2nd MEETING OF ROAD EXECUTIVES NETWORK

28 May 2024
Vienna, Austria

Tolling in Austria

Dr. Anton Sieber MBA
Managing Director
ASFINAG Commercial Services GmbH

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anton.sieber @asfinag.at
32.65 billion km of total traffic per year
2,265 kilometres of road network
44 Motorway operation and maintenance facilities
~3,200 Employees
6 Toll stations
9 Traffic management centres
CHAPTER 02
ASFINAG MAUT SERVICE GMBH
MAUT SERVICE GESELLSCHAFT – CORE AREAS

TOLL COLLECTION
Maut Service Gesellschaft (MSG) is responsible for collecting tolls. This includes passenger vehicle toll (time and distance-related) and truck toll (distance-related). MSG sends out substitute tolls if the toll hasn’t been paid accordingly. It also caters to a large sales partner network.

CUSTOMER SERVICES
At our Service Center, well trained staff takes care of our customers’ wishes around the clock and in 7 languages. It furthermore processes complains and organises trade shows and events, among others.

IT SERVICE PROVIDER
With bundled competencies MSG provides all information technology services to all companies for their office locations and operations on the ASFINAG road network. MSG is also responsible for marketing data lines and bandwidths.
PAYMENT SERVICES
The settlement of GO toll (truck tolls) and passenger vehicle tolls with providers such as fuel, debit and credit cards, Amazon Pay, PayPal and direct debit, as well as the settlement of international tolls via EETS providers falls within the competence of MSG. In addition, MSG processes GO toll crediting and GO toll payments.

ITS SERVICES
The expansion of the ASFINAG video system and sensor network, the provision of real-time traffic information, the implementations for software solutions for operations, the further development of Cooperative Services (C-ITS) and the support for the introduction of Automated Driving are located in the MSG.
MAUT SERVICE GESELLSCHAFT – TASKS

- **TOLL COLLECTION**
  - Toll for passenger vehicles
  - Toll for trucks
  - Section toll

- **ENFORCEMENT**
  - of Toll Payment

- **CUSTOMER SERVICES**
  - 24/7 Service

- **DEVELOPMENT**
  - of IT Products

- **OPERATION**
  - of IT Products
MAUT SERVICE GESELLSCHAFT – FACTS

- Annual vignettes sold – 71\% of which digitally
  - 4.37 million
- Section toll clearances
  - 42.9 million
- Enquiries at the service centre
  - 653 thousand
- Toll transactions
  - 812 million
- IT services managed
  - More than 400

As of 2023
ATTRACTIVE EMPLOYER
Company culture
Training
Employer branding
Diversity

FLEXIBLE WORKING
Working from home
Flexible working hours
Sabbaticals
Parental leave

760 staff members
341 women
407 men
12 apprentices
18 nations
COMPANY STRUCTURE

Management

Services

Corporate Services
- Human Resources
- Controlling

Specialist Departments
- Payment Services
- ITS Services

Customer Services

Toll Collection, Enforcement & Sales Department

Service-management

IT-Operations
CUSTOMER SERVICES – KEY AREAS

ASFINAG Service Center

Claims, Service, Authorities
TOLL COLLECTION, ENFORCEMENT, SALES – KEY AREAS

Toll stations Bosruck, Gleinalm

Toll stations St. Michael i. L., Rosenbach

Toll stations Schönberg, St. Jakob

Enforcement Center

Sales Department
SERVICEMANAGEMENT – KEY AREAS

IT Communications
Software-Development
Analytics, Data Science, GIS
Toll Collection Competence Center

SAP Competence Center
VMIS Competence Center
Tunnel Competence Center
Integrated Products
IT-OPERATIONS – KEY AREAS

Service Support Level 1
Service Operations Level 2
Service Operation Management
Contract Management
Infrastructure Management
ITS SERVICES – KEY AREAS

Expansion of ASFINAG‘s video system and sensor network

Provision of real time traffic information via ASFINAG‘s services and it‘s cooperation partners (e.g. VAO, automotive industry ...)

Implementation of software solutions for operation (e.g. incident management)

Development and deployment of cooperative services (C-ITS)

Support in implementation of automated driving
PAYMENT SERVICES – KEY AREAS
HANDLING ELECTRONIC PAYMENT TRANSACTIONS

Debit and credit Cards
➢ GO toll
➢ Section toll for passenger vehicles
➢ ASFINAG toll shop
➢ Vending machines
➢ Enforcement

Fuel cards
➢ GO toll
➢ Section toll for passenger vehicles
➢ Enforcement

EETS Providers
➢ GO toll

CREDITS
➢ GO toll
➢ Section toll for passenger vehicles
➢ ASFINAG toll shop
➢ Vending machines
➢ Enforcement

