relations between the Users and ŘSD will be terminated on 30 Nov. 2019, including return of on-board units (hereinafter: **OBU Premid**) and settlement of financial liabilities and debts between the System Keeper (i.e. ŘSD ČR) and the Users in accordance with ESVZ contract terms; on the other hand, new contracts between ŘSD ČR and the Users of SEM will be concluded (with registration of vehicles and handing over new satellite OBU units) and toll charging and collection pursuant to Contract Terms of SEM will commence from 1 Dec. 2019. The only exception will be toll-exempt Users. **Hence, the Users must differentiate between dealing with the affairs related to ESVZ or SEM.**

This information campaign has been based on relevant version of Keeper's contractual conditions for the Czech Truck Tolling System (ESVZ).

The structure of this campaign depends on types of toll paying agreements, concluded between the User and the System Keeper, namely:

- Pre-Pay Terms Agreement (pre-pay)
- Post-Pay Terms Agreement (post – pay)
- Exemption from Toll Term Agreement

## 2 Termination of contractual relations between the User and ŘSD ČR, based on Post-Pay Terms Agreement

There are two types of Post-Pay Terms Agreements:

- A. Post-Pay Terms Agreement, guaranteed by the Bank
- B. Post-Pay Terms Agreement, guaranteed by the Fleet Card

### 2.1 Termination of the Post-Pay Terms Agreement

After termination of the Post-Pay Terms Agreement by the User, OBU Premid must be returned. After returning OBU Premid, relevant vehicle account (for which OBU Premid was registered) must be closed. Before financial settlement of the Deposit, OBU Premid condition (i.e. damaged/ not damaged), Deposit expiration status as well as remaining credit sum due to legal reasons (i.e. expiration of one year's time after the last tolling transaction) will be considered as at the date of return of the OBU Premid.

If the Agreement will not be concluded by the User in the mode as specified above, System Keeper's Contract Conditions of ESVZ stipulate that type A agreements (guaranteed by Bank) will be terminated on 29 Feb. 2020. The OBUs not returned to ESVZ points by that date will be treated as lost. Type B agreements (guaranteed by the Fleet Card) will be terminated on 30 June 2020. Premid OBUs not returned to ESVZ points by 31 May 2020 will be treated as lost.

#### 2.1.1 Personal returning post-pay OBU by the User in the service network

The following rules **shall apply unconditionally** to personal returning OBU Premid to Distribution points, Selected Distribution Points and also Contact Points:

##### 2.1.1.1 Points and deadlines of personal return of post-pay OBU Premid

Point	Deadline
250 distribution points	By 30 Nov. 2019
25 selected distribution points	1 Dec. 2019 - 31 Jan. 2020
15 contact points	By 31 Jan. 2020

##### 2.1.1.2 Rules of personal returning OBU Premid

- **Only one OBU Premid** will be accepted by any Distribution/Selected Distribution Point **at each visit of the User**.  
When returning OBU Premid, original **certificate of road-worthiness** or **registration certificate (TP or ORV)** must be shown.  
The Users who do not have the documents above (TP/ORV) must provide relevant document evidencing they have required authorisations, i.e.:
  - identity card,
  - in addition to this, certified abstract from the companies register or trade licence /if the relevant OBU Premid has been issued for legal entity,
  - and also certified power of attorney in writing (if the person returning OBU Premid is not an authorised representative of the company).
- When returning OBU Premid to any Contact Point, only so many OBUs will be accepted at a single visit by vehicle operator's representative as can be processed by the end of the working day, in the presence of the contact person..

#### RECOMMENDATION:

- Before returning OBU Premid please check and update (where required) vehicle operator's and contact person's data at [www.myto.cz](http://www.myto.cz).

### 2.1.2 Mailing post-pay OBU Premid by the User

The Users can also return their post-pay OBU Premid **by mail** to the Contact Point or the Central Collection Point.

