



eurotoll,  
At your side for ETC services



**eurotoll**

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**eurotoll**

eurotoll is a company of the sanef group. sanef is a long-term infrastructure management group and a service operator. Its mission is to promote sustainable mobility of goods and people, innovate and deploy high-quality services and contribute to local growth by means of its networks and toll collection solutions.  
sanef is part of the abertis group, Europe's leading mobility and telecommunications infrastructure management operator. sanef is the leading motorway network within abertis. Its business model is based on quality management of its concession agreements - focused on customer satisfaction - and a development strategy for new concessions and major toll projects throughout Europe, as well as interoperable ETC services.

# eurotoll, Electronic Toll Services provider

## About us

Established in 2006, eurotoll is part of the 3<sup>rd</sup> largest infrastructure management group in France. eurotoll is one of the market leaders in electronic toll collection services and high value data services in Europe. eurotoll delivers a global service offer to toll chargers and infrastructure providers.

- 2007** 30% market share French HGV ETC system, Tribox, unique solution for both electronic tolling & satellite positioning,
- 2008** I.O.P-Tour: 3 500 km to promote interoperability in Europe for the service of transport companies, A specific offer of value-added services for transport companies, Participation in the UK Department for Transport (DfT) demonstrations project on Time, Distance, Place road pricing.
- 2009** France-Spain full interoperability, Appointed EETS provider by Skytoll, Slovakian Toll charger for Myto, the GNSS Truck Tolling.
- 2010** Appointed ETS provider by ASFINAG Austrian Toll charger. Participation in the Arena test, a Swedish R&D GNSS tolling project held by the Swedish Road administration, Actively involved in the EU expert committees for implementation of the ETS, Member of AETIS, the EETS providers association.

## eurotoll has 2 business lines



ETC services provider for transport companies



Provider of transaction intermediation services for toll chargers

## eurotoll at a glance

- 2009 turnover € 22m
- A 80-member team
- Corporate policy regarding quality management Certified ISO 9001-2008
- eurotoll toll domains: 22 000 km motorway, car parks, tunnels, bridges

### Locations:

The headquarters are located in Paris, Customer service centers in Senlis (France) and Budapest (Hungary).

### Shareholder

sanef, a company of abertis group.



## Our values

Expertise

Innovation

Commitment

# EETS: a new legal framework that defines new roles and responsibilities for European Electronic Toll Service and players

The development of ETC is in full swing all over Europe: in France, in Poland, in Hungary, in the Netherlands and Sweden, new toll domains are being implemented. New infrastructures adopt ETS: bridges, secure HGV parks, city centres. ETC is becoming the favourite access and collection means: in Europe, ETC represents 80% of HGV toll transactions.

The implementation of the **European Electronic Toll Service (EETS)** is regulated by Directive 2004/52/EC and Decision 2009/750/EC derived from the cesare IV working group results.

