



EMERGENCY PROCEDURE – Telepass SAT



Emergency Procedure

Please check, prior to driving into Belgium if your Telepass SAT has a fixed green led and shows the Viapass-BE network. If this is not the case and you continue your journey into Belgium, you will risk a fine.

To view active services

Press /✓ → **Info** → **Services** → /✓

Please see the service contract to find out which services are enabled.

If your Telepass SAT is not working properly, you are required to contact the Telepass Call Center. This service is available in the following languages: *Italian, English, French, Spanish, German, Polish*

Monday – Saturday, 08.00 hrs. – 20.00 hrs.
Number when in Belgium: 0800 81 449 (toll-free)
About to enter Belgium: +39 (0)55 936 80 01

Make sure you have your OBU number available which can be found on the back of your Telepass SAT.

Situations when Emergency Procedure is needed:

- OBU switched off
- OBU shows a Red light
- OBU is in Belgium and shows RED light
- OBU shows a blinking red light
- LED turned off despite being plugged in
- Data on the OBU is incorrect (incorrect plate number, incorrect Euroclass, Co2 etc)

Step 1:

The Telepass Call Center 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.

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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.
- When you pick up your temporary Satellic OBU, make sure you keep your malfunctioning Telepass SAT in the Telepass box to avoid driving with 2 OBUs on the same vehicle and avoid fines. It is enough for the device to be switched off, so disconnected from the power source.
- If the OBU block is made by mistake it is possible to reactivate the Telepass SAT blocked device, within **3 hours** by calling the Telepass Call Center. OBU reactivation after the 3 hours grace period is not possible.
- This temporary Satellic OBU allows you to drive on the taxed Belgian roads (Viapass network). You must keep your Telepass SAT for other countries*.

** France, Spain, Portugal, Liefkenshoekunnel, Austria, Poland, Italy (Buses)*

Step 2:

Once you have received the new Telepass SAT device, you can return your temporary Satellic OBU. The temporary Satellic OBU can be returned at any Satellic Service Point. Please check the [Satellic website](#) where to find the service points. You can return your malfunctioning Telepass SAT per courier post to:

Autostrade Tech c/o Plast Pack Packaging
Via Petrosa, 22
50019 Sesto Fiorentino (FI)
Italy

Important Information:

When you're having an emergency outside the above mentioned hours, please leave a message. You can no longer use your Telepass SAT for Belgium and are at all times required to pick a temporary Satellic OBU to continue your journey (until your replacement Telepass SAT 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.