



# New French E-Toll System

## frequently asked questions

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### > **TIS PL, the new electronic toll system in France**

#### 1. What is new about French e-toll (TIS PL)?

"TIS PL" stands for Télépéage Inter Société Poids Lourds. Customers can now pay motorway tolls in France with the help of an e-box. The new system has been launched commercially in April 2007.

#### 2. What does the new TIS PL system mean for the "old" methods of payment – euroShell Cards and Caplis Cards?

- Caplis Cards will cease to be accepted at French motorways on the 31<sup>st</sup> of March 2008 24:00 o'clock.
- Customers who are in possession of valid Caplis Cards will be able to use them until the end of their validity or March 31<sup>st</sup>, 2008 – whichever date comes first.
- Customers with existing Caplis Card contracts can still renew expiring cards, but not beyond the time-line, indicated above: March 31<sup>st</sup>, 2008 depending on the specific motorways conditions.
- As of April 2007, the French motorway companies no longer issue new Caplis Cards

#### 3. Which vehicles need to pay the road toll in France?

Vehicles or vehicle combinations, which have a total permissible weight of 3.5 tons or more, according to class 3 or 4 from the French motorway toll classification (see table below):

Criteria	Hight	Axles	Weight
<b>Class 1</b> Light Vehicles	< or = 2 meters	any	< or = 3,5 t
<b>Class 2</b> Intermediary Vehicles	Between 2 and 3 meters		
<b>Class 3</b> Trucks and Buses	> Or = 3 meters	2 axles	> 3,5 t
<b>Class 4</b> Trucks and Buses		> 2 axles	
<b>Class 5</b> Motorbikes	Motorbikes, Side-cars...		



#### **4. Does TIS PL apply to foreign vehicles, as well?**

Yes.

#### **5. How does TIS PL work?**

Each truck using the new system needs an on-board device. This e-box automatically registers and records vehicle movements through the motorway tollgates, allowing tolls to be calculated quickly and accurately.

#### **6. Is the e-box obligatory in France?**

No, customers can still pay with fuel cards, credit cards, or by cash. In this case they will not receive any discounts on the toll.

#### **7. What are the benefits of the new system?**

Transport companies can benefit from the new system in the following ways:

- Faster crossing times at toll booths, using the special TIS PL lanes. No need to stop, swipe a card and wait for a receipt, which ultimately leads to improved fuel economy and reduced emissions.
- Rebates from motorway operators for eligible users
- One single invoice for all French toll transactions
- Easy-fit e-box: just attach to the windscreen and it's ready to go
- More secure transactions

#### **8. How does the e-box have to be installed?**

The e-box is quite small and can be installed simply by attaching it to the centre bottom of the windscreen of the vehicle. No professional workshop is needed to perform this task. The e-box, powered by a battery, is expected to last ca. 5 years.

#### **9. Can several vehicles use the same e-box?**

No. Each vehicle needs to have its own e-box.

#### **10. What data are stored on the e-box?**

The following data is stored on the e-box in order to identify the vehicle at the tollgate:

- Country
- Vehicle registration number
- Vehicle characteristics, such as Euro emission class, Number of axles, Maximum loading weight
- Customer number
- E-box number

#### **11. What should be done if there is a change of data on the e-box?**

The e-box must be sent back and re-programmed. It will be returned to the customer after re-programming. In the meantime, payments can be made by euroShell Card or a substitute e-box but in such cases no discounts will be calculated.

#### **12. In the event of the loss or theft of an e-box, what should be done?**

Report the event to Shell (including date and place). If police records are available, please add. After reporting loss or theft, the e-box will be blocked.

#### **13. What should be done if an e-box malfunctions?**

The e-box must be returned to the supplier. Please, contact Shell for obtaining a detailed procedure.

#### 14. How does the e-box delivery work?

E-boxes will be delivered to transport companies by post only. Unlike other e-toll systems (D, AU, CZ), there is currently no distribution network in the form of fuel stations, where customers could pick up or replace e-boxes on their own.

#### 15. How long does it take until the e-boxes are being delivered?

From the moment the Shell Card Service Centre has received the signed registration form and TIS PL Appendix it takes max. 20 working days until the e-boxes are delivered.

#### 16. Is there a pre-pay option?

No. Pre-pay does not exist for the French e-Toll system.

#### 17. How does the road signage for the new system look like?

Vehicles above 3.5t equipped with an e-box can use the lanes marked with the following signs:

**Entry Gate:**  or  with another icon

**Exit Gate:**  or  with another icon or  (dedicated to HGVs with 3 or more axels)

#### 18. Will the tollbooths disappear?

No, there will be no change of the physical appearance of tollbooths, just special lanes (see previous question).

#### 19. Are the Fréjus and Mont Blanc tunnels included in the new system?

Currently, both tunnels are not covered by TIS PL. Customers can pay directly with a **euroShell Card** (no discounts) or with a **Fréjus Tunnel Card** (gives access to discounts, accepted at both tunnels). It is expected that the Fréjus Tunnel will become part of TIS PL shortly (July, tbc), however the Mont Blanc Tunnel will continue to accept fuel cards and the Fréjus Tunnel Card until announced otherwise.

#### 20. Which French roads are covered by the new system?

Basically, all French motorways are covered. Exceptions are the Tancarville Bridge and the Normandy Bridge. The Millau Viaduct is part of TIS PL as from mid May 2007.

