

## Emergency Procedure

Please check, prior to driving into Belgium if your MSTB shows the Viapass-BE network. If this is not the case and you continue your journey in Belgium you will risk a fine.

If your MSTB is not working properly, you are required to contact the Axxes Emergency Hotline:

**7/7, 24/7 Emergency Hotline: +33 (0)4 26 29 75 80**

Make sure you have your PAN-Number available which can be found on the back of your MSTB.



## Cases when Emergency Procedure is needed:

- OBU shows a Red light + sounds 4 warning beeps + display error message on screen
- OBU is in Belgium and shows RED light
- OBU is in Belgium and Viapass network is not selected
  - Note: "LHT-BE", "Liefkensh" or "Belgique" is only for the Liefkenshoektunnel
- Nothing appears on the screen's OBU despite of being plugged in
- LED turned off despite being plugged in
- Data on the OBU are incorrect (incorrect plate number, incorrect Euroclass, Co2 etc)
  - Please update these details ASAP in MyTolls

## Step 1:

The Emergency Hotline agent will advise you to go to the nearest Satellic Service Point to pick up a temporary Satellic OBU and install it in accordance with the manual.

**NOTE:** You will have a maximum of 3 hours to pick up your temporary Satellic OBU. If you fail to do so you will risk a fine.

This temporary Satellic OBU allows you to drive on the taxed Belgian (Viapass) network. You must keep your MSTB for other countries\*.

\* France, Spain, Portugal, Liefkenshoektunnel

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MultiServiceTolls.com

### Step 2:

In MyTolls you can request a replacement MSTB.

### Step 3:

Once you have received this product, you can return your faulty MSTB and temporary Satellic OBU. The temporary Satellic OBU can be returned at any Satellic Servicepoint. Your faulty MSTB may be returned per courier post to:

Axxes – Atelier CGAS  
Gare de peage autoroutiere ASF  
RN113  
13310 Saint Martin De Crau  
France

### Important Information:

When contacting the Emergency Hotline, the Viapass network will automatically be deactivated!

You can no longer use your MSTB for Belgium and are at all times required to pick a temporary Satellic OBU to continue your journey (until your replacement MSTB has been ordered and received). To purchase a Satellic OBU, a fleetcard is required. Make sure your vehicles or drivers have a Multi Service Tolls card. This Multi Service Tolls card can be used in 13 different countries. Order your Multi Service Tolls Card easily, using your own MyTolls account.