



Bakwena Platinum Corridor Concessionaire (Pty) Ltd
Company Reg No: 1998/004523/07

Physical Address
24 Sunninghill Office Park
Peltier Road, Sunninghill, 2147
Johannesburg
South Africa

Postal Address
Postnet Suite 151
Private Bag X26
Sunninghill, 2157
South Africa

Tel: +27 11 519 0400 · Fax: +27 11 519 0414
Email: info@bakwena.co.za · www.bakwena.co.za

Frequently asked questions along the Bakwena N1N4 routes

- **Question: My family and I use the Swartruggens Toll Plaza daily for work and other purposes. Is there a discount, and how do we apply?**

Answer: Yes there are discounts. Bakwena is proud to announce that Swartruggens and Groot Marico bonafide residents qualify for a 75% discount at the Swartruggens Toll Plaza, while Zeerust bonafide residents qualify for a 15% discount! To register, visit Bakwena's Swartruggens Municipal Office at Thusong Centre or the Jouba Koffiehuis in Groot Marico, at Paul Kruger Street. Remember to bring your South African ID, proof of residence and your vehicle registration. For more information, please visit www.Bakwena.co.za or call 014 503 0963.

All social discount card holders must open an e-tag account before 30 June 2014 to keep enjoying their reduced toll tariffs! Visit our offices in: Groot Marico (Jouba Koffiehuis, Paul Kruger Str.) or Swartruggens (Thusong Centre, Swartruggens Municipal Offices) or call Chris van der Walt on 014-503-0963 (o) or 082-629-0293 or call 0800 BAKWENA (2259362) for more information.

- **Question: If one lives in the Wallmanstal area, and travels every day to Centurion to work, does one qualify for concession on the N1North and N1South? Please advise.**

Answer: Bakwena offers the following discounts:-

Social Discounts

Bona fide residents of Hammanskraal/Themba area qualify for the social discounts. All social discount card holders must open an e-tag account before 30 June 2014 to keep enjoying their reduced toll tariffs! Visit our offices in: Groot Marico (Jouba Koffiehuis, Paul Kruger Str.) or Swartruggens (Thusong Centre, Swartruggens Municipal Offices) or call Chris van der Walt on 014-503-0963 (o) or 082-629-0293 or call 0800 BAKWENA (2259362) for more information.

Local Discounts

Local discounts are granted to bona fide residents of Zeerust, Swartruggens and Groot Marico

Public Transport Discounts

In the urban Tshwane area, public transport vehicles (buses and mini bus taxi's) qualify for discounts at Zambesi, Stormvoel and Pumulani plazas.

Discounts are subject to annual renewal and are granted at the discretion of Bakwena

- **Question: How do I become a cashier at one of Bakwena's tollbooths?**

Answer: Our sub-contractors, Pt Operational Services (Pty) Ltd handles all of the recruitment for our toll collectors. Their contact number is 012-804-9057. Please get in touch with them for more information.

- **Question: How does Bakwena plan to ensure the safety of the road users?**

Answer: Bakwena makes every effort to ensure the safety of not only the users of our road but the well-being of the protestors as well. We were shocked then to hear about the fatalities and injuries tied to the latest protest action. Our condolences go out to the families of those killed and we pray for the health of the injured. We do believe that this horrible accident reinforces our much stated belief that protest action, no matter how orderly and lawful, still presents a danger to road users and protestors.

- **Question: Why do we have to pay toll fees for a road that is still under construction?**

Answer: The tolls generated on the Bakwena Platinum Highway Freeway go towards servicing the debt accrued for the initial construction, daily operations and maintenance and the ongoing upgrade and rehabilitation of the highway. Bakwena does not have control over toll tariffs, as these are determined by government. Bakwena can therefore only adjust the tariffs once a year, and then only with approval of the Minister of Transport.

- **Question: How are the tariff's calculated?**

Answer: There are a few specific calculations that go into determining the fee you pay at a toll plaza:

- The value of the fuel and time savings that consumers enjoy when travelling on a toll road.
- The capital expenditure on the particular section of the road is calculated over the concession period.
- The affordability for the road user is taken into account
- The traffic volumes in the particular sector are also considered, as high traffic volumes on a particular stretch of road require higher maintenance for that section.

- **Question: When paying for toll fees, are there any other alternatives to making payment, besides cash or credit cards?**

Answer: Yes, you may use a Bakwena or SANRAL e-tag. At present, Bakwena accepts the following cards for e-tag payments - South African Master and Visa credit cards, Absa Fleet, First Auto, Nedfleet, Stannic fleet cards and certain approved Garage cards.

- **Question: How does Bakwena allocate its sponsorships?**

Answer: Bakwena is committed to the communities along its route and has, since inception, participated in several programmes and initiatives to uplift the lives of people residing in its operating areas. Bakwena's CSI programme currently focusses on:

- skills development and education through, amongst others, the allocation of two bursaries for undergraduate studies, community road safety education and awareness programmes, environmental education workshops for educators, life skills and vocational training for previously disadvantaged employees;
- support and encouragement of entrepreneurial development through a dedicated Development Fund;
- support to various community development initiatives on an ad hoc basis subject to selected criteria; and

- support to youth sports development

• **Question: I can see that some roads maintained by Bakwena are under construction. I was wondering how do I become a supplier for Bakwena?**

Answer: Bakwena have appointed various service providers to assist with the operational aspects of the roads that they manage. Our PT Operations team is responsible for managing these operations and it will be best to contact them directly to enquire on +27 12 804 9057, however they do have a preferred supplier list at present.

• **Question: I would like to apply for an e-tag. How do I get one? Does your e-tag only work on Bakwena Freeways only or can I use it Nationwide?**

Answer: E-tags are available from dedicated e-toll Customer Care Outlets at shopping malls, e-toll service centres along the Gauteng freeway and from selected Checkers, Pick 'n Pay and Shoprite stores at a fee of R49.95. Please note that after you purchase your e-tag at retailers, you will need to register it on the system, this will not be done automatically.

As of the 3rd of December 2013 all SANRAL e-tags have been working successfully on the Bakwena N1N4 toll route. It is important to note that Gauteng e-tag holders will need to ensure that their e-tag is registered properly with SANRAL, that it is linked to the vehicle they are travelling in and that their e-toll account has sufficient funds available.

