



Gertjan Breij, the fact that an experienced toll service provider like DKV favours the Satellic Box over of its own DKV BOX at the start of the new Belgian tolls system speaks volumes indeed. Yet, could you explain why in your view the time frame from September to April is too narrow?

Guaranteed customer service has always been our first priority. Besides, the Satellic Box currently is the only certified mode of payment for the new Belgian tolls system. Becoming a certified tolls payment partner generally presupposes a preceding twelve- to eighteen-month period required for application, registration and testing. This has been demonstrated by our past experiences regarding the certification of the DKV BOX for France, Portugal and Spain together. Considering this, the time frame until the start of the new Belgian tolls system by 1 April 2016 is just too narrow. Offering a country-independent toll box that would also include the new Belgian tolls system as from 1 April 2016 already at this stage would in my view be precarious, as it cannot be guaranteed that this box would function spotlessly right from the start of the new tolls system. By contrast, the Satellic Box is guaranteed to function by that time, and it is moreover the cheapest option in the market for having been issued by the tolls operator itself. Also, the customer will not be due for any box fees apart from a Satellic Box deposit, which will be refunded by credit booking when the box is returned.

How is it possible that other country-independent boxes are being offered nonetheless?

Several competitors would seem to consider offering on board units for the new Belgian tolls system. These boxes, however, may probably have been envisaged for the Ecotaxe project (*the French levy on the Route Nationale, suspended in 2014, ed. comment*). If it is indeed these boxes that are at issue, the question presents itself if they will turn out to be fully compatible with the technical specifications issued by the operator of the new Belgian tolls system Satellic.



What other requirements must be met by providers of country-independent on board units?

According to current information, a major requirement is registration as an EETS (Electronic European Tolling System) provider. Apart from AGES Maut System GmbH & Co. KG of Langenfeld, Germany, in which also DKV Euro Service participates, there is as yet no other organisation certified as EETS provider.

What effort is expected from customers?

The tolls operator offers online registration. We complement this by way of a unique all-in service, which only requires customers to submit necessary documents like copies of vehicle licences. After this, DKV will assume full responsibility for registering, entering and recording individual vehicles in the system of the toll operator and fine-tuning with Satellic. Finally there is the logistic task imposed on the customer regarding despatch, installation and activation of the toll boxes, which must, after all, not affect or obstruct the customer's daily business routine. For this reason we would recommend customers to register at a stage as early as possible, in order to avoid and prevent bottlenecks just before the start of the tolls system. So far our expectations regarding the number of boxes ordered and despatched have been greatly surpassed, which demonstrates to us the huge confidence our customers have been putting in our products.

How to proceed?

Obviously we initiated the registration process as soon as the technical specifications were issued by the tolls operator. In our capacity as partner in AGES Maut System GmbH & Co. KG of Langenfeld, Germany, we have been working for quite some time on a uniform umbrella solution for the European Electronic Tolling System (EETS). DKV already complies with one of the requirements of EETS, as its customers receive only one invoice for all their European tolls transactions.



Thank you for this interview, Mr Breij.