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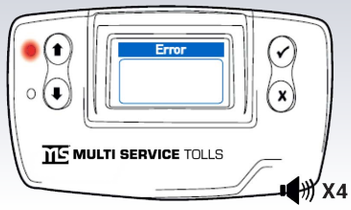
MultiServiceTolls.com

Emergency Procedure – OBU Fault

SPECIFIC FOR BELGIAN TOLL

If your Multi Service Toll Box (MSTB) shows a red light + sounds 4 warning beeps + displays an error message on the screen, there is a fault.

If you are driving on the Belgian network, or will be in the next few hours, you must activate the back-up procedure.



STEP 1:

Contact the Axxes Emergency Hotline

7/7,24/24 +33 (0)4 26 29 75 80

Make sure you have your registration and PAN-nr available.
This number can be found on the back of your MSTB.

STEP 2:

Pick up a temporary Satellic OBU from the nearest service point and install it in accordance with the manual. The Emergency Hotline will direct you to 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:

Once you receive your new MSTB, you need to install it and take out your temporary Satellic OBU in accordance with the manual.

Your call to the Back-Up Emergency Hotline triggers the issue of a new MSTB.

STEP 4:

Return your faulty MSTB and temporary Satellic OBU.

The temporary Satellic OBU can be returned at a Satellic servicepoint.
The MSTB can be returned by registered post to:

Axxès –Atelier CGAS
Gare de péage autoroutière ASF
RN113
13310 SAINT MARTIN DE CRAU
France

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.