• **Question: I have had an e-tag for about 4 years now. I want to cancel my e tag. What do I need to do to cancel it? Do I pay a monthly fee?**

Answer: Please contact our e-tag department on etaghelp@ptops.co.za or dial 012-804-9057 to cancel your e-tag. There is no cancellation fee.

• **Question: I already have an e-tag, but I would also like to apply for another one to cater for my motorbike. What do I need to do in this regard?**

Answer: E-tags are available from dedicated e-toll Customer Care Outlets at shopping malls, e-toll service centres along the Gauteng freeway and from selected Checkers, Pick 'n Pay and Shoprite stores at a fee of R49.95. Please note that after you purchase your e-tag at retailers, you will need to link it to your SANRAL account .

• **Question: Why isn't there a discount for individual e-tag holders who frequently have to use the Bakwena Toll Plazas?**

Answer: The concessionaire has the right to charge and collect tolls on the Bakwena N1N4 Toll Road, and a structure of appropriate discounts and rebates is in place.

Initially frequent user discounts were introduced to encourage e-tag uptake, however due to the slow uptake of e-tags we removed this discount. In the interest of fairness, discounts are offered to qualifying residents in the vicinity of toll plazas. The extent of the discount is determined according to the area of residence, distance of toll road usage, and is approved by Bakwena. Bakwena has various options available to local residents in terms of applying for these

discounts, and local residents are asked to visit a Bakwena discount office in their area or contact Pt Operational Services on 012-804-9057. It is important to note that residents need to present their identification document, proof of residence, as well as their vehicle licence to qualify. Please visit our web site www.bakwena.co.za to see the list of discounts we offer.

- **Question: How do I report a stolen e-tag?**

Answer: Please report your stolen e-tag to the Bakwena call centre. They can be reached on 0800 2259 362 .

- **Question: I currently have an e-tag but I have bought a new vehicle. Do I need to change any information with you or do I just put the e-tag in the new vehicle?**

Answer: If you have migrated your Bakwena e-tag to SANRAL or have a SANRAL e-tag, please log into your SANRAL account and change the vehicle details. If you have your e-tag still with Bakwena, please contact our e-tag office on 012804-9057.

- **Question: Can you link a Bakwena tag to an e-toll e-tag and if so, how?**

Answer: It is not possible to link two tags. The system is designed to have one tag which will operate on both Gauteng Open Road Tolling and Bakwena e-toll roads. In future other toll roads will be linked to the e-toll Transaction Clearing House (TCH) and process e-tag transactions.

- **Question: When we return faulty or damaged Bakwena tags at the customer service outlets, will the customers be refunded the R49.95 fee they paid initially?**

Answer: No, the R49.95 will not be refunded; however the tag may be exchanged for an e-tag which carries no cost and is free.

- **Question: As an e-tag holder, do the discounts applied on Gauteng Open Road Tolling (GORT) apply to the Bakwena tolls?**

Answer: No, Bakwena has its own discount system.

Bakwena has the following discounts which can be applied for:-

- Social Discounts - Bona fide residents of Hammanskraal/Themba area qualify for the social discounts. All social discount card holders must open an e-tag account before 30 June 2014 to keep enjoying their reduced toll tariffs! Visit our offices in: Groot Marico (Jouba Koffiehuis, Paul Kruger Str.) or Swartruggens (Thuson Centre, Swartruggens Municipal Offices) or call Chris van der Walt on 014-503-0963 (o) or 082-629-0293 or call 0800 BAKWENA (2259362) for more information.
- Local Discounts - Local discounts are granted to bona fide residents of Zeerust, Swartruggens and Groot Marico
- Public Transport Discounts - In the urban Tshwane area, public transport vehicles (buses and mini bus taxi's) qualify for discounts at Zambesi, Stormvoel and Pumulani plazas

Discounts are subject to annual renewal and are granted at the discretion of Bakwena.

- **Question: Do Bakwena road users have 2 accounts; 1 at Bakwena and the other with Gauteng Open Road Tolling?**

Answer: No, the road user will make use of one account only. You will only have one account with one statement and will receive multiple invoices for each toll road. The Bakwena account will be closed by Bakwena once the customer has registered with the e-toll Transaction Clearing House (TCH)

- **Question: What is Bakwena doing about high toll tariffs?**

Answer: The tariffs as negotiated and agreed with the public some 12 years ago are fixed for the duration of the concession contract.

Bakwena focuses on the enhancement of the road to a level above the minimum contractual requirements by increasing the road capacity, geometric design, providing lighting, attention to the environment and improvement of the road surface. Additional services like route patrols to assist motorists in distress (broken down vehicles, vehicles running out of fuel, road users involved in accidents) and a 24/7 call centre.) are provided also.

All these things and more are done to increase the benefits and services the road offers to the road user.

- **Question: Who decides how our roads are paid for?**

Answer: Parliament has the final say with various pieces of legislation making provision for different ways of funding roads. SANRAL was established by the National Department of Transport in terms of legislation to see to all road related activities as directed by government.

- **Question: How much of our tax money can SANRAL use?**

Answer: SANRAL competes with other state departments and agencies for funds to meet its obligations. SANRAL does not decide how much money is available for the construction, maintenance and operation of roads and SANRAL must find ways to deal with the shortfall.

Options available to SANRAL are to stop projects, delay the start of projects or implement toll roads. If SANRAL decides to do nothing about the shortfall and potholes and general deterioration follows, the cost of road usage will increase substantially, giving rise to higher costs for goods and services also.

- **Question: Why is it important to maintain and improve the capacity of our roads?**

Answer: More than 83% of goods is transported by road and therefore transport cost forms a significant part of the total cost of products. If roads are bad, the operating cost of trucks could easily increase by 300% - a cost that is likely to be passed on to consumers in the end.

If timeous maintenance is not done, the cost of delayed maintenance will drastically increase and more funds will be required. It is important to do maintenance in time to keep costs low because road problems such as potholes only get bigger and more expensive to fix.

- **Question: What is tolling and why is it important?**

Answer: The South African National Road Network, managed by the South African National Roads Agency Ltd (SANRAL), connects major cities with towns and developing villages in rural areas of the country. The national road network stimulates economic growth, tourism and social development and creates economic opportunities.