**The following rules shall apply unconditionally** to returning post-pay OBU Premid by mail:

- The data in the table below are **deadlines for acceptance of the consignment** by the Contact Point of Central Collection Point. Failure to observe these deadlines will result in rejection of the consignment.
- The consignments delivered to the Central Collection Point by any other means than via **Czech Post** (e.g. messenger or via fleet card issuing entity) will not be accepted.
- The consignment must not contain any other items than the OBU Premid.

#### RECOMMENDATION:

- Before returning OBU Premid please check and update (where required) vehicle operator's and contact person's data at [www.myto.cz](http://www.myto.cz).
- Please return your OBU Premid in good time ahead to avoid excessive extension of time required for financial settlement of the transaction.

#### 2.1.2.1 Instructions for returning OBU Premid by mail

Point of acceptance	Period	Delivery	Address
15 Contact Points	Do 31. 1. 2020	by mail	updated addresses of the contact points ( <a href="http://www.myto.cz">www.myto.cz</a> )
Central Collection Point	1 Dec. 2019 – 31 May 2020	by mail	only in case of returning by Czech Post: MYTO CZ P.O. Box 33, 130 11 Prague 3

### 2.1.3 Processing returned post-pay OBU Premid units

If the OBU Premid was returned in undamaged condition and the Deposit has not legally expired at the moment of acceptance (date of personal delivery or mailing date), the vehicle operator is entitled to return of the Deposit.

In case of the agreements guaranteed by the **Fleet Card**, the Deposit will be returned by the Fleet Card issuer.

In case of the agreements guaranteed by the **bank**, the Deposit for damaged or expired OBU Premid will be charged..

### 3 Termination of contractual relations between the User and ŘSD ČR, based on Pre-Pay Terms Agreement

Within the pre-pay mode, any User could acquire pre-pay OBU Premid after making a Deposit with subsequent recharging the credit for using tolled roads.

In the Selfcare zone of the web portal, information on spent amount of the toll as well as the remaining pre-paid toll amount (still available credit) can be found. Those who have not yet registered their pre-pay OBU Premid units can do so in the SelfCare zone by 31 May 2020 at the latest.

#### 3.1 Termination of the pre-pay mode

Returning pre-pay OBU Premid by the User is precondition for termination of the pre-pay terms agreement. After returning OBU Premid, relevant vehicle account will be closed. Before financial settlement of the Deposit, OBU Premid condition (i.e. damaged/ not damaged), Deposit expiration status as well as remaining credit sum due to legal reasons (i.e. expiration of one year's time after the last tolling transaction ) will be considered as at the date of return of the OBU Premid.

##### 3.1.1 Returning pre-pay OBU Premid by the User in the service network

**The following rules shall apply unconditionally** to personal returning post-pay OBU Premid at the Distribution Points, Selected Distribution Points and Contact Points:

##### *3.1.1.1 Points and deadlines of personal returning pre-pay OBU Premid*

Point	Deadline
250 Distribution Points	By 30 Nov. 2019
25 Selected Distribution Points	1 Dec. 2019 - 31 Jan. 2020
15 Contact Points	By 31 Jan. 2020

##### *3.1.1.2 Rules of personal returning OBU Premid*

The following rules shall apply to personal returning OBU Premid:

- **Only one OBU Premid** will be accepted by the Distribution/Selected Distribution Point **at a single visit by the User**.
- Pre-pay OBU Premid can also be returned at Contact Points.
- At returning OBU Premid, original **certificate of road-worthiness** or **registration certificate (TP or ORV)** must be shown .

The Users who do not have the documents above (TP/ORV) must provide relevant document evidencing they have required authorisations, i.e.:

- identity card,
- in addition to this, certified abstract from the companies register or trade licence /if the relevant OBU Premid has been registered for legal entity,
- and also certified power of attorney in writing (if the person returning OBU Premid is not an authorised representative of the company).

The Deposit as well as the remaining credit sum will be returned by the same payment channel to the User as paid up. In case of cash payment, every User returning OBU Premid will also be offered a compensation via payment card (must be shown) associated with User's bank account.