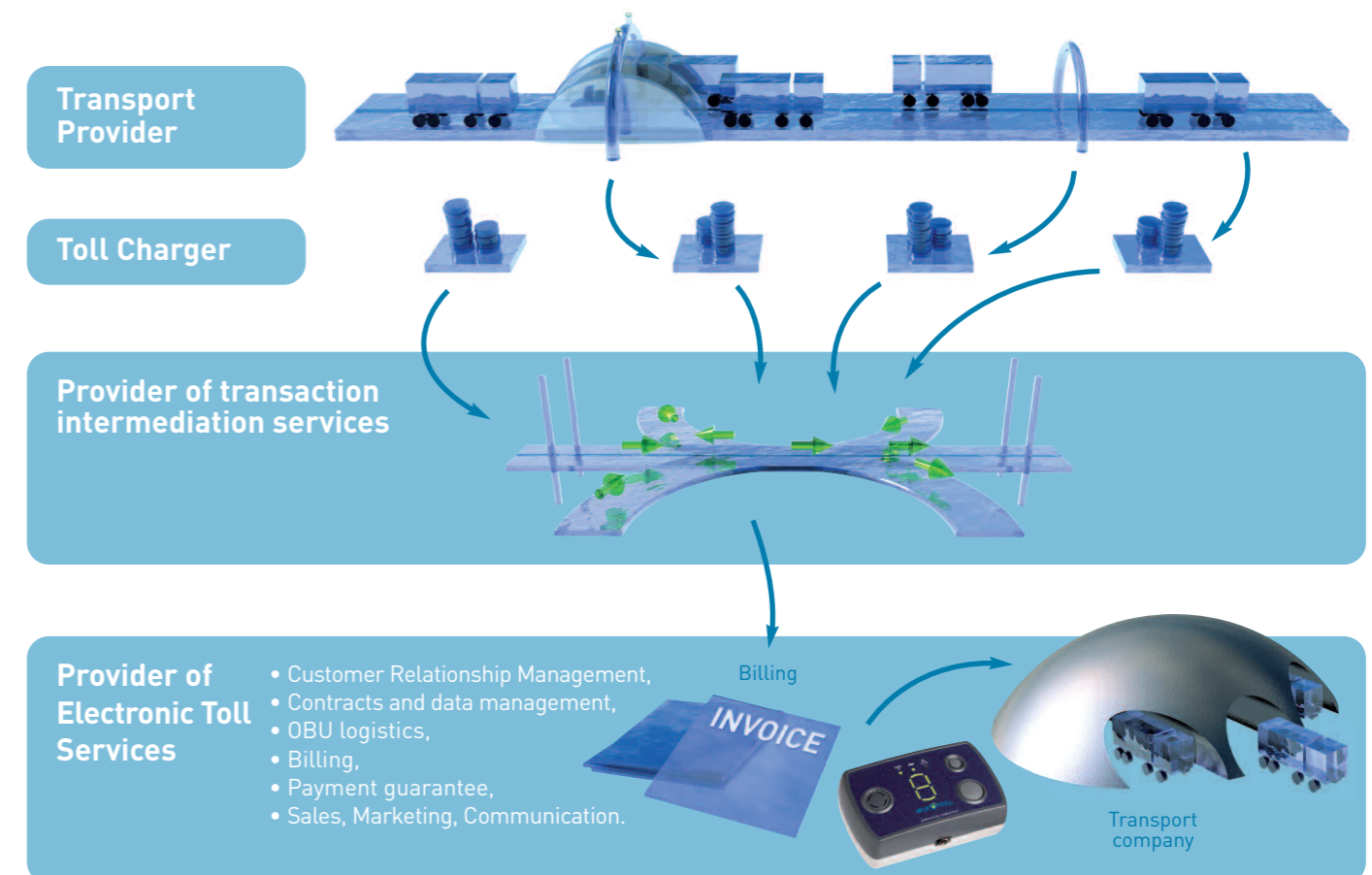
EETS will allow any road user to pay tax and toll incurred on any road or infrastructure in the Community by means of a single contract and a single on-board equipment supplied by an approved provider.

Moreover, the interoperability directive makes inter-connections at a European level an obligation by 2012. Transaction flows will therefore become more and more complex and larger numbers of transactions will be processed in the future.

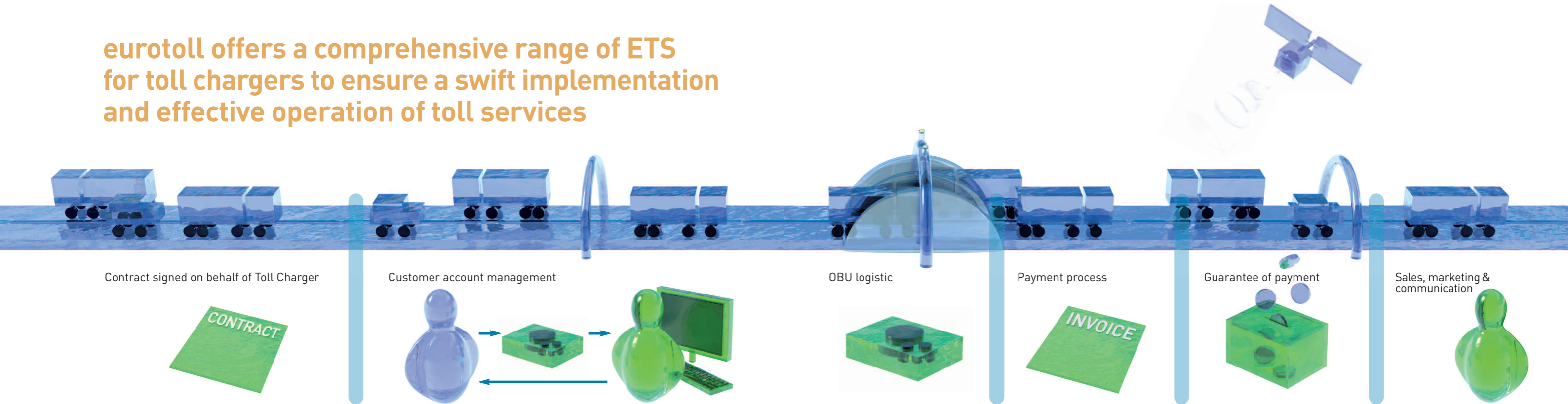
The European requirements define numerous roles in the toll value chain and clarify roles, rights and obligations between toll charger and EETS provider.

eurotoll is committed to the implementation of EETS and actively involved in the EU expert committees.

eurotoll has developed 2 service offers in the toll collection value chain: as an EETS provider and as a provider of transaction of intermediation services.