Toll roads in South Africa are managed and funded by SANRAL or private companies which have concessions to operate toll roads. Toll road operations can be divided into two parts – those managed and funded by SANRAL and the toll roads which are wholly funded by private companies (Concession holders).

Tolling is an unbiased method to let road users pay only for the section of road used based on the “user-pay” principle. In some instances, non-users of the road also benefit because transport costs decrease, which leads to a reduction in the cost of products transported by road.

SANRAL’s approach ensures that the individual design of each road section is based on the needs of the particular section.

Tolling is important because it:

- Enables SANRAL to provide roads sooner because there is no waiting for traditional tax-based money, ensuring that infrastructure is provided to generate economic growth, otherwise tax income will drop and the economy will deteriorate.
- Delivers the much needed infrastructure sooner and therefore when it is needed.
- Ensures dedicated funding for road maintenance, saving money for road users.

- **Question: What are the benefits of tolling?**

Answer: Toll fees benefit consumers because:

- The roads are in a good condition, which contributes to improved road safety and reduces travelling distances, resulting in substantial savings on running costs and travel time.
- The “user-pay” principle is a fair and precise way of paying for transport facilities.
- Road users only pay for the roads they use.
- The continuous stream of funds reduces road construction costs.
- SANRAL has implemented a Freeway Management System which monitors roads and ensures road user assistance in emergency situations.
- Well-engineered roads which require less maintenance over greater periods of time.

- **Question: What are the different types of tolling?**

Answer: Toll fees can be collected by:

- Traditional Toll Collection - done on open roads or freeways where people pay a toll fee at a Toll Plaza.
- Electronic Toll Collection (ETC) – a system where no cash transactions take place. It can take place in various forms. Current ETC methods include the swiping of credit cards at the plaza and the use of an e-tag system, on the N1N4 operated by Bakwena, where the vehicle is required to slow down on approach to the toll booms.

When the transponder is picked up by the technology mounted on the toll booth, the boom will open allowing the vehicle to pass.

- Open Road Tolling - another form of Electronic Toll Collection whereby the motorist is not required to stop at a toll booth or plaza to pay toll fees. Overhead Gantries are positioned along the toll route and technology mounted on these gantries will take photos of the front and rear of the vehicle and read the transponder (e-tag) in the vehicle – if there is no e-tag in the vehicle, it is identified using the photos that are taken of the front and rear of the vehicle.

- **Question: What is open road tolling (ORT)?**

Answer: As of 3 December 2013, Open Road Tolling has been done in Gauteng through overhead gantries situated approximately every 10km or between interchanges along the freeway road network. Now that the system is in operation, road users must register their vehicles for e-tolling.

Road users have the option to be recognised by their number plates or an e-tag linked with an e-toll account. Registration is user friendly and can be done in the following ways:

- on the website,
- at an e-toll kiosk located at a mall,
- an e-toll customer services centre situated along the freeway network,
- phoning in to the call centre or
- buying an e-tag at conveniently located outlets.

The e-tag is supplied by SANRAL, free of charge, but users must deposit a minimum credit amount specified by SANRAL into the e-tolling account which will allow the road user to use the road for that amount.

Road users can choose from a pre-paid account with SANRAL with deposits accepted at retail outlets, on the internet, e-toll kiosks, ATMs and e-toll customer services centres, or link their e-tolling accounts to their credit card accounts. More than one vehicle can be linked to an e-tolling account.

Overhead gantries will recognise the e-tag in a vehicle and the vehicle number plate or both. Toll will be deducted from a user's registered e-toll account associated with the e-tag. In addition, a vehicle's number plates will be used for verification. If the user is not registered, a bill will be sent to the owner.

The SANRAL Central Clearing House, which consists of a Transaction Clearing House and a Violations Processing Centre, will manage and clear accounts. The Transaction Clearing House will allow a road user to register an Electronic Tolling account that will be valid for use across all electronic toll facilities in South Africa.

- **Question: Why is there not enough money for roads?**

Answer: We have to pay tolls because:

- There are insufficient funds from the national budget to maintain and upgrade the entire national road network, which means that SANRAL has had to borrow money to upgrade and maintain the toll roads.
- Freeways need to be upgraded because they deteriorate over time due to environmental and other influences, such as traffic flow, weather, ultraviolet radiation and overloaded trucks.
- Toll fees are not charged on current roads but only on the new networks and future improvements, which include operations and maintenance for the lifespan of the road.

- **Question: Is tolling a new system used only in South Africa?**

Answer: No, tolls have been used since ancient times when gatekeepers turned the pike to allow travellers to pass after paying their toll, to pay for roads. Tolling is currently the fastest growing funding mechanism for roads in the world.

- **Question: Is tolling double taxation?**

Answer: No. When we pay taxes, the money is used to pay for the services which Government renders to all South Africans. A toll is not a tax and is only used for the portion of road used. The user fee could, for instance, be compared to paying for the parking at malls. A toll road is funded by people who choose to use the road, while tax is compulsory for everyone.

- **Question: Do toll facilities cause/increase traffic congestion?**

Answer: No, toll facilities actually relieve traffic congestion on parallel roadways. The new Electronic Toll Collection will alleviate traffic congestion even more, because toll booths are eliminated and traffic is can flow freely.

- **Question: Are toll facilities bad for the environment?**

Answer: No. Toll facilities create new capacity that benefit the environment by relieving congestion elsewhere.

- **Question: I thought our freeways are already paid for. Aren't they?**

Answer: Roads, like any other infrastructure, need continuous maintenance. The only way to build wealth is to maintain the infrastructure that you have and add new infrastructure to it. Funds are needed for maintenance. Vehicles using bad roads require more maintenance as well. Potholes are a major problem because it can damage your car and cause life-threatening accidents.

- **Question: Will toll fees lead to price increases?**

Answer: Toll roads will lower transport costs because vehicle maintenance will be reduced when the roads are of higher quality and congestion will happen less often.

- **Question: Are toll roads privatised roads?**

Answer: SANRAL's roads are not privatised. Government allows the private sector to play a role in the funding, provision, maintenance and management of roads but government stays the owner. The relationship between government and the private sector is regulated by a concession contract. This is not uncommon elsewhere in the world where the private sector is allowed or even encouraged to run toll roads.

- **Question: Is SANRAL an entity that is accountable to government?**

Answer: SANRAL is by law accountable to the National Department of Transport.

