

FAQs - Operating the European Device in Portugal

1. Does the service work on the bridges in Lisbon?

Yes. The service works on the 25 de Abril and Vasco de Gama bridges.

2. How do I know which lane to use on the Portuguese motorways?

- **“Vias aderentes”**: on Portuguese motorways, the Via Verde (green lane) lanes are identified by a sign with a "V" on a green background. The maximum permitted speed is 40-60 km/h. These lanes are reserved exclusively for users who have the Device. **There are no barriers.**



For further information, go to <https://www.viaverde.pt/ferramentas/mapa-de-autoestradas>

IMPORTANT: in Portugal, using the Device means it is mandatory to use the Via Verde and/or electronic tolls indicated above. Exiting through a gate with an operator will be considered a toll violation and lead to an obligation to pay the maximum toll.

Entering the motorway through a gate with an operator leads to an obligation to exit through a gate with an operator and to pay the toll using an alternative payment method (not the Device).

- **“Free flow” electronic tolls (ex-SCUT)**: these motorways, where only electronic tolls are allowed (there are no traditional toll booths), are marked with the symbol "electronic toll only".



For further details, see <http://portugaltolls.com/en/web/portal-de-portagens/home>

A map showing the toll booths in Portugal, with a distinction between paid and toll-free sections, is available by clicking on this link: <http://www1.estradas.pt/documents/1029518/ea7c598f-e24f-4b80-be0b-fbdffe69bde4>

3. What happens in Portugal if a malfunction occurs in the lane?

“Vias aderentes”: these lanes have traffic lights. If the antenna detects the Device, the green light will come on. However, if the light is yellow, you must contact the motorway operator. In either case, do not stop.

Free flow electronic tolls (often called ex-SCUT in Portugal): on these motorways there is no indication as to whether or not the journey was undertaken correctly. In any case, do not stop.

It is not a problem if the device does not work in Portugal (Vias aderentes or ex-SCUT) since the motorway has a registration with the licence plate linked to the Device.

The violation detection camera takes a photo of your vehicle and the its licence plate, links the licence plate with the journey, then the motorway transfers this information to Via Verde Portugal then to the authorities (only if necessary).

4. What do I do if a malfunction occurs in the lane?

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

5. What is meant by the (beep) sound that the Device emits in Portugal?

The following indications apply in Portugal:

- On the Via Verde lanes, normal passage is not indicated by a beep, but by the **green traffic light in the lane**; the yellow light indicates a payment problem, the Device has not been detected by the antennae;
- On the free flow electronic sections, the Device emits a beep when passing beneath each gate, indicating normal passage.

6. What are the billing times for tolls in Portugal?

The following special cases should be noted for Portugal:

- Normal transactions (passage OK) in Portugal will be received between 2-5 working days after the journey;
- Reconstructed transactions (where it was not possible to read the Device and the transaction was associated with the license plate and back office Device) will be received within 10-15 working days after the journey.
- Invoices sent by Via Verde do not indicate the date of travel, only the date the invoice was issued by the motorway.

7. Licence plates for Portugal

Before travelling to Portugal, make sure that the Device is correctly linked to the licence plate number. Please remember that the European Service is linked to the most recent licence plate declared.

The licence plate is essential in settling the journey if the device does not work properly.

NOTE! A licence plate that is not linked to the device or not updated will result in a fine.

To check the plate linked with the European Telepass, go to your reserved area or a Blue Point (Punto Blu). To change the licence plate associated with the European Service on the website, you will need to enter a new licence plate to overwrite those already present.

8. Does the Device work in car parks in Portugal?

No. The Device is not enabled for the payment of parking in Portugal.