

# 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 Fleetserviceteam 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](http://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 Fleetserviceteam 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 Fleetserviceteam 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.