- **Question: Will people be forced to use toll roads?**

Answer: In a democratic society there is freedom of movement and choice of residence. There are alternative roads as well as other means of transport. In the Pretoria to Johannesburg corridor there is for example the government subsidised Gautrain, Metro Rail and an alternative road, the R101. If people use mass transport, such as busses, the extra cost will be minimal.

- **Question: I have a Bakwena e-tag, do I need a new one for the Gauteng e-road?**

Answer: No, Bakwena has been working closely with SANRAL on the interoperability of both the Bakwena and SANRAL e-tag system. This means that the Bakwena e-tag will work on the Gauteng e-road network and vice versa. Bakwena e-tag holders will need to register an e-toll account with SANRAL who will manage all electronic toll collection systems in South Africa.

- **Question: How do Bakwena e-tag holders register their account with SANRAL?**

Answer: Bakwena e-tag holders can register their e-toll account on the website www.sanral.co.za or www.e-toll.co.za and follow the registration prompts.

If you do not have access to the internet you can visit an e-toll Customer Service Outlet or a Bakwena e-tag office and make use of the Self Help terminal.

For more information please feel free to contact either the Bakwena customer service line (0800 Bakwena) or the SANRAL call centre (0800 SANRAL)

- **Question: Will a Gauteng e-road issued e-tag work on Bakwena's freeway?**

Answer: As of the 3rd of December 2013 all SANRAL e-tags have been working successfully on the Bakwena N1N4 toll route. It is important to note that Gauteng e-tag holders will need to ensure that their e-tag is registered properly with SANRAL, that it is linked to the vehicle they are travelling in and that their e-toll account has sufficient funds available.

For more information on Bakwena toll tariffs please visit www.bakwena.co.za

- **Question: Where and when can I get an e-tag?**

Answer: E-tags are available from dedicated e-toll Customer Care Outlets at shopping malls, e-toll service centres along the Gauteng freeway and from selected Checkers, Pick 'n Pay and Shoprite stores at a fee of R49.95. Please note that after you purchase your e-tag at retailers, you will need to register it on the system, this will not be done automatically.

- **Question: How does the e-tag work on the Bakwena network?**

Answer: The e-tag, vehicle type and e-toll account are linked to each other. When a vehicle enters the toll lane, indicated by the e-tag sign, the equipment reads the e-tag and will check that the vehicle class is correct and that there are sufficient funds available in your account.

The boom will open and the system will deduct the toll fee from the e-toll account. If there is a problem with insufficient funds reflecting in the account, it may be necessary to pay via cash/credit card if the problem cannot be rectified immediately.

Please note that your Vehicle License Number (VLN) is not accepted as a valid means of recognition at Bakwena toll plazas – only the e-tag may be used.

- **Question: Must I get an e-tag?**

Answer: Gauteng road users will have the option to be recognised by either an e-tag or by their Vehicle License Number (VLN) when registering their vehicle for e-tolling, however only e-tags accounts will qualify for discounts of 48% on SANRAL's Gauteng e-road.

- **Question: Why am I paying double at the Bakwena toll plaza and then at the new overhead gantry just before Lynnwood Interchange?**

Answer: The SANRAL Gauteng e-road network operates as a separate toll scheme which stops at Proefplaas Interchange on the N1. The Bakwena toll concession operates the N1 north starting at the Proefplaas interchange up to Bela Bela (90km) and the N4 from Tshwane up to the Botswana border (295km).

- **Question: Will I be able to use my SANRAL Gauteng e-toll tag at other plazas?**

Answer: From the 3rd December 2013 Bakwena was able to process SANRAL e-tags at all 17 Bakwena toll plazas. Bakwena is the first toll road which is interoperable with the SANRAL system. Other toll roads will be interoperable in the near future.

For more information please contact SANRAL on 0800 SANRAL or visit their website on <http://www.sanral.co.za>

- **Question: If my e-tag works on the different routes, how many accounts will I need to have?**

Answer: Once registered on the SANRAL system, you will only have one account which you can use on all e-tag ready toll roads in South Africa. SANRAL will manage all electronic toll collection accounts. At the end of the month you will receive one statement for your one account, with individual invoices for the different routes – should you have travelled on them.

- **Question: Where can one find information about Gauteng e-road?**

Answer: Any enquiries about the use of e-tags on the Gauteng e-road must be directed to the South African National Roads Agency; by contacting the call centre on 0800 SANRAL or visiting the website <http://www.sanral.co.za>

- **Question: Do Bakwena e-tag holders also receive a cap/limit on their accounts per month?**

Answer: Unfortunately, Bakwena does not offer a monthly cap/limit to road users on the N1N4 routes that are managed by the company.

There are discount schemes available on this route and need to be applied for at our dedicated Bakwena offices. SANRAL does offer a cap for road users utilizing the Gauteng e-toll routes. For more information on this please visit the SANRAL website. (www.SANRAL.co.za)

- **Question: Why do the discounts and cap's differ between the two systems?**

Answer: The setting of toll fees takes into account certain aspects such as:

- The value of the fuel and time savings
- The capital expenditure on the particular sector is calculated over the concession period.
- The traffic volumes in the particular sector are also considered, as high traffic volumes on a particular stretch of road require higher maintenance for that section.

At Bakwena the calculation of these fees were done 12 years ago, with predefined regulations set in place and agreed on by SANRAL. Aside from the toll fees and other monetary matters being agreed on 12 years ago, the Bakwena managed route and that of the Gauteng e-road are significantly different in terms of the aspects outlined above, therefore, they are not able to offer all road users the same rates, fees and discounts.

- **Question: Why are there two different systems being used?**

Answer: The major differences between the two lie in the classification of the systems. The Bakwena system referred to as 'Electronic Toll Collection' (ETC) is axle based, whereas as the Gauteng e-tag system, referred to as 'Gauteng Open Road Tolling' (ORT) is volume based.

- Axle-based – refers to the number of axles on the vehicle. This dictates the costs per type of vehicle and is a conventional plaza based system. For more on this classification, visit the website www.bakwena.co.za.
- Volume based – refers to the size of the vehicle utilising a road.

Due to high traffic volumes in Gauteng, a conventional plaza-based system would not work, leading to the development of a different system.