# eurotoll offers a comprehensive range of ETS for toll chargers to ensure a swift implementation and effective operation of toll services



## Tolling

We implement the toll charger's toll transaction policy, operate OBU management and ensure successful payments processing all over Europe

### OBU management

- Organization of OBU logistic including reverse logistic,
- OBU care: OBU configuration, attributes, security mechanism, personalization, maintenance.

### Implement toll transaction policy

- Toll context data, black lists, invoicing policy, payment policy, service level agreement and dispute policy,
- Discount programs.

### Payment process

- Billing, including ETC billing,
- Management of payments,
- Management of financial risk through a large panel of coverage solutions: credit insurance, bank guarantee, client deposit, pre-invoicing.

## Services

We manage the client relationship end to end on behalf of the toll charger

### Contract administration & management

- Administration of contracts signed on behalf of the toll charger,
- Updating client database and sending information to the toll charger.

### All users support

- Call centre: multilingual, with premium services,
- Continuous information through marketing services & sales forces,
- In-house training & communication.

### Additional customer self-care services

- Reporting,
- Operational management of customers activity,
- Real time fleet management,
- A dedicated web interface.

### Claims management

- Management of all claims referring to ETC use (lost and stolen tags, etc).

## Consultancy

We offer services to help implement your toll projects

### Communication - marketing

We deliver specific tools and material:

- To facilitate the migration from the former system to the new one,
- To communicate on new ETC system through distribution networks and among clients,
- To speed up the acceptance of ETC and a quick subscription of ETC service,
- We provide expertise and experience of end users profile and behaviour.

### Contract design

We support you in legal and contractual aspects with transport companies, ETC service, payment and service card issuing companies.

## Key figures

- Large European client base: 10 000 clients B to B HGV, 650 000 clients B to C, 70% of top 25 european key accounts
- 850 000 active eurotoll tags,
- 4 million invoices edited per year, for a tolling turnover of € 900 m,
- 25 000 customer contacts/month,
- A network of distributors covering all European countries.



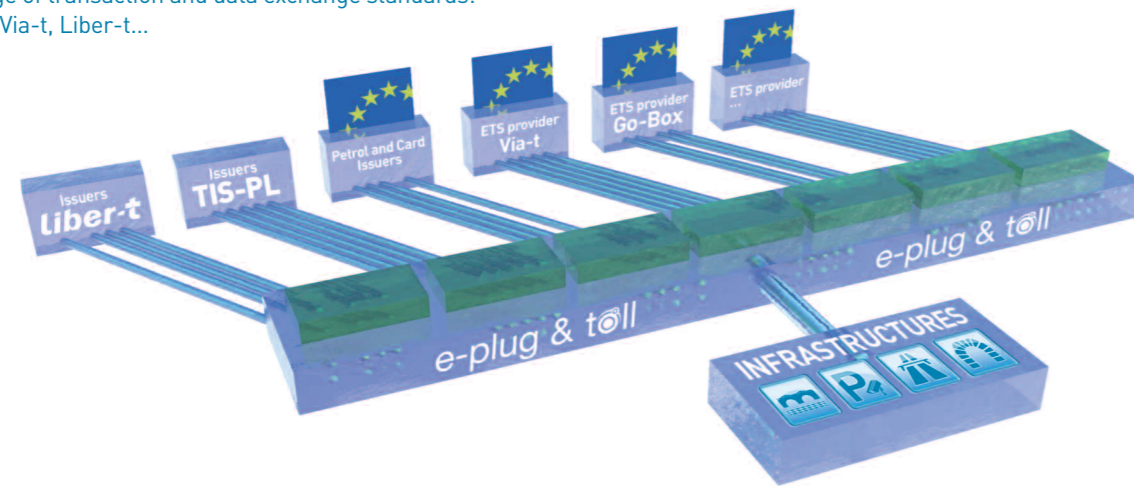
# e-plug & toll

## An easy & efficient way to comply with the European directive

When transaction flows become more and more complex and the interoperability directive makes interconnections at a European level mandatory, intermediation platforms are vital allies to manage ETC transactions.

eurotoll has developed the necessary tools to anticipate the technological challenges of the toll activity and with its e-plug & toll services platform. eurotoll offers interoperability to toll chargers:

- Transaction intermediation with exchange platforms,
- Wide range of transaction and data exchange standards: Card me, Via-t, Liber-t...
- Multiple technologies (DSRC, Satellite, mixed...).



### e-plug&toll is your easy access to the world of EETS providers

#### Transactions flow management

- Simple "Plug & Play" connection,
- Protocol translation, Data exchange,
- Black /white list management.

#### Business features

- Billing management,
- Invoice management,
- Contract management.

#### Value added services

- Reporting and supervision,
- Data mining,
- OBU logistics.

#### Back Office support

- Customer care,
- Claims management.

