

## FAQs - Operating the European Device in France

### 1. Does the device work anywhere in France?

Yes. The device can be used everywhere in France.

The **Liber-t motorway network in France** is available at: <http://www.autoroutes.fr/fr/les-societes-d-autoroutes.htm>. Further information about the French toll motorway network is available from the ASFA association (French association of toll operators) <http://www.autoroutes.fr/en/publications/key-figures.htm>

### 2. Does the service work in the Mont Blanc and Fréjus tunnels between France and Italy?


No. The service does not work in these tunnels. You will need to use an alternative payment method.

### 3. Does the service work on the Millau viaduct?

Yes. The service works on the Millau viaduct.

### 4. Which vehicles can I use the Telepass for in France?

Telepass can be used with Class 1, 2 and 5 vehicles and those similar to Class 1 (French classification).

CLASSE VEICOLI	
Tipo	Descrizione
 Classe 1	Veicoli con altezza fino a 2 metri e peso fino a 3,5 tonnellate
 Assimilati Classe 1	Veicoli di Classe 2 adattati per il trasporto disabili
 Classe 2	Veicoli con altezza tra i 2 e 3 metri e peso fino a 3,5 tonnellate
 Classe 5	Motocicli, sidecar e mezzi a tre ruote

### 5. How do I know which lane to use?

All vehicles with the Device (2-axle vehicles weighing less than 3.5 tonnes and below 3 metres high) can use the lanes with the orange symbol overhead.



There are three types of lanes:

- a) **Stop&Go "t" lanes (with an orange "t"):** all vehicles are allowed to pass through these lanes, including lorries with a maximum height of 3 metres and a laden weight of 3.5 tonnes, with an obligation to stop;



- b) **30 km/h "t" lanes:** or dynamic lanes, all vehicles are allowed on these lanes. For safety reasons and to allow the systems installed in the lanes to collect information, vehicles must slow to 30 km/h when passing through the toll stations and remain at a safe distance (about 4 m) from the vehicle in front;



- c) **Mixed lanes:** here you can pay by cash or credit card; the Device is accepted only if there is an orange "t" above the lane (stop&go).



**NOTE!** It is important to read the signs at the station carefully, as some "t" lanes, usually located on the left side of the station, may have height restrictions.

These **"Réservé t" reserved lanes** are ONLY for vehicles with a maximum height of 2 metres; **motorcycles and vehicles over 2 metres high are not allowed in these lanes.**



## 6. What safe distance must be left between vehicles?

The minimum distance is 4 metres.

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

**7. I have a campervan / caravan / bicycles on the roof over 2 metres. Can I go through any toll lane?**

No. There are two types of lanes. One type of lane has a height restriction of 2 metres ("Réservé t"), whereas the other has no restrictions.

The "Réservé t" lanes are usually on the left. These lanes are only suitable for Class 1 vehicles under 2 metres high with a max. weight of 3.5 tonnes.



Vehicles of more than 2 metres in height must use the lanes with an orange "t"

**IMPORTANT:** Owners of campervans with a height of over 3 metres or weight of over 3.5 tonnes cannot use the toll device.



**NOTE!** The height limits of 2 and 3 metres includes any objects attached to the vehicle roof (e.g. luggage, satellite dishes, open roofs, etc.).

**8. What should I do if I am travelling in a Class 5 vehicle (motorcycles, sidecars, three-wheel vehicles)?**



Use a lane marked with the symbol with no height restriction barrier. If you need to use a lane with a barrier, ask the service staff for assistance.

**NOTE!** If you pass through the barrier lane without notifying your entry, you will have to pay the charge for Class 1 vehicles.

**9. Will the detection system know if I am driving a campervan, for example?**

Yes. It will recognise it immediately.

**10. I have a vehicle taller than 3 metres. Can I use the Liber-t lanes?**

No. Vehicles over 3 metres in height cannot pass through the Liber-t lanes or use the device to pay tolls in France. These vehicles are considered heavy goods vehicles in France. You will have to use the lanes for heavy goods vehicles (TIS-PL service) and use a different payment method to the Device. In general, the lanes furthest to the right have been set up for vehicles over 3 metres in height.

**11. What is the maximum permitted length of a caravan/trailer?**

There is no maximum length. To find out about toll prices in France, go to: <http://www.autoroutes.fr/en/vehicle-classification.htm>

**12. One year I travelled with a trailer, and the following year without. Do I have to provide this information?**

No, the detection system recognises the type of vehicle you are travelling in. There is no distinction in France.



**13. I am towing a boat behind my car. How does the toll system work in this case?**

This works as though you are travelling with a caravan. The detection system will pick up the trailer. Make sure the height does not exceed 2 metres for Class 1 vehicles (max. 3.5 tonnes).

**14. What happens if the barrier does not open?**

If the Telepass does not work upon entry, request assistance using the automatic terminal available in the lane, and collect the entrance ticket.



When exiting, be sure to choose only lanes marked with the symbols  and  with no height restriction barrier.


If the Telepass works, you must stop and show it, and your ticket, to the service staff: you will then be charged the correct amount for the journey undertaken.

**NOTE!** If you do not stop and show the Telepass to the service staff, you will be charged the maximum possible distance.

If the Telepass does not work at the exit either, you will have to pay the toll using another payment method.

**15. What happens if I entered using a “t” lane but exit using a lane without the “t”?**




If you used a lane marked with the symbol  on entry but not on exit, the motorway operator will not be able to accept the journey as completed without an entrance ticket. You will therefore be required to pay the toll corresponding to the longest route (Tarif Le Plus Cher).

**16. "I was issued a ticket at the previous barrier because the Device was not working. How do I pay it?"**

When you reach the next toll station, choose a lane marked with a green arrow pointing downwards




. Show your Device and the ticket to the operator, if present. The Device will be returned to you and you can then reattach it to the windscreen.


In automatic lanes, insert the ticket into the automatic terminal, and move the device close to the scanner. The correct amount will be paid automatically by the toll payment Device. If necessary, press the "assistance" button.

**17. Which car parks can I use the Device in, and how does the parking payment work?**

There is a list of around 400 approved car parks. This is subject to periodic changes.



When you arrive at the car park, look for the logo  to see if you can pay using the Device. At the entrance to the car park, **take a ticket and keep it.** It is often needed to get back into the car park on foot when you go to pick up your car.

When you leave, do not queue at the automatic pay machines. Go directly towards the Libert-t lane marked with the orange “t” .


**Insert the ticket into the scanner at the exit. The device will be recognised, will emit a beep and the barrier will open.**

Some car parks may require confirmation that the payment has been made using Libert-t before the barrier will open. The parking price will be added to the bill.

**18. How can I get reductions when travelling with disabled people?**

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



Use a manual transit lane (not marked with the symbol ) and show the **Device** and **vehicle registration document** to the service staff. The vehicle registration document must indicate that the vehicle is intended for carrying disabled passengers.

If there is no manual transit lane, use another lane and ask the service staff for assistance.

**The reduction is only valid for Class 2 vehicles paying the toll for Class 1.**

#### **19. How do I submit a request for payment of French motorway tolls?**

All claims relating to the toll amounts invoiced and charged must be sent to Telepass, using the appropriate customer service channels, within 90 days from the date of receipt of the bill.