- **Question: I have a Bakwena e-tag - what happens if I don't register for a SANRAL e-toll account?**

Answer: The Bakwena tag will still function for 6 months on the BakwenaN1N4 but will not work on the SANRAL route until you register your tag there – with associated discounts and benefits.

By law, Bakwena cannot disclose account information to third-parties and therefore customers need to apply for SANRAL e-toll accounts individually. Once that account has been registered you will enjoy the discounts available on the SANRAL route.

- **Question: How much time do I have to register for a SANRAL e-toll account?**

Answer: Bakwena will allow e-tag holders approximately six months from 3rd December 2013 to register on the SANRAL system.

- **Question: What is the difference between the two toll collection methods that Bakwena and SANRAL use?**

Answer: Both systems are run on the same concept of electronic tolls collection. The major differences between the two lie in the classification of the vehicle. The Bakwena system is axle based, whereas as the Gauteng system, referred to as 'Gauteng Open Road Tolling' (GORT) is volume based

- Axle-based – refers to the number of axles on the vehicle. This dictates the costs per type of vehicle and is a conventional plaza based system. For more on this classification, visit the website – www.bakwena.co.za
- Volume based – refers to the size of vehicle utilising a road.

Due to high traffic volumes in Gauteng, a conventional plaza-based system would not work, leading to the use of Open Road Tolling. Both systems function in the same way. The e-tag, vehicle type and e-toll account are linked to each other. When a vehicle enters the toll lane, indicated by the e-tag sign, the equipment reads the e-tag and will check that the vehicle class is correct and that there is sufficient funds credit in your account. The boom will open and the system will deduct the toll fee from the e-toll account. If there is a problem with insufficient funds reflecting in the account, it may be necessary for you to pay via cash/credit card if the problem cannot be rectified immediately.

The VLN (Vehicle License Number) is not accepted as a valid means of recognition at Bakwena toll plazas – only the e-tag may be used. Should vehicles not have e-tags they have opportunity to pay cash or credit card at Bakwena plazas, but on GORT they will receive invoices.

The concession contract that Bakwena entered into with SANRAL has allowed the inclusion of specific discounts, the extent of which are determined according to the area of residence.

The following discounts can be applied for by local residents:

- Social – Bona fide residents in the Hammanskraal or Themba areas qualify for the social discounts. All social discount card holders must open an e-tag account before 30 June 2014 to keep enjoying their reduced toll tariffs! Visit our offices in: Groot Marico (Jouba Koffiehuis, Paul Kruger Str.) or Swartruggens (Thuson Centre, Swartruggens Municipal Offices) or call Chris van der Walt on 014-503-0963 (o) or 082-629-0293 or call 0800 BAKWENA (2259362) for more information.
- Local - Local discounts are granted to bona fide residents of Zeerust, Swartruggens and Groot Marico
- Public transport discounts -Public transport vehicles (buses and mini bus taxi's) qualify for discounts at the Zambezi, Stormvoel and Pumulani plazas.

These are only available to qualifying road users and need to be applied for at any Bakwena office.

- Predetermined criteria have been set in place for the approval process.

- Discounts are subject to annual renewal.
- Gauteng e-roads will carry different discounts and will also afford road users a monthly cap/limit

• **Question: Will I receive two separate bills at the end of the month if I travel on the Bakwena route and on the Gauteng route?**

Answer: You will only have one account with one statement and will receive multiple invoices for each toll road.

• **Question: What if my e-tag does not work once the new system goes live?**

Answer: You will need to ensure that your e-toll account is linked to your e-tag by registering on the SANRAL system. Without registering the e-tag, it will not operate automatically.

From the 3rd December 2013 Bakwena was able to process SANRAL e-tags at all 17 Bakwena toll plazas. Please note that the users e-tag account needs to have sufficient funds available and that the e-tag account has been properly registered.

Any enquiries about the use of e-tags on the Gauteng e-road must be directed to the South African National Roads Agency; <http://www.sanral.co.za> or 0800 SANRAL.

• **Question: Will the statement I receive come from Bakwena or SANRAL?**

Answer: Your statement will be sent by SANRAL, once you are registered an account. Invoices will be issued by SANRAL on behalf of Bakwena. You will only have one account and one statement and will receive multiple invoices.

• **Question: What are the payment methods available?**

Answer: The Bakwena e-tag accounts were restricted to credit card method of payments. With the advent of the SANRAL system, users are offered a range of payment options.

1. Pre-paid:

If you have a Pre-Paid e-toll Account, you will need to Top-Up your e-toll Account similar to topping up or loading airtime onto a pre-paid cell phone. You will select your Low Balance threshold at the time of registering your e-toll Account. A notification will be sent to you, through your preferred means of contact once you reach your Low Balance threshold. The topping up of your e-toll Account may be done through one of the following ways:

Manual:

You will need to Top-Up your e-toll Account manually through one of the follows means:

- By Electronic Funds Transfer (EFT) (Click here for Banking Details),
- Online, through the e-toll website
- Going into one of our conveniently located e-toll Customer Service Centres
- By calling our Call Centre on 0800 SANRAL (726 725) and using your Credit Card.
- By going into one of the following participating retailers: Pick 'n Pay, Shoprite/Checkers, SPAR (at participating SPAR stores). All Edcon (Edgars, Jet and other Thank U account holders) will be able to use their credit

facility to top-up their e-toll Accounts via Edcon's 'Over The Air' mobile platform early in 2014. However e-tags are available already through C N A.

- "Note: When making a payment via the Call Centre, your banking details should only be entered via the touch pad on your telephone and should never be recited to an operator."
- Please note that it may take up to 3 days to reflect on your SANRAL account.

Automatic:

You may link the topping up of your e-toll Account to your Credit Card or through Direct Debit. This means that once the low balance threshold is reached, the e-toll Account will be topped up automatically to a balance (as determined by you) either by your Credit Card or through Debit Order.

2. Credit Card Settlement:

If you have a Credit Card Settlement Account, payment for your e-toll transactions incurred are deducted at the end of every day from your Credit Card. This way, you will never have to worry about manually topping-up your e-toll Account or reaching a Low Balance threshold before your e-toll Account is topped-up.

If you wish to avoid daily having to top up your e-toll Account, you may assign an Automatic Top-Up payment option against your e-toll Account. This may be done via web page, at one of the conveniently located Customer Service Centres (click here for locations) or by calling the Call Centre on 0800 SANRAL (726 725).