Substitute tolls
➢ GO toll
➢ GO substitute tolls
➢ Manual subst. tolls
➢ Passenger vehicle tolls
➢ Section toll
➢ Vignette
➢ Open toll lane
CHAPTER 03
AUSTRIAN TOLL SYSTEM
TOLL ROAD NETWORK IN AUSTRIA

2,265
KILOMETRES
OF ROAD NETWORK

~6,000
POINTS OF SALE

6
TOLL STATIONS
### TOLL PROCEEDS (IN MILLION EUROS)

<table>
<thead>
<tr>
<th></th>
<th>2023</th>
<th>Change</th>
<th>2022</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>TOTAL TOLL PROCEEDS</strong></td>
<td>2,498</td>
<td>+2.3 %</td>
<td>2,443</td>
</tr>
<tr>
<td>Total toll proceeds</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>motor vehicles &lt;= 3.5 tons</td>
<td>812</td>
<td>+6.0 %</td>
<td>766</td>
</tr>
<tr>
<td>Revenue from vignettes</td>
<td>574</td>
<td>+6.4 %</td>
<td>540</td>
</tr>
<tr>
<td>Section toll proceeds</td>
<td>238</td>
<td>+5.2 %</td>
<td>226</td>
</tr>
<tr>
<td>(Section toll segments)</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Total toll proceeds</td>
<td>1,686</td>
<td>0.6 %</td>
<td>1,677</td>
</tr>
<tr>
<td>motor vehicles &gt; 3.5 tons</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
# PASSENGER VEHICLE TOLL – VIGNETTE

## VIGNETTE RATES 2024: AN OVERVIEW
FOR MOTOR VEHICLES UP TO 3.5T TPMLM

<table>
<thead>
<tr>
<th></th>
<th>1-day- vignette</th>
<th>10-day vignette</th>
<th>2-month vignette</th>
<th>Annual vignette</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A Motorbikes</strong></td>
<td>EUR 3.40</td>
<td>EUR 4.60</td>
<td>EUR 11.50</td>
<td>EUR 38.50</td>
</tr>
<tr>
<td><strong>B Motor vehicles</strong></td>
<td>EUR 8.60</td>
<td>EUR 11.50</td>
<td>EUR 28.90</td>
<td>EUR 96.40</td>
</tr>
</tbody>
</table>

*(up to and including 3.5t technically permissible maximum laden mass)*
## PASSENGER VEHICLE TOLL – VIGNETTE

### VIGNETTE – FIGURES 2023
FOR VEHICLES UP TO 3.5 T MPW

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of sold toll stickers:</td>
<td>17.9 million</td>
</tr>
<tr>
<td>Number of sold digital vignettes:</td>
<td>10.3 million</td>
</tr>
<tr>
<td>Total proceeds:</td>
<td>€ 574 million</td>
</tr>
<tr>
<td>System costs:</td>
<td>€ 41 million</td>
</tr>
<tr>
<td>Number of points of sale:</td>
<td>~6,000 (in Austria and abroad)</td>
</tr>
</tbody>
</table>

As of 2023, rounded
**SECTION TOLL – FIGURES 2023**
*FOR VEHICLES UP TO 3.5 T MPW*

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of vehicles cleared:</td>
<td>42.9 million</td>
</tr>
<tr>
<td>Total proceeds:</td>
<td>€ 238 million</td>
</tr>
<tr>
<td>System costs:</td>
<td>€ 21 million</td>
</tr>
</tbody>
</table>

As of 2023, rounded
## TOLL FOR TRUCKS

**GO TOLL – FIGURES 2023**

**FOR VEHICLES OVER 3.5 T MPW**

<table>
<thead>
<tr>
<th>Description</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of toll transactions:</td>
<td>812 million</td>
</tr>
<tr>
<td>Contracts:</td>
<td>1,061,732</td>
</tr>
<tr>
<td>Total proceeds:</td>
<td>€ 1,686 million</td>
</tr>
<tr>
<td>System costs:</td>
<td>€ 52 million</td>
</tr>
</tbody>
</table>

As of 2023, rounded
TOLL FOR TRUCKS – RATES 2023

Costs

- Depend on number of axles
- Depend on charging structure

Mark-up

cross-funding of Brenner
Base Tunnel

- 25% surcharge for Lower Inn Valley and Brenner

External costs

- Number of axles
- EURO emission class
- Exemption for E/H2 drive types

External costs

- Number of axles
- Time (day/night rate)

Infrastructure

Mark-up

External costs

Air

Noise

2020: 44 million EUR
2021: 46 million EUR
2022: 48 million EUR
2023: 49 million EUR

2020: 53 million EUR
2021: 59 million EUR
2022: 56 million EUR
2023: 53 million EUR

