

FAQs - Operating the European Device in Spain and Portugal

1. Does the Device work on all motorways in Spain and Portugal?

Yes. The Device works on all motorways in Spain and Portugal. Further information about the motorway network on which the Device is accepted is provided below:

<http://www.viat.es/donde-utilizarlo/en-autopistas-espanolas>

<https://www.viaverde.pt/ferramentas/mapa-de-autoestradas>

<http://portugaltolls.com/en/web/portal-de-portagens/home>

2. Are there special lanes for different vehicle classes in Spain and Portugal?

All lanes in Spain and Portugal are available to all classes of vehicles that pay tolls.

3. I have a trailer/caravan. Is it automatically taken into account when calculating the toll?

Yes. The portal detects the vehicle and any trailer, campervan and/or caravan.

4. How do I know what classification my vehicle is?

Information about vehicle classifications is shown below, according to the country and the motorway:

- Vehicle classification (ES): On motorways, the **light vehicle** category generally applies to:

- Motorcycles with or without sidecar,
- Cars without a trailer or with a trailer without twin wheels (dual tyre),
- Large and small vans with two axles and four wheels,
- Minibuses with two axles and four wheels.

- Vehicle classification (PT): <https://www.viaverde.pt/Ferramentas/classe-veiculos>

5. How can I get a refund for a double toll payment in Spain and Portugal?

You will need to file a complaint with the motorway, indicating your entrance station and proof of the payment made using alternative methods (e.g. a bank receipt for payment by credit card).

In Portugal you will also need to provide the PAN number of the device (the "ViaT number" on the label).



In Spain, you will need to indicate the PAN number of the Device (the "ViaT number" on the label) and the first and last name of the end customer submitting the request. On motorways managed by Bidegi (Basque Country) and some motorways belonging to the network managed by Abertis (see the lists by clicking the links below), you must also provide a scan of some form of identification for the end customer submitting the request.

Abertis: <https://www.autopistas.com/es/content/precios-y-peajes>

Basque

Country

-

Bidegi:

http://www.bidegi.eus/Bidegi_Web/Sec_Home/wf_home.aspx?Idioma=es-ES

Basque Country - Interbiak: <https://interbiak.bizkaia.eus/>

6. How do I file a complaint relating to a toll payment on Spanish and Portuguese motorways?

All complaints relating to the costs of the toll invoiced and charged (except, for reasons of data privacy, complaints relating to the Bidegi network in the Basque Country and certain motorways belonging to the Abertis network where a scan of the customer's identity document is required) must be sent to Telepass using the appropriate customer service channels, within 90 days of the date of receipt of the bill.

In the case of the following motorway operators who request a scan of the identity document of the user making the complaint, for privacy reasons, complaints must be sent directly to the operators of the motorways concerned:

Abertis: <https://www.autopistas.com/es/content/precios-y-peajes>

Basque

Country

-

Bidegi:

http://www.bidegi.eus/Bidegi_Web/Sec_Home/wf_home.aspx?Idioma=es-ES

Basque Country - Interbiak: <https://interbiak.bizkaia.eus/>



If a complaint concerning Portugal is unsuccessful and/or if you have to pay the toll on Portuguese motorways retrospectively, you can do so at:
https://www.pagamentodeportagens.pt/PPP_Portal/InfractionClaim.jsf