

## FAQs - Operating the European Device in Spain

### 1. How do I know which lane to use on the Spanish motorways?

You can use the Telepass to pay the toll on all motorways on the VIA-T network.

There are two types of access:

- **Exclusive toll lanes:** These lanes are reserved exclusively for users who have the Device. To access these lanes it is mandatory that the vehicle be equipped with an electronic toll system (Device). These lanes are located at the end of the motorway barrier.

The road sign is marked by a “T” logo on a blue circular background.



- **Mixed toll lanes:** These are lanes where the device is accepted as a payment method, along with other methods such as a credit card or cash.

The road sign is marked by a “T” logo on a blue square background.



This image shows the different lanes:



\*The images in this document are included by way of examples only

## 2. What happens in Spain if the barrier does not open?

- Do not get out of the car.
- Do not reverse.
- Do not remove the Device from the vehicle.

**If a staff member is present:** The motorway staff member will approach the vehicle to request the Device and read it manually by entering the PAN number ("ViaT number" on the label) of the Device.

In other cases, you will be asked to collect a ticket that identifies the entrance onto the motorway. The ticket must be shown to motorway staff when leaving the motorway. You will therefore need to enter using a manual lane.



**If no staff member is present:** At the side of the lane you will see an intercom through which you can speak with motorway staff. You will be asked to insert the Device into a reader equipped with a camera that checks the PAN number of the Device ("ViaT number" on the label). The barrier will then be opened manually.

Some motorways have not yet installed readers. In this case they will ask for the PAN number of your Device ("ViaT number" on the label), or will provide a ticket identifying the entrance.



## 3. What is meant by the (beep) sound that the Device emits in Spain?

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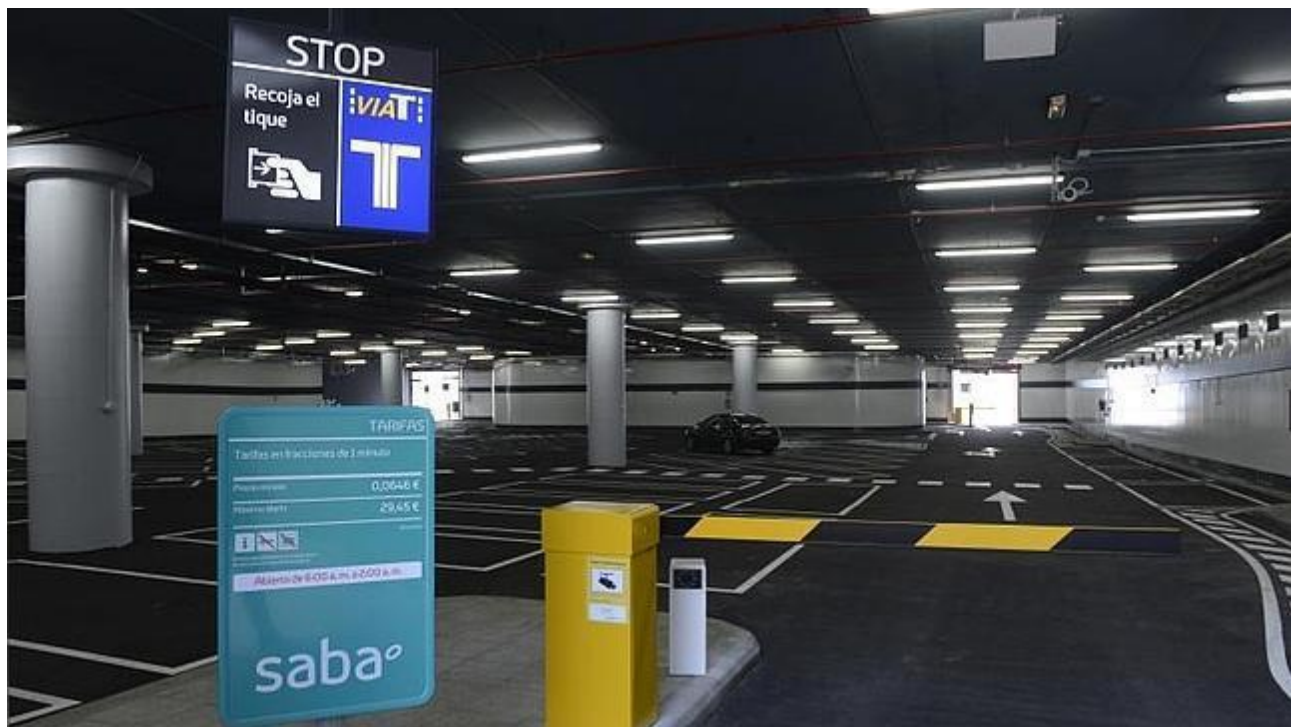
The following indications apply in Spain:

- On Spanish lanes, 3 beeps indicate that the Device is blocked or that there is an error in the motorway antennae.
- There is an exception in Galicia (AP9), Spain: the Device beeps when it goes past antennae located on the other side of the motorway (where the antennae are used to collect traffic information without charging tolls, as they are not configured to do so).

#### 4. Does the Device work in car parks in Spain?

The Device is only enabled for payment at approved car parks, most of which are marked by the VIA-T logo.

For an updated list of approved car parks:  
<http://www.pagatelia.com/parkings>



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