

# Information and instructions for the correct use of the electronic media of DARS d.d. for toll payment

## Electronic media of DARS, d.d.

The system of electronic toll payment is based on the use of the following electronic toll payment media of DARS d.d.: the ABC system electronic tag (hereinafter referred to as the ABC tag), DARS Cards, and DARS Transporter Cards (hereinafter referred to as the DC card). Electronic media are used for non-cash toll payments for goods vehicles of which the maximum permissible weight (MPW) exceeds 3,500 kg, for the first (R3) and second (R4) toll-rate category.

The user of an electronic medium included in the electronic toll collection system must pay the toll in compliance with the rules regulating tolling summarised in this Information. Persons using an electronic medium should also be acquainted with this information.

On each electronic medium of DARS d.d., its serial number is stated. Upon collecting the ABC tag, the user receives a special identification card on which, in addition to the serial number, its identification number is stated, which is intended solely for the user. Thus the anonymity of toll station use is guaranteed to users of electronic media of DARS d.d., except in cases when the registration number of the vehicle is stated on the medium:

- in cases of claims for reduced toll with respect to a EURO emission class,
- in cases when the ABC tag is used to pay toll for the R3 toll-rate category and
- in cases of a Deferred Toll Payment Contract concluded with DARS d.d.

Electronic media of DARS d.d. may be used:

- a) on the basis of prepaid toll credit payment. The amount of credit for each electronic medium is unlimited.

Prepayment of credit is possible in so-called combined lanes\* at all toll stations of the open toll collection system, and at the exit toll stations of the closed toll collection system (Ljubljana – Koper (Fernetiči) motorway):

- on the basis of credit paid at a toll station;
- on the basis of credit paid to the transaction account of DARS d.d. through the offer published on the web site [www.dars.si](http://www.dars.si);
- on the basis of the original delivery note on credit prepayment to the transaction account of DARS d.d. when a new electronic medium has been ordered through the Internet.

\*On its portal, a combined lane at the toll station is marked with the sign



- b) by deferred toll payment, either in connection with a payment or credit card<sup>1</sup>, or by concluding a special contract with DARS d.d.

Electronic media of DARS d.d. can also be used to pay the toll for the use of the Karavanke interstate road tunnel at the Hrušica toll station, namely:

- for all vehicles with a DARS Card;
- for vehicles in the third toll-rate category with a DARS Transporter Card and ABC (R3) electronic tag for vehicles in the third toll-rate category;
- for vehicles in the fourth toll-rate category with a DARS Transporter Card and ABC (R4) electronic tag for vehicles in the fourth toll-rate category.

On the [www.dars.si](http://www.dars.si) web site, continuous free access to the records of toll station passages performed with a particular electronic medium of DARS d.d. is enabled via a special User Portal and on the basis of the username given to the user.

In the case of loss or theft of an electronic medium, the user should immediately notify DARS d.d. at the Road Toll User Centre (fax no. +386 (1) 518 8 305, or at the e-mail address [cuc@dars.si](mailto:cuc@dars.si)). Upon receipt of the notification, further use of the electronic medium will be disabled.

In the case of violations of the general conditions of its use, or upon a written request by the user, the electronic medium will be blocked and disabled for further use.

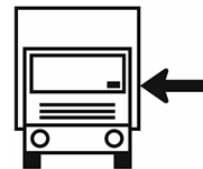
The Road Toll User Centre in Ljubljana, Grič 54 (exit Ljubljana Brdo), the e-mail address [cuc@dars.si](mailto:cuc@dars.si), or telephone numbers +368 (1) 518 83 64 and 080 15 03 are available to assist users and solve potential claims. The Centre is open every working day from 6.30 am to 8 pm and on Saturdays from 8 am to 1 pm.

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<sup>1</sup> The list of payment or credit cards accepted by DARS d.d. for (deferred) toll payment is published on the web site [www.dars.si](http://www.dars.si).

## ABC system electronic tag (ABC tag)

ABC tag holder received upon purchase of the ABC tag must be affixed to the inside of the windscreen, to the lowest left corner. Place the electronic tag in the holder.