As of 2023

B M K

(Austrian Federal Ministry of Climate Action, Environment, Energy, Mobility, Innovation and Technology)

B M K

(Austrian Federal Ministry of Climate Action, Environment, Energy, Mobility, Innovation and Technology)
EURO EMISSIONS CLASS PERCENTAGES 2023

As of December 2023

- EURO VI: 91.9%
- EURO V: 3.4%
- EEV: 2.5%
- EURO 0-III: 1.5%
- EURO IV: 0.6%

TRUCK MILEAGE 2023

Milliarden km

- 2020: 3,673
- 2021: 3,995
- 2022: 3,998
- 2023: 3,876

(cumulated) (cumulated) (cumulated) (cumulated)
**CHARGES FOR CO₂ EMISSIONS | RATES SINCE 1.1.24**

**Mileage-based toll for motor vehicles over 3.5 tonnes maximum technically permissible laden mass including surcharges for air and noise pollution and CO₂ emissions**

(valid from 1 January 2024)

<table>
<thead>
<tr>
<th><strong>Total rates</strong></th>
<th><strong>2 axles</strong></th>
<th><strong>3 axles</strong></th>
<th><strong>4 and more axles</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Category 2</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Category 3</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Category 4+</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CO₂ emission class 5</td>
<td>zero emission</td>
<td>0.0538</td>
<td>0.0741</td>
</tr>
<tr>
<td>CO₂ emission class 4</td>
<td>EURO VI</td>
<td>0.2140</td>
<td>0.2987</td>
</tr>
<tr>
<td>CO₂ emission class 3</td>
<td>EURO VI</td>
<td>0.2259</td>
<td>0.3151</td>
</tr>
<tr>
<td>CO₂ emission class 2</td>
<td>EURO VI</td>
<td>0.2265</td>
<td>0.3160</td>
</tr>
<tr>
<td>CO₂ emission class 1</td>
<td>EURO VI</td>
<td>0.2278</td>
<td>0.3177</td>
</tr>
<tr>
<td>CO₂ emission class 1</td>
<td>EEV and EURO V</td>
<td>0.2408</td>
<td>0.3377</td>
</tr>
<tr>
<td>CO₂ emission class 1</td>
<td>EURO IV</td>
<td>0.2568</td>
<td>0.3557</td>
</tr>
<tr>
<td>CO₂ emission class 1</td>
<td>EURO 0 to III</td>
<td>0.2708</td>
<td>0.3767</td>
</tr>
</tbody>
</table>

*Rates in Euro per kilometer, excl. 20 % VAT*
CHAPTER 04
GO TOLL SYSTEM OVER 3.5 T MPW
GO TOLL – AN OVERVIEW

TOLL COLLECTION

📍 Toll road network is divided into individual toll sections

📍 In each section there is a toll gantry with antennas

📍 Prerequisite for proper toll collection: OBU (GO-Box)
📍 When vehicles pass underneath a gantry, the OBU (GO-Box) „communicates“ with microwave antennas
📍 Toll is collected separately for each section
ROAD-SIDE INFRASTRUCTURE – TOLL COLLECTION STATIONS
THE MAJOR COMPONENTS OF THE TOLL SYSTEM

Points of sale

GO-Box

Toll gantries

Enforcement gantries

Mobile Enforcement

Admin Portal

Central System

Payment Services

ASFINAG Service Center

Manage your fleet online


GO-BOX (ON-BOARD-UNIT/OBU)

- **5 Euro processing fee**
  (once per licence plate number)

- **Postpaid** or **Prepaid**

- **3 categories** (number of axles) can be set

- **Easy self-installation** (velcro tape)

- **Personalized in the GO-Box:**
  - Licence plate number & Country of registration
  - Basic category
  - Type of contract (prepaid/postpaid)
  - Motor vehicle type (HGV/bus)

- **Stored in the central system:**
  - EURO emission class
  - CO₂ emission class
  - With prepaid units: remaining credit
  - With postpaid units: means of payment
  - Date of first registration
  - Vehicle subgroup
  - Specific CO₂ emissions

5 Euro processing fee (once per licence plate number)

Postpaid or Prepaid

3 categories (number of axles) can be set

Easy self-installation (velcro tape)
GO TOLL – TYPES OF PAYMENT PROCEDURE

Pre-Pay Procedure (market share around 2.5%)
- Topping up the GO-Box with toll credit (minimum EUR 75.00, maximum EUR 500.00) at the GO points-of-sale
- Payment in advance, toll credit is consumed by travelling (similar to phone cards)
- Refund of non-used toll credits available

Post-Pay procedure (market share around 97.5%)
- Subsequent invoicing according to actually travelled toll sections via deposited means of payment
- Invoicing via
  - GO Direkt, credit cards, fuel cards, EETS providers