#### 21. Is there interoperability between TIS PL and other electronic toll and tax systems in Europe?

Not yet. According to the European Directive interoperability needs to be achieved by 2010. It is expected that the e-box can be used in Italy, and in Spain by end 2008.

## > **Payment, costs and rebates**

### **1. What is the role of Shell in TIS PL?**

Shell offers euroShell Card customers registration for the French e-toll system and organizes the order and delivery of e-boxes. The customer benefits from Shell's extensive experience with new road toll payment systems. This means that customers can receive all on-the-road payments on one invoice from one trusted supplier, which also gives individual advice and can help recover the VAT from the tolls at the same time.

### **2. How much does it cost?**

The motorway companies determine the distance-based toll charges. Next to the actual toll charges there is a monthly rental fee per e-box and a percentage service fee on the turnover. Additionally, some motorway companies (APRR, AREA, SANEF, SAPN) charge a monthly TIS PL subscription fee, i.e. rebates are only granted if this fee is paid.

### **3. If a certain vehicle does not travel to France during a given month are there still charges for the e-box?**

Yes, the monthly e-box rental fee is due every month, independently whether the e-box is used in France during a given month or not. The monthly TIS PL subscription fees charged by some motorway operators are not applied if a vehicle has not been in France during that month.

### **4. What are the rebate levels?**

After April 1<sup>st</sup>, 2008, rebates are expected to be limited up to 13%. During the transition period (i.e. until end of March 2008) rebates will be higher. Rebate levels vary by motorway operator. In some cases there are threshold toll amounts before rebates are granted. Please, contact your Shell Customer Service Centre for rebate conditions, applicable by each motorway in France.

### **5. How are the rebates calculated?**

Rebates are calculated as a percentage of the toll amount generated per e-box (i.e. per vehicle) per month. These can be either fixed or scaled depending on the toll amount in rebate bands. Rebates are granted by the motorway operators. The payment provider cannot influence them. Some motorway companies grant additional rebates based on emission class or rebates per fleet, during the transition period. ASF and ESCOTA offer special switching incentives (lump-sum payment). See document *Overview of TIS PL Rebates and Switching incentives*

### **6. What will the euroShell Card invoice look like?**

Toll charges are invoiced to the customer following the regular billing cycles, along with any fuel purchases.

### **7. Is there VAT on French tolls?**

Yes, 19,6% today. The euroShell Card invoice qualifies as a VAT invoice for this service, i.e. the net invoicing service can be applied to recover the VAT on French tolls.

## > **The transition in France (April 2007 and April 2008)**

### **1. What happens during the transition period?**

The transition period begins with the launch of TIS PL in April 2007 and ends on March 31<sup>st</sup> 2008, which is when TIS PL will be the only way to obtain rebates on the French tolls. During the transition period the Caplis Card continues to be a valid means of payment. Rebate levels that can be obtained via the Caplis Card will gradually be lowered. Caplis Cards can be renewed during the transition period, depending on the motorways' conditions, but will all lose validity on April 1<sup>st</sup> 2008. It is not possible to order new Caplis Cards any more.

### **2. What are the main differences between TIS PL and Caplis Card?**

With the Caplis card, you receive up to 12 invoices per month, while you'll get only one for all French motorways with TIS PL.

Caplis rebates are granted per company fleet, while it's per vehicle with TIS PL.

With TIS PL, each truck has it's own e-box with vehicle specific data in it.

### **3. Are there any incentives to switch?**

Yes. The motorway companies ASF and ESCOTA offer a lump-sum payment based on the comparison of Caplis and TIS PL rebates during the last 6 months. SFTRF offers additional rebates per company. In order to benefit from the switching incentives the Caplis Cards need to be cancelled first. See document *Overview of TIS PL Rebates and Switching incentives*.

### **4. When is the best moment to switch from Caplis Card to TIS PL?**

A logical moment to switch is when the Caplis Cards expire. However, it is not necessary to wait until this happens. It is possible to switch any time. In order to benefit from the switching incentives the Caplis Cards need to be cancelled first.

### **5. How does the cancellation of Caplis Cards work in practice?**

The Customer needs to send all his Caplis Cards to his service provider with a cancellation letter. The service provider will send the customer a letter confirming the cancellation of Caplis. The customer will need to send this letter to ASF, ESCOTA & SFTRF in order to get extra rebates or incentives.

### **6. How much longer will the Caplis Card be valid?**

Caplis Cards will be a valid means of payment until end of March 2008. Rebate levels of Caplis Cards will be gradually lowered.

### **7. Is it necessary to cancel Caplis Cards before TIS PL e-boxes can be ordered?**

No, Caplis Cards do not have to be cancelled before e-boxes can be ordered. However, the switching incentive will only be granted if the Caplis Cards were cancelled before.

### **8. Is there a difference in rebates between the Caplis Cards and TIS PL?**

The main difference between Caplis Card rebates and TIS PL rebates is that Caplis Card rebates are calculated per fleet and TIS PL rebates are calculated per vehicle. During the transition year Caplis Card rebates will be gradually lowered while there are special rebates and incentives to switch for TIS PL.

### **9. Will the euroShell Card continue to be a valid means of payment?**

Yes, the euroShell Card will continue to be a valid means of payment during the transition period and beyond. Direct payments with the euroShell Card are not subject to rebates, but are a convenient alternative to TIS PL for customers that do not visit France frequently.