



**Domain statement for
AutoPASS Samvirke**

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REVISION HISTORY

Revision	Date	Description
0.8	19 Nov 2018	Preliminary version published on www.autopass.no
1.0	21 Dec 2018	Update based on adopted regulation. Changes in chapter: C4.
1.1	29 Apr 2018	Update based on changes to financial guarantees. Changes in section: C3
1.2	30 Oct 2019	Changes made in all chapters.
1.3	3 Sept 2020	General update – see separate document with tracked changes
1.4	15 Mar 2021	Update after consultation
1.5	1 Jul 2021	Part D updated and supplemented

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About this document

This document is based on Section 30 of the Toll Service Provider Regulations. Under this provision, a domain statement is to be prepared and updated for AutoPASS Samvirke that covers all toll chargers that are part of the domain.

The domain statement is to contain the following information, cf. Section 30 of the Toll Service Provider Regulations:

- a) principles for cost allocation associated with the toll service providers' affiliation to and participation in AutoPASS Samvirke
- b) requirements applying to toll service providers concerning bank guarantees or similar financial instruments
- c) procedures for the handling of toll transactions
- d) technical and operational requirements, including any service level agreements (SLAs)
- e) invoicing and payment policy
- f) commercial conditions, including toll service provider remuneration

The domain statement is intended for companies applying to become AutoPASS service providers, cf. Section 21 and 22 of the Toll Service Provider Regulations. It is also intended for companies applying to become EETS providers, cf. Section 24 of the Toll Service Provider Regulations.

The domain statement is also intended for toll chargers and AutoPASS service providers in AutoPASS Samvirke.

The domain statement consists of the following five parts:

- A. General information about the Norwegian system for road toll and electronic ticketing on public ferries.
- B. Technical requirements
- C. Commercial conditions and administrative provisions
- D. The application procedure
- E. Annexes

Part A is for information purposes only.

Parts B-E contain requirements that the parties must meet.

The table below contains an overview of the requirements applying to the domain statement regarding contents, cf. Section 30 of the Toll Service Provider Regulations (TSPR), and where in the domain statement these are met:

Section 30, TSPR	Domain statement
a. principles for cost allocation associated with the toll service providers' affiliation to and participation in	Principles for cost allocation associated with the toll service providers' affiliation to and participation in AutoPASS

AutoPASS Samvirke	Samvirke are presented in Chapters C1 og C2 in the domain statement
b. requirements applying to toll service providers concerning bank guarantees or similar financial instruments	Requirements applying to toll service providers concerning bank guarantees or similar financial instruments are presented in Chapter C3 of the domain statement.
c. Principles for the handling of toll transactions	Principles for the handling of toll transactions are presented in Chapters B.1.3, B.1.4 and C 5 of the domain statement.
d. technical and operational requirements, including any Service Level Agreements (SLAs)	Technical and operational requirements, are presented in Part B of the domain statement. Information regarding any Service Level Agreements (SLAs) is presented in Chapter B3 of the domain statement.
e. invoicing and payment policy	Invoicing and payment policy is presented in Chapters C 2.3 og C 4 of the domain statement.
f. commercial conditions, including toll service provider remuneration	Commercial conditions, including toll service provider remuneration is presented in Chapter C 2 of the domain statement.

Changes to this document

The Norwegian Public Roads Administration (NPRA) is responsible for the management of this document. The current version is available at <http://www.autopass.no/en/about-autopass/toll-service-provision> at any point of time.

The NPRA has authority to specify the terms of the Toll Service Provider Agreement (Section 5 of the Toll Service Provider Regulations) and to specify technical and operational requirements (Section 29). Prior to changes in the requirements in the domain statement, the NPRA