#### RECOMMENDATION:

Before returning OBU Premid, you will have to:

- register in the SelfCare zone at [www.mytocz.com](http://www.mytocz.com) (if you have not registered for the pre-pay mode so far) ,
- check and update /where required/ your data in the SelfCare zone at [www.mytocz.com](http://www.mytocz.com). (if your are registered pre-pay User)

### 3.1.2 Mailing of pre-pay OBU Premid by the User

In addition to personal returning, any User can also return pre-pay OBU Premid **by mail** to any Contact Point or Central Collection Point.

The following rules **shall apply unconditionally** to returning OBU Premid by mail:

- The data in the following table are **deadlines for delivery of the consignment by mail** to the Contact Point or Central Collection Point. Failure to observe these deadlines will result in rejection of the consignment.
- Any consignment must include the following:
  - **Deposit and Credit Return Application** (available for download at [www.myto.cz](http://www.myto.cz)). All returned OBU Premid units must be indicated in this application. This application shall be completed by a printer. In case of returning the Deposit amount/remaining credit amount in cash, please provide relevant bank details for remittance.
  - **copy of the certificate of road-worthiness or registration certificate (TP or ORV)** of the vehicle for which the relevant OBU Premid unit has been registered,
  - **copy of the leasing agreement**, if a leasing company is indicated as owner of the vehicle in TP/ORV.
- The consignments delivered to the Central Collection Point by any other means than via **Czech Post** (e.g. messenger or via fleet card issuing entity) will not be accepted.
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In case of mailing the OBU Premid, the relevant financial amount will be remitted to the bank account indicated in the Deposit and Credit Return Application (available for download at [www.myto.cz](http://www.myto.cz) , section "Download").

#### 3.1.2.1 Instructions for returning OBU Premid by mail

Point of acceptance	Period	Delivery	Address
15 Contact Points	By 31 Jan. 2020	by mail	updated addresses of the contact points ( <a href="http://www.myto.cz">www.myto.cz</a> )
Central Collection Point	1 Dec. 2019 – 31 May 2020	by mail	only in case of returning by Czech Post: MYTO CZ P.O. Box 33, 130 11 Prague 3

### 3.1.3 Processing returned pre-pay OBU Premid

If the OBU Premid was returned in undamaged condition and the Deposit has not legally expired or the credit has not been exhausted at the moment of acceptance (date of personal delivery or mailing date), the vehicle operator is entitled to compensation of not used Deposit or the remaining credit amount.

## 4 Settlement of contractual relations between the Users in the toll exempt mode

Transition of the toll-exempt Users from the existing ESVZ to the new SEM will be dealt with in a specific mode. Contractual relation between any User of toll-exempt vehicles and the System Keeper will be transferred from ESVZ to SEM. The Users will keep existing OBU Premid units and use them also in SEM.

In practice, this means that all operative requirements will be dealt with by ESVZ Contact Points in the same way by 30 Nov. 2019, and from 1 Dec. 2019, these requirements will be dealt with in SEM.

## 5 Complaints/suggestions of the Users

All complaints raised by Users (vehicle operators or drivers) about financial settlement of the Deposit for returned OBU Premid or other remarks can be made as usual by the following deadlines:

Points for filing complaints	Delivery	Deadlines
Distribution Points	personally	by 30 Nov. 2019
Selected Distribution Points	personally	1 Dec. 2019 – 31 Jan. 2020
Contact Points	personally	by 31 Jan. 2020
Customer centre / Central collection Point	per telephone	by 29 Feb. 2020
	e-mail	by 31 May 2020
	fax	by 29 Feb. 2020
	letter	by 31 May 2020
WEB portal <a href="http://www.mytocz.com">www.mytocz.com</a>	www	by 31 May 2020
SelfCare	www	by 31 May 2020

## 6 Supplementary payment

Supplementary payments arising as on 30 Nov. 2019 immediately before arrival to the Selected Distribution Point can be made at the Selected Distribution Point only on 1 Dec. 2019, after provision of necessary information by the User.

Toll differences from the preceding period can be paid up in Contact Points by 31 Jan. 2020 at the latest, after provision of necessary information by the User.

Post-pay Users can also pay some toll differences in the SelfCare zone at [www.mytocz.com](http://www.mytocz.com) (by 31 May 2020 at the latest).