In the electronic tolling system, the toll for the use of toll roads can be paid by means of the ABC tag while driving through a toll station:

- in the fast ABC lane reserved exclusively for vehicles fitted with the ABC tag for automatic toll payment without stopping the vehicle. Toll collection is performed at a speed of 40km/h or lower, on condition of sufficient credit on the ABC tag, or an active post-payment connection of the ABC tag. The distance from the vehicle ahead should be at least 8 (eight) metres!
- in the combined lane, where in addition to automatic toll payment, credit can be paid to the ABC tag and 'manual' toll is possible. The vehicle must stop here and wait for the green light to flash on the sign!



### ATTENTION!

Passage of vehicles with an MPW exceeding 3,500 kg is not permitted in toll station lanes intended only for vehicles under MPW of 3.5 with a vignette!

In the closed toll collection system (Ljubljana – Koper (Fernetiči) motorway) toll payment using the ABC tag is possible only if the entry has been registered with the ABC tag, and the entry toll station has been (automatically) recorded. Upon entry in the fast lane, the entry record is confirmed by showing your ABC tag data on the display and by automatic gate lift. In the combined lane, the vehicle must be stopped. The entry is only recorded when your ABC tag data shows on the display and the green light flashes. At side toll stations, the gates are open (due to vehicles with vignettes), therefore you should check whether your ABC tag data are shown on the display, and whether the green light flashes; otherwise, take an entry toll ticket. If the entry toll station has not been recorded on the ABC tag, the longest route in the system is charged at the exit toll station. On the ABC tag, the record of the entry toll station is stored for 72 hours.

Toll payment using the ABC tag at the exit toll station can be performed both in the fast ABC lane and in the combined lane.

Fast entry ABC lanes are equipped with two antennas detecting and recording the entry of an ABC tag. Upon entry in the fast ABC lane, the ABC tag is first detected by the first antenna, and the toll-rate category (**R3** or **R4**) and emission class ("**E3**" for the EURO III emission class or "**E4**" for the EURO IV or higher emission class) if they are recorded on the tag, and the credit on the ABC tag (prepayment) are displayed. When using a post-payment ABC tag, the status of the connection, e.g. POP (POP DARS or POP Magna etc in two-line displays) is displayed instead of the credit. Thereby, conditions for automatic toll collection and the record of the entry toll station have been confirmed, the gate opens and you may freely continue your drive. If the first antenna has performed detection and the gate does not open, drive slowly to the gate where another antenna is installed and it tries to read the data from your medium. If the gate still does not open, remain in your vehicle and wait for help from the staff at the toll station, or make contact through the installed communication system.

There is no fast ABC lane at the toll station at Hrušica, where all vehicles pay a toll for the Karavanke tunnel. ABC system users can pay the toll at the two combined lanes situated at the rightmost side.

Recording of the passage and payment for toll road use by means of an ABC tag is not possible in the following cases:

- if the ABC tag has been blocked by the user or DARS d.d. (non-payer, misuse, loss, theft etc),
- if there is not enough credit on the prepayment ABC tag,
- if the ABC tag is faulty (non-functioning of the electronic medium – loss of communication or poor communication, flat battery).

An ABC tag has a guarantee of 1 (one) year running from the date of receipt. Its service life is 7 (seven) years. A user who returns an undamaged ABC tag during its service life is entitled to a relative proportion of co-financing with respect to its unamortised value. The annual amortisation rate amounts to 14.29%.

Claiming the return of a relative proportion of co-financing with respect to the unamortised value of the ABC tag and return of the unused credit on it is possible only on the basis of a written claim with an obligatory indication of the identification number (ID) and the enclosed ABC tag which is the subject of the claim.

### **A novelty from 1 January 2010 – the ABC tag for the first toll-rate category (R3)**

The ABC tag for the first toll-rate category (R3) provides users with non-cash toll payment also for motor vehicles with two or three axles, of which the MPW exceeds 3,500 kg, and for combinations of vehicles with two or three axles of which the maximum permissible weight of the drawing vehicle exceeds 3,500 kg.

The ABC tag for R3 is issued for individual vehicle determined by the user in a special application, the form for which is published on the DARS d.d. web site (Application for issuing the electronic ABC-R3 tag for the first toll-rate category of vehicles of which the maximum permissible weight exceeds 3,500 kg (R3)).

Use of the tag for R3 is enabled upon receipt of electronic notification by DARS d.d. stating that the information on the vehicle has been entered into the electronic toll collection system. This information will be recorded automatically on the electronic medium upon the first transit of the vehicle through the so-called combined lane at the toll station, but not before 1 January 2010, which is the starting date for the use of this tag.