Note: When changing your payment means via the Call Centre, your banking details should only be entered via the touch pad on your telephone and should never be recited to an operator.

*If you choose to top-up at any of our third party retailers, please take note of the following:

- Payments made by EFT or at a participating Retailer may take between 3-5 days to reflect on your e-toll Account.
- The only means of payment accepted at the third party retailers would be either via cash, credit cards or debit cards.
- You will be required to have your Customer Account ID Card number as this is used as your reference number.

Any enquiries about the payment of Gauteng e-road accounts must be directed to the South African National Roads Agency; <http://www.sanral.co.za> or 0800 SANRAL.

- **Question: Do I need to re-register each of my vehicles onto the new system?**

Answer: Yes, each vehicle with a different number plate will need to be registered with SANRAL to ensure the system picks them up. Multiple vehicles can be registered onto one account.

- **Question: If I have any queries regarding the new system, who do I direct them to – SANRAL or Bakwena?**

Answer: Any enquiries about the use of e-tags on the Gauteng e-road must be directed to the South African National Roads Agency; <http://www.sanral.co.za> or 0800 SANRAL.

Any enquiries related to the Bakwena route can be directed to our call centre (0800 BAKWENA) or on our website www.bakwena.co.za.

- **Question: Why has Bakwena been using this system for so many years already and SANRAL only starting e-tolling now?**

Answer: Bakwena understood that they needed a system for their commuter plaza's around Tshwane, and instituted this in order to process payments faster. E-tag lanes at Bakwena handle three times more traffic than normal lanes.

The Gauteng Freeway Improvement Project identified the need for e-tolling due to high traffic volumes.

- **Question: What was Bakwena's experience during the launch of the Gauteng e-road?**

Answer: The e-tag transactions are up by 50 percent. The amount of e-tags registered on the Gauteng ORT system increased from 120 000 to 600 000 tags since go-live on 3 December until 10 December.

The Bakwena ETC system has seen an increase from 30 000 to 45 000 transactions per day.

- **Question: How will I be assured that my details are not cloned?**

Answer: By having your registration number and e-tag linked you are protected from cloning and fraud. Should any suspected fraudulent activity occur, this will need to be reported immediately

- **Question: Since there are now two systems, do I need two e-tags?**

Answer: No, you do not need two tags – you only need one. Once a registered SANRAL account has been opened, all accounts are linked and operate together – thus only one e-tag is needed. One tag, one account, multiple toll roads.

- **Question: I have heard the term "ORT" used. What does this mean?**

Answer: Open Road Tolling (ORT)

ORT is a multi-lane free flow electronic tolling system that allows for tolls to be collected without vehicles having to stop or slow down i.e.: there are no physical toll booths on the highways (e-roads). Overhead gantries are fitted with the toll collection equipment that recognises the vehicle identifier (electronic transponder (e-tag) in a vehicle and /or the vehicle number plate). Toll is deducted from a user's registered e-toll Account associated with the vehicle identifier and the user will be able to travel without any disruption. A vehicle's number plates will be photographed from the front and back as part of the verification process. The gantry equipment also measures the vehicle in order to classify it.

- **Question: I have an e-tag. How does the e-tolling system work?**

Answer: As you drive along the e-road, your e-tag will "beep" as you pass beneath the gantry structures. Cameras photograph your vehicle's front and back number plates. Equipment on the gantry will recognise your registered e-tag

or your vehicle licence plate number. Based on vehicle dimensions, your vehicle class is identified and classified. Your e-toll transaction is recorded and the account is authenticated. Fees are automatically deducted from your e-toll Account. All transactions are monitored, authorised and recorded.

Details of your transactions (Invoices and statements) are available online within hours of your trip, unless manual verification is required.

- **Question: Are the e-toll gantries used for speed enforcement?**

Answer: No, the e-toll gantries and their equipment will not be used for speed enforcement. Gantries only handle tolling records and their subsequent e-toll transactions.

- **Question: Will photographs be taken of my vehicle every time I pass under a gantry?**

Answer: Yes, photographs will be taken from the front and back of your vehicle each time it passes under a gantry.

- **Question: Do I have to get a special vehicle licence plate?**

Answer: No. The equipment on the toll gantries are able to take photographs of any type of vehicle licence plate.

- **Question: Will motorcycle e-road users be liable for e-toll fees?**

Answer: Yes, all e-road users (other than those gazetted) are obligated to pay toll, including e-road users with motorcycle. A special bracket is available to fit an e-tag onto a motorcycle from all Customer Service Centres.

- **Question: If I call the e-toll Call Centre, is my call free?**

Answer: 0800 SANRAL (726 725) is a toll free number. Road users will not be charged for the call if they are calling from a landline. If, however the road user calls from a cell phone, then he/she will be charged normal rates.

- **Question: When will I start paying e-toll for using the e-roads?**

Answer: As announced by the Minister of Transport on 3 December 2013, the e-tolling system is live and all road users will be billed according to the amount of times they travel on e-roads.

- **Question: How many e-toll gantries are there within the Gauteng e-road?**

Answer: There are 42 planned e-toll gantries within the Gauteng e-road. Refer to the e-toll Website, www.sanral.co.za for the map that indicates where you will find each gantry.

- **Question: Which roads fall within the Gauteng e-road?**

Answer: The Gauteng e-road falls within sections along the N1, N3, N12 and R21. Refer to the e-toll Website site, www.sanral.co.za for a detailed map of all e-toll roads in the province.

- **Question: My company has a large number of vehicles, not financed through the traditional banks. We would like to manage our own registrations and e-tag distributions. Is this possible?**

Answer: Yes, you are able to register and manage your own vehicles. For more information, contact our e-toll Call Centre (0800 SANRAL (726 725)), visit one of our e-toll Customer Service Centres or visit the e-toll Website www.sanral.co.za.

- **Question: What happens if there is a power outage?**

Answer: Each e-toll gantry point is installed with sufficient primary and backup power systems to keep the gantries operational. All the systems are monitored in real-time. In the event an e-toll gantry point passage fails due to power outage, the backup system takes over while our service engineers attend to the fault immediately.

