

# Toll Collect

## Coverage

Germany

## Summary

**Delivery time:** No  
**Order through:** No  
**Deposit:** No  
**Possible discounts:** No  
**Contract:** Yes  
**Order form:** No

## Invoice information

**Invoice frequency:** Every 4 weeks, afterwards  
**Transaction frequency:** Every 4 weeks, afterwards  
**VAT rate:** 0%

## Mutations

**Blocking:** For blocking the German OBU, please contact Toll Collect in Germany  
**Vehicle change:** No  
**Stolen or lost:** To report a lost or stolen German OBU, you must contact Toll Collect in Germany  
**Defect:** The malfunctioning German OBU must be replaced by a Service Partner

For paying the German toll, you must register your company with Toll Collect in Germany. You can do this easily on the website [www.toll-collect.de](http://www.toll-collect.de).

There, you can enter your company details and request a login for the Toll Collect portal.

In this portal, you can easily select Multi Service Europe BV as a way of payment (payment method). MSTs Tolls then guarantees the payment of the German toll to Toll Collect. Afterwards, we will invoice you the German toll transactions.

You can also easily register new trucks on the Toll Collect portal.

After registering the truck, you can contact a Service Partner, which is a dealer, certified by Toll Collect, and make an appointment to have an OBU built into your truck. On the website of Toll Collect, there is a list with all of the Service Partners.

The registration of your company with Toll Collect is free of charge. Using the German OBU is also free of charge. But the Service Partner can charge you costs for the installation of the OBU.

### Blocking of the OBU:

For blocking the German OBU, please contact Toll Collect in Germany. The telephone number is 008 000 222 2628.

### Lost or stolen OBU:

When a truck and the OBU has been stolen, please contact Toll Collect in Germany. The telephone number is 008 000 222 2628. There you can request to have the OBU blocked. Toll Collect will send you an invoice of about € 400,00. This invoice can be used to claim the amount from your insurance company.

### Defective OBU:

If the OBU is malfunctioning, you must contact a Service Partner to have the OBU checked. It is possible that the Service Partner will charge you costs for this.

## Details