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# Electronic Toll Collection System of the National Revenue Administration

**SPOE KAS**



## **e-TOLL system**

**The Head of the National Revenue Administration is responsible for the electronic toll collection system:**

The e-TOLL system enables the execution of electronic toll collection for toll sections of motorways, expressways and national roads in Poland, managed by the General Directorate for National Roads and Motorways.

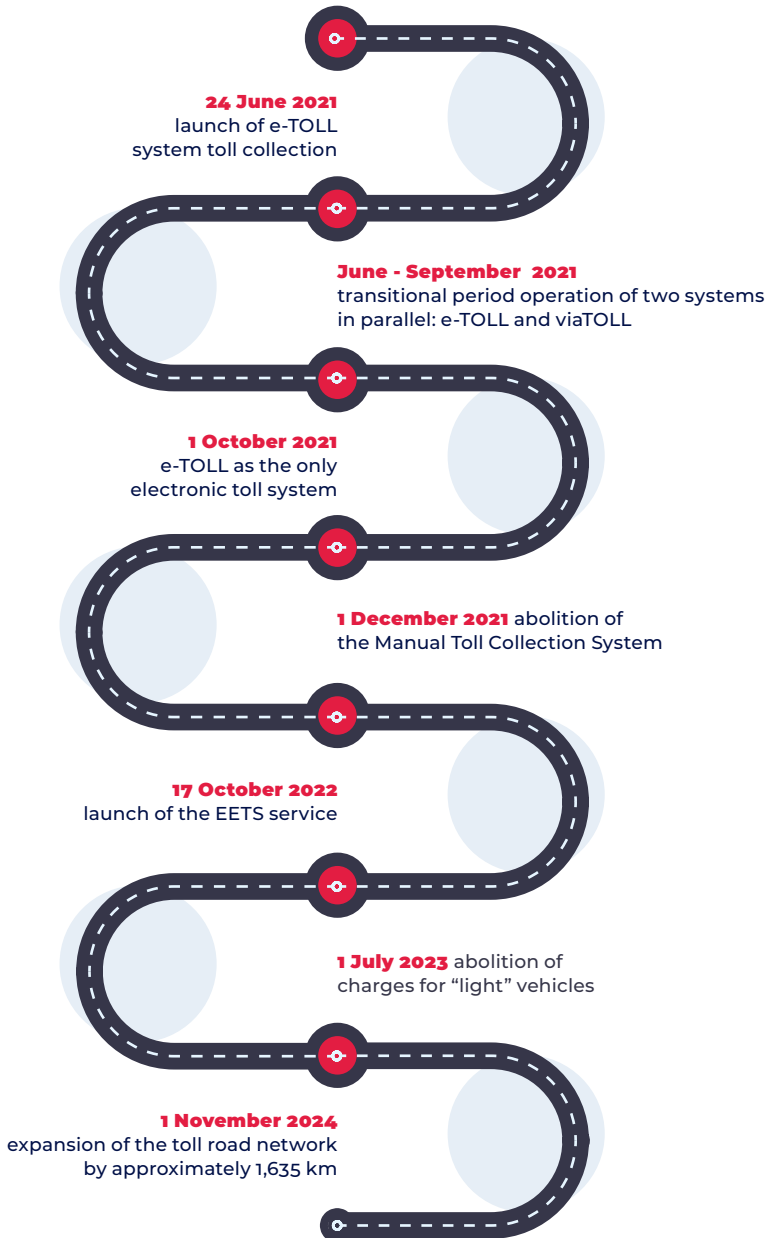
**For vehicles with a gross vehicle weight (GVW) over 3.5 tonnes:**

Applies to motor vehicles or vehicle combinations and buses irrespective of GVW (does not apply to agricultural tractors).

**Modern technology:**

The technology used in e-TOLL is based on Global Navigation Satellite Systems (GNSS) satellite positioning and wireless data transmission via mobile network operators.

# History of e-TOLL



## Toll road network



**± 5 255 km**

**COUNTS THE NETWORK  
OF TOLL ROADS IN POLAND**

**± 1300 km** of motorways

**± 2855 km** of expressways

**± 1100 km** of national roads

## **How to use e-TOLL**

Registration can be done through:

- » Online Customer Account (OCA),
- » a visit to the stationary network of Customer Service Facilities (MOK),
- » fleet card operator.

## **Online Customer Account (OCA)**

In OCA, the user can, among other things:

- » register an account and manage it,
- » top up a prepaid billing account balance,
- » check the history of financial transactions, notes, transits,
- » report technical problems.

## **Customer Service Facility (MOK)**

At MOK, the user can, among other things:

- » register for e-TOLL,
- » top up a prepaid payment account with cash or pay a debit note,
- » make a cash collateral, for a deferred payment account, by credit or debit card,
- » buy an On Board Unit.

There are currently 90 full-service points within the stationary distribution network.

## **Call center (TCOK)**

TCOK serves users in Polish, English, German and Russian.

Call charge according to the operator's price list.

The helpline is open 24 hours a day, 7 days a week.

**+48 22 460 59 77**

## **Devices in e-TOLL:**

- » Mobile application e-TOLL PL – free, dedicated mobile application, available for download in the Google Play store or AppStore.
- » OBU (On Board Unit) – on-board unit which can be transferred between vehicles.
- » External Localization System (ZSL) – a localization device permanently mounted on the vehicle by the ZSL operator, cannot be transferred between vehicles.

## **The European Electronic Toll Service (EETS)**

- » The service makes it possible to pay for transit on toll road sections in areas equipped with electronic toll collection systems.
- » The EETS service is active since 17 October 2022 and is provided by an accredited provider, **Telepass S.p.A.**, from that date.
- » Since 1 August 2024, the service is also provided by **Toll4Europe GmbH**.

## **etoll.gov.pl/en website**

The website includes:

- » Articles
- » Calculators
- » User area
- » Providers area



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