Credit procedure via GO Direkt
- Topping up a central account with toll values as needed
- Payment in advance, toll credit is consumed by travelling (similar to phone cards)
- Automatic recharge when credit falls below a defined value
- No stops at GO points-of-sale necessary
- Combines the convenience of the Post-Pay procedure and the cost control of a Pre-Pay procedure
GO-TOLL – MEANS OF PAYMENT

**Fuel cards**

- Diesel 24
- DKV
- E100
- Esso Card
- euroShell Card
- eurotoll
- EuroTrafic
- Eurowag
- LPGCard
- MULTISERVICE
- OMV
- PLOSE
- Quehenberger
- RMC
- ROYAL
- SVG
- TRASPOSERVIZI
- VERAG
- ViaLIS

**Debit card**

- Only for Pre-Pay procedure

**Direct debiting**

- Only for Post-Pay procedure, not at the GO points of sale

**Cash**

- EUR and HUF (in Hungary)

**Credit card**

- Only for Post-Pay procedure with cards accepted according to Appendix 2 of the Tolling Regulations

**EETS Providers**

- 1) Only for Pre-Pay procedure
- 2) Only for Post-Pay procedure
- 3) Only for Post-Pay procedure with cards accepted according to Appendix 2 of the Tolling Regulations
- 4) Only for Post-Pay procedure, not at the GO points of sale
**PASSENGER VEHICLE TOLL – MEANS OF PAYMENT**

**Fuel cards**
- AustriaCard
- DKV
- ESSOCARD
- EuroShell Card
- OMV
- OTE
- EUR

**Wallets**
- Amazon Pay
- Apple Pay
- Google Pay
- PayPal

**Bank transfer and direct debit**
- EPS
- SEPA
- SEPA express

**Debit and credit cards**
- American Express
- Diners Club International
- JCB
- Visa
- UnionPay

1) No subscriptions for digital toll products
2) Only at toll stations, not for digital toll products
3) Only for digital toll products, not at toll stations
<table>
<thead>
<tr>
<th>Year</th>
<th>Substitute Toll Revenues*</th>
</tr>
</thead>
<tbody>
<tr>
<td>2023</td>
<td>EUR 57.9 million</td>
</tr>
<tr>
<td>2022</td>
<td>EUR 52.4 million</td>
</tr>
<tr>
<td>2021</td>
<td>EUR 41.7 million</td>
</tr>
<tr>
<td>2020</td>
<td>EUR 33.5 million</td>
</tr>
<tr>
<td>2019</td>
<td>EUR 34.1 million</td>
</tr>
<tr>
<td>2018</td>
<td>EUR 31.6 million</td>
</tr>
</tbody>
</table>

* Sum including substitute tolls for vignette and truck toll as well as revenues according to administrative penal law.
KEY FIGURES

KILOMETRIC PERFORMANCE

(Vehicles over 3,5 t MPW):

- 2023 total: 3.88 billion km
- 2022 total: 4.00 billion km
- 2021 total: 3.99 billion km
- 2020 total: 3.67 billion km
- 2019 total: 3.85 billion km

GO-BOXES*

- Existing contracts: around 1,060,800
  - Of which Post-Pay: around 827,000 (78 %)
  - Of which Pre-Pay: around 233,800 (22 %)
- Actively used: around 735,800 (69.4 %)

TRANSACTION RATE: around 99.7 %

TOLL EVASION RATE: less than 0.67 %

* As of March 2024
DEVELOPMENT AND OPERATION OF IT SERVICES

IT Service Management:
- 1st point of contact for customers
- Products: suitable, economic, secure, networked

Throughout Austria
24/7 support
<table>
<thead>
<tr>
<th>Business Applications</th>
<th>Traffic</th>
<th>Toll</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Customer information</td>
<td>• Road operation</td>
<td>• GO toll</td>
</tr>
<tr>
<td>• Analytics</td>
<td>• Traffic management</td>
<td>• Digital vignette</td>
</tr>
<tr>
<td>• Documentation / internal information</td>
<td>• Traffic surveillance</td>
<td>• Section toll</td>
</tr>
<tr>
<td>• ERP</td>
<td></td>
<td>• Toll enforcement</td>
</tr>
<tr>
<td>• Office IT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Communication &amp; Data Services</td>
<td>Internal for customers</td>
<td>WiFi, data network,</td>
</tr>
<tr>
<td></td>
<td>• Telephone system: Landline/mobile/unified</td>
<td>Fibre-optics, co-location</td>
</tr>
<tr>
<td>Basic IT infrastructure</td>
<td>• on premise/cloud dedicated/virtualised/as a service</td>
<td>Security: physical/ end devices/network</td>
</tr>
</tbody>
</table>