### **DARS Card and DARS Transporter Card (DC Card)**

In the electronic tolling system, the toll for the use of toll roads can be paid by means of the DC Card while driving through a toll station:

- in the combined lane, where in addition to automatic toll payment by means of a DC Card, credit can be paid to DC Cards and 'manual' toll is possible. The vehicle has to stop here, and wait for the green light to flash on the sign!



In the combined lane, hold the DC Card to the reader (scanner) installed on the toll station cubicle at a distance of approximately 10cm and wait for the toll collector to define the toll-rate category of the vehicle. The toll-rate category (R3 or R4) and emission class ("E3" for the EURO III emission class, or "E4" for the EURO IV or higher emission class) if they are recorded on the card, and credit (prepayment) or the status of post-payment relationship, e.g. POP (also POP DARS or POP Magna, etc. in two-line displays) are displayed.

At the entry toll station in the closed toll collection system (Ljubljana – Koper (Fernetiči) motorway), only the entry is recorded on your DC Card. Data from your DC Card show on the display, the green light flashes and the gate opens (only on the head/main toll stations).

On side/smaller toll stations, the gates are open; therefore, you should check whether your DC Card data are shown on the display and whether the green light is flashing; if not, take the entry toll ticket. If the entry toll station has not been recorded on the DC Card, the longest route in the system is charged at the exit toll station. On the DC Card, the record of the entry toll station is stored for 72 hours.

Toll payment at the exit toll station can be performed only in the combined lane.

Recording of the passage and payment for toll road use by means of an DC Card IS NOT POSSIBLE in the following cases:

- if the DC Card has been blocked by the user or DARS d.d. (non-payer, misuse, loss, theft ...),
- if there is not enough credit on the prepayment DC Card,
- if the DC Card is faulty (non-functioning of the medium – loss of communication).

At the Hrušica toll station, where all vehicles pay the toll for the Karavanke tunnel, toll payment by means of DARS TRANSPORTER Card is possible for the third-rate (R3) and fourth-rate (R4) category of motor vehicles of which the MPW exceeds 3,500 kg, and by means of DARS Card for all toll-rate categories (R1, R2, R3 and R4).

### **A novelty from 1 January 2010 - toll payment with respect to the EURO III or higher emission class for the first (R3) and second (R4) toll-rate categories**

Toll payment with respect to the EURO III or higher emission class is possible with a specially adjusted electronic medium of DARS d.d. On the basis of a correctly completed application by the user, DARS d.d. will provide an adjustment of the electronic medium for each vehicle specified by its registration number and EURO emission class for which the conditions have been met.

Only one ABC tag and/or DC Card may be used per vehicle.

Media adjusted for toll payment with respect to EURO emission class are connected to a specified vehicle and are not transferable. A change in the vehicle's ownership and/or user of the connected electronic medium should be reported immediately to DARS d.d., Road Toll User Centre on a special form available on the web site [www.dars.si](http://www.dars.si).

For combinations of vehicles in which the drawing vehicle with or without trailer moves from the R3 category to R4 and vice versa, in addition to the ABC tag for the toll-rate category in which most journeys are performed, a DC Card may be issued to pay for the same category or a toll-rate category different from the one recorded on ABC electronic tag. If a DC Card is used for payment, the user should remove the ABC tag from its holder and remove it from the recommended position for installation to prevent automatic communication upon transit through the toll station.

The registration number of the vehicle should be stated on the surface of the electronic medium adjusted for toll payment with respect to the EURO emission class of the vehicle. The user is obliged to ensure that this number remains visible at all times!

For a vehicle registered in the Republic of Slovenia, the same emission class is recognised as specified for the vehicle upon the latest payment of the vehicle road tax. For a vehicle registered abroad, the EURO emission class is defined on the evidence of the photocopy of a certificate of technical inspection of vehicle according to CEMT resolution (for vehicles registered abroad).

Use of the toll payment electronic medium with respect to the EURO emission class will be enabled upon receipt of electronic notification by DARS d.d. stating that the information on the vehicle has been entered into the electronic toll collection system. This information will be recorded automatically on the electronic medium upon the first transit of the vehicle through the so-called combined lane of the toll station, but not before 1 January 2010, which is the starting date for reduced toll payment with respect to the EURO emission class.

Toll payment with respect to EURO III or higher emission classes does not apply for the Karavanke road tunnel, for which toll payment is covered by a special government decree.

Ljubljana, December 2009