### Benefits

- Increased traffic flow through interoperability,
- Full payment guarantee,
- Future-proof platform is always updated: easy implementation of new tolling technologies,
- Costs savings through outsourcing,
- Full compliance to European interoperability requirements,
- "Plug & play" approach.

### Key figures

Management of transactions for:

- 51 toll motorways,
- 7 parkings,
- 3 nation wide toll chargers
- 16 tag issuers,
- 9 petrol and exclusive card issuers,
- 3,5 million ETC subscribers,
- High associated financial flow: € 900 m toll processed.

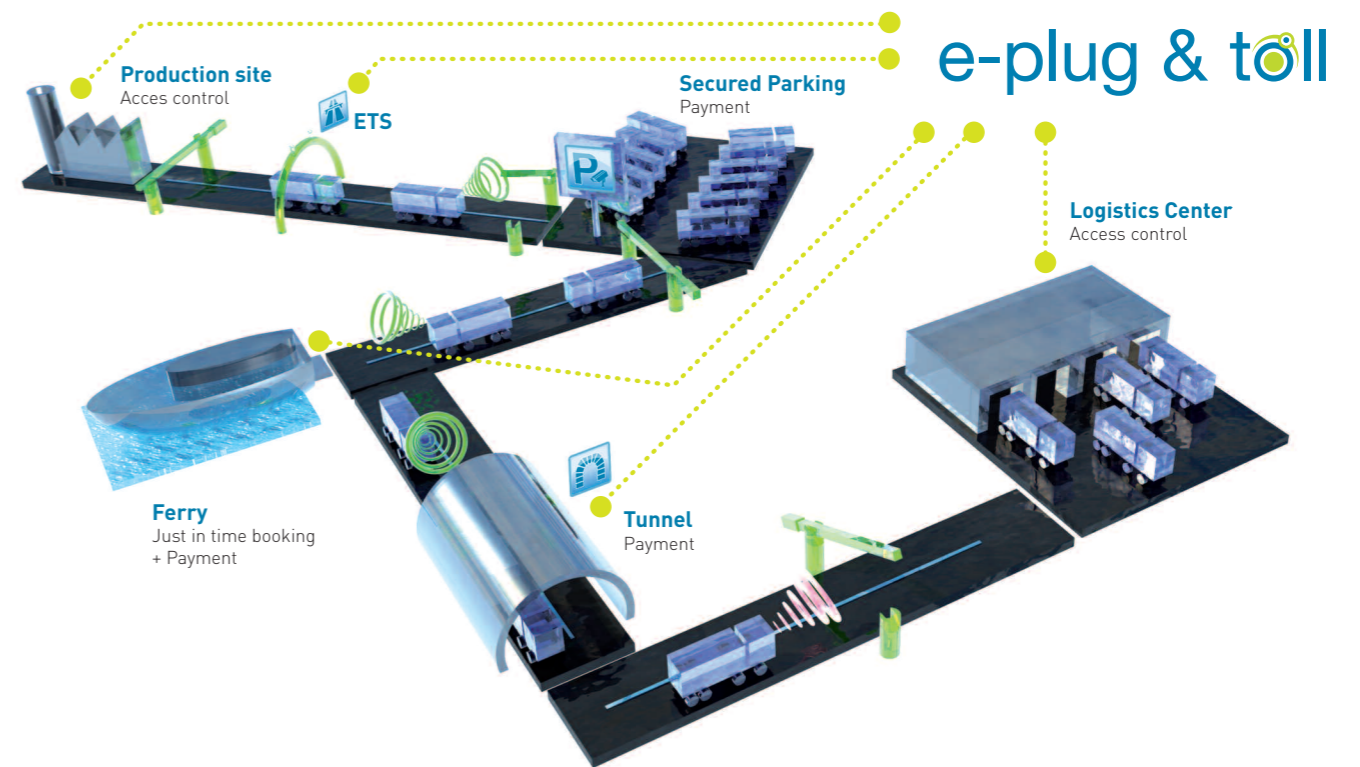
## Extending the use of OBU beyond motorways

OBU, whether DSRC or GNSS or hybrid, can be used for applications beyond payment:

- Identifying and controlling access to restricted areas
- Monitoring itineraries and times of passage at given points
- Optimizing vehicles flows for access to limited resources such as HGV parks, loading and unloading zones, etc...

### eurotoll's vision

We believe that such applications will enhance the use of transport infrastructures. In a cost-efficient manner, e-plug & toll is the optimum platform for implementing such applications.



Tribox is eurotoll's exclusive expertise in electronic tolling & satellite positioning: make it simple to implement your toll projects

Our OBU, equipped with a DSRC and a GNSS/CN module is already fitted on board 3000 vehicles, providing

- Access to ETC infrastructures,
- Satellite positioning services: tracking in real time,
- Special toll consumption alerts,
- Flexible roaming agreements for European coverage.