Emergency Procedure – No Viapass Network

SPECIFIC FOR BELGIAN TOLL

Check if your Multi Service Toll Box (MSTB) network menu shows the “Viapass (BE)” network, PRIOR to driving in or to Belgium.

PLEASE NOTE: “LHT-BE”, “liefkensh” or “Belgique” is only for the Liefkenshoektunnel!

If your OBU does not show the Viapass-BE network, do NOT drive in or to Belgium! You will need to follow the emergency procedure prior to driving in or to Belgium.

STEP 1:

Contact your Fleet serviceteam on:
+31 (0) 70 3199 000
Make sure you have your registration and PAN-nr available. This number can be found on the back of your OBU.

STEP 2:

Pick up a temporary Satellic OBU from the Satellic service point and install it in accordance with the manual. Check satellic.be for the nearest service point.

This temporary Satellic OBU allows you to drive on the taxed Belgian (Viapass) network. You must keep your MSTB for use in other countries.*
* France Spain, Portugal, Liefkenshoektunnel (BE).

STEP 3:

Your Fleet serviceteam will inform you once your MSTB is ready for the Belgian Viapass network.

Please check, prior to driving if the MSTB shows Viapass-BE in the network menu. You are now able to drive in and to Belgium.

PLEASE NOTE: Contact your Fleet serviceteam if your MSTB does not show the Viapass-BE network. You risk a 1.000 EUR fine if you continue your journey without the Viapass-BE network showing on your MSTB.

STEP 4:

Return your temporary Satellic OBU. You may hand these in at a Satellic service point.

Please Note:
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 / products. Order your Multi Service Tolls card easily, using your own MyTolls account.