- **Question: What happens to visitors from other Provinces or Countries?**

Answer: Road users can register for e-toll by phoning the e-toll Call Centre (0800 SANRAL (726 725)), by visiting the e-toll Website www.sanral.co.za or through your nearest e-toll Customer Service Centre. Road signage will be erected along the Gauteng e-road that will advise road users that they are travelling on a tolled road. Visitors or infrequent Gauteng e-road users that choose not to have an e-tag, can register their e-toll Account by making use of their Vehicle Licence Plate Number, or purchase a day-pass.

- **Question: Are any vehicles exempt from paying e-toll fees?**

Answer: Yes, through legislation, the South African Police Services (SAPS) and the South African National Defence Force (SANDF) are exempt. Through a Cabinet directive, qualifying Commuter Public Transport Operators will receive 100% discount in certain instances. Please refer to the appropriate Government Gazette for further details.

- **Question: Will students and pensioners get special discounts?**

Answer: No, there are no special discounts for students or pensioners

- **Question: What is the fastest speed that one can go under an e-toll gantry and not get caught?**

Answer: It does not matter how fast or slow the Road User travels, the technology will detect the Road User and be charged for the usage accordingly.

- **Question: What happens if I don't have a tag or a number plate?**

Answer: If a road user does not have an e-tag, they will not qualify for the various discounted toll tariffs. Law enforcement on the Gauteng e-road will increase. These enforcement units will be stationed at selected interchanges, as well as travelling the e-roads for all traffic-related enforcement, including the non-payment of toll.

- **Question: What happens during traffic congestion? Do I still need to pay?**

Answer: Yes. Toll is a user fee. If the Gauteng e-road is used, the user is legally obligated to pay toll.

- **Question: Can the cameras identify stolen vehicles?**

Answer: No. However, all cars passing through a gantry will be photographed and identified. If your car has been stolen it must be reported to the South African Police Service. You should visit the e-toll Website at www.sanral.co.za, our e-toll Call Centre (0800 (SANRAL 726 725)) or go to your nearest e-toll Customer Service Centre to report a stolen e-tag.

- **Question: I have a motorcycle, how will I fit my e-tag?**

Answer: The motorcycle has a magnetic e-tag pouch, which can be obtained at your nearest e-toll Customer Service Centre. There are two options to fit your e-tag.

- On the fuel tank, or
- Attached to the handle bar of the motorcycle.

As a motorcyclist, you may choose what is most convenient for you. Refer to the motorcyclist manual or e-toll Website (www.sanral.co.za) for more details on the fitting of the e-tag

- **Question: Under what conditions do I have to change the e-tag?**

Answer: There are four possibilities:

- When passing through a gantry and you detect that there is no sound (a beep) or there is a continuous sound (x4 beeps or more) from your e-tag. This is a clear indication that your e-tag could be faulty and might require replacement.
- If there is a very low key sound, it could mean the battery could be running low (on average, the e-tag battery should last for up to five years).
- If the e-tag is damaged in some way.
- When your e-tag is lost or stolen, you will need to report it and obtain a new e-tag.

To replace your e-tag, please contact 0800 SANRAL (726 725) or go to the nearest e-toll Customer Service Centre to get your e-tag replaced. Depending on the circumstances it may be replaced at no cost to you.

- **Question: What is the benefit of having an e-tag?**

Answer: Road users with a functioning, fitted e-tag with credit, qualify for discounted e-toll tariffs. As the e-tag is unique and linked to a specific Vehicle Licence Plate Number, it helps to prevent fraud and the use of duplicate number plates.

- **Question: Can I use or swap an e-tag in a different vehicle?**

Answer: No, each e-tag is assigned to one Vehicle Licence Plate Number and vehicle class, linked to a Customer Account ID card and a specific e-toll Account with the relevant vehicle details

- **Question: How will I know if my e-tag is working?**

Answer: As your vehicle passes under a gantry, the e-tag will emit one audible beep:

- One beep means that the gantry pass was successfully captured on the system.
- Two beeps means that the e-toll Account balance is low and needs to be topped-up.
- Four beeps or no beeps indicate a problem. In this case, please contact the e-toll Call Centre on (0800 SANRAL (726 725)) or visit one of the e-toll Customer Service Centres.

- **Question: How long does the battery last in an e-tag?**

Answer: The e-tag uses a special battery that can last up to five years under normal operating conditions. If the battery is low, the e-tag will beep four times consecutively or not at all when passing under a gantry. Should you have a problem with your e-tag, please visit an e-toll Customer Service Centre or phone the e-toll Call Centre on (0800 SANRAL (726 725)).

- **Question: Will my radio or cell phone affect the e-tag or vice versa?**

Answer: Radios, cell phones, other electronic devices and the e-tag do not affect each other.

- **Question: Can all vehicles be fitted with an e-tag?**

Answer: Yes. However, special e-tag brackets are available for heavy vehicles (vertical windscreens) and motorcycles. You are able to exchange the normal e-tag bracket at an e-toll Customer Service Centre, with a special bracket that can be fitted on a heavy vehicle or motorcycle at no cost to you. Please refer to the fitment instruction in the Instruction Manual included in your e-tag package, or on the e-toll Website www.sanral.co.za.

- **Question: What happens if a windscreen needs to be replaced?**

Answer: The e-tag can be removed from the old windscreen and re-fitted to the new windscreen with a new bracket which can be obtained from an e- Customer Service Centre, should your windscreen replacement centre not have one.

- **Question: Are the e-tags waterproof?**

Answer: The e-tags are not water resistant (waterproof). The installation of the e-tags is designed to fit on the inside of your motor vehicle and not the outside. If it is found that the e-tag is not working because of water damage, the road user will be liable for replacement costs.

The same would apply for the motorbike e-tags as the e-tags are supplied with water resistant pouches.

The responsibility will be with the owner to ensure that the e-tag is working at all times. If the e-tag is not working, the user will lose their discounts. The user will pay the normal rates charged and will not be able to claim back.

- **Question: Does the e-tag have any type of switch to put off or on?**

Answer: No, the e-tag is a match box size device with no on/off buttons

- **Question: What is a day-pass?**

Answer: A day-pass has a set fee which entitles the holder the use of the Gauteng e-road for 24-hours from passing the first gantry / toll point on the Gauteng e-road. A day-pass must be bought on, or before the day on which a person will be using the Gauteng e-road, but before passing any of the gantries (toll points) as a day-pass cannot be activated retrospectively. Infrequent Gauteng e-road users can obtain up to 12 day-passes per year to pay for their toll on the Gauteng e-roads.

A day-pass can be purchased at any e-toll Customer Service Centre, through the e-toll Call Centre (0800 SANRAL (726 725)), or through the e-toll Website, www.sanral.co.za. The day-pass can be used at any time within one month of purchase and will be activated after the first gantry/toll point has been passed.

- **Question: Do road users on a day-pass get a refund for the funds not used?**

Answer: A day-pass is a set fee, valid for the period purchased and expires thereafter. No refund is possible. A day-pass allows a road user to use the Gauteng e-road, for a fixed period of 24-hours after activation (which occurs upon the first gantry pass after purchasing the day pass).

Note: A customer that has a registered vehicle on his e-toll Account cannot buy a day-pass for that vehicle.

- **Question: If my personal and/or contact details change, how do I change these on my e-toll Account?**

Answer: Registered e-toll Account holders can change their personal and/or contact details by visiting one of the e-toll Customer Service Centres, through the e-toll Call Centre by calling (0800 SANRAL (726 725)) or by visiting the e-toll Website, www.sanral.co.za

- **Question: How will I know if my e-toll Account funds are low?**

Answer: You will be able to identify that your e-toll Account has reached its low balance by the number of beeps made by your e-tag when driving under a gantry. The e-tag will beep twice when an e-toll Account has reached the point that requires a top-up. You will also receive a notification through your preferred means of communication, as identified during the e-toll registration process.

- **Question: Will penalties be applied for non-payment and accounts that are in arrears?**

Answer: Yes. Additional charges will apply as a result of non-payment for all e-toll Accounts that are in arrears. A "grace period" of seven days after an e-toll transaction takes place, being the extended period within which payment can be made for any e-toll transaction;

- **Question: What happens to the e-tag if I sell my vehicle or buy a new one?**

Answer: If you sell your vehicle:

The owner will have to remove the e-tag and delete the sold vehicle from the e-toll Account. Any changes to the e-toll Account; e-tag changes, or vehicle detail changes, need to be reported to an e-toll Customer Service Centre, by phoning the e-toll Call Centre (0800 SANRAL (726 725)) or on the e-toll Website at www.sanral.co.za.

If you buy a new vehicle:

A new e-tag and vehicle can be linked to an existing e-toll Account, or a new e-toll Account can be registered.

- **Question: My vehicle has been stolen. How can I notify SANRAL to ensure that toll fees are not accumulated on my account?**

Answer: Contact the e-toll Call Centre on (0800 SANRAL (726 725)) immediately or visit an e-toll Customer Service Centre. Alternatively visit the e-toll Website www.sanral.co.za and report the e-tag as stolen.

- **Question: Are my e-toll Account details safe?**

Answer: The e-toll system has international best practice security systems in place; including preventative measures to ensure that Road User e-toll Account details remain secure.

- **Question: Do I have to use the money credited to my e-toll Account within a certain time frame?**

Answer: No, the money remains the property of the vehicle owner and will remain allocated to the respective e-toll Account.

- **Question: If I simply don't pay, how will you stop me from using the e-road?**

Answer: If you are not a registered e-toll Account holder, the system identifies the owner of the vehicle, through the Vehicle Licence Plate Number. If the owner does not pay within the grace period of seven days after making use of the e-road, the transactions will be passed to the e-toll Violation Processing Centre (VPC) to follow a debt collection, and appropriate legal process.

The VPC is equipped with advanced technology such as vehicle "finger printing", enabling repeat offenders to be identified, even without a displayed Vehicle Licence Plate Number. Repeat offenders can be identified by the gantry cameras and special Automatic Number Plate Recognition (ANPR) cameras installed on the national road enforcement unit vehicles. Offenders will be liable for all outstanding toll fees, as well as various additional administrative fees and associated infringements.

- **Question: What if someone has duplicated my number plate?**

Answer: Our system has the built in intelligence that will not allow a duplicate number plate to be registered. In addition, law enforcement vehicles will assist in the identification of potential vehicles where possible incidents of number plate cloning exist. The e-toll system only allows for one registration per number plate. The toll system is linked directly to the e-Natis system.

- **Question: What are the penalties of non-payment and will the e-road user be black listed?**

Answer: The penalties for non-payment are:

- All offenders will be liable for all outstanding e-toll fees, additional administrative fees and associated infringements.
- The offender will go through the normal legal channels and this may result in prosecution for non-payment.

- **Question: I have been notified that I am in “Violation State”, what does this mean and how can I resolve it?**

Answer: This means you have not paid your toll fees within seven days of your passage. You can resolve this by making an immediate payment through the e-toll Call Centre (0800 SANRAL (726 725)), the e-toll website www.sanral.co.za or an e-toll Customer Service Centre

- **Question: How do I qualify for a discount at the VPC?**

Answer: There are no discounts when your account is at the VPC. When your account is at the VPC you are in a Violation State and you are liable for certain penalties due to non-payment. It is advisable to pay your account immediately to avoid further administrative fees and other associated infringements levied against your account.

- **Question: How do I check for possible outstanding fees?**

Answer: The registered e-toll Account holder will have a unique e-toll Account number and may use the e-toll Website, www.sanral.co.za at their own convenience to check their account. The account holder may also visit an e-toll Customer Service Centre or call the e-toll Call Centre (0800 SANRAL (726 725)) to enquire about any outstanding e-toll fees. The road user will receive an Invoice twice a month to reflect e-toll payment.

For non-registered e-toll users and non-e-toll Account holders, the road user may go to the nearest e-toll Customer Service Centre or call the e-toll Call Centre (0800 SANRAL (726 725)) to find out about any outstanding fees. The road user will also receive an Invoice twice a month to reflect e-toll payment.

- **Question: If dead animals are spotted on the route, what action do I need to take?**

Answer: Bakwena respects all forms of life along the routes that we manage and we wish to treat any creature with dignity by removing the deceased from the route as quick as we can. Should you see an animal that has been hit by a vehicle on the route, please phone our call centre on 0800 2259 362 so that we can inform the route patroller. Should a route patroller not be aware of the animal already, they will attend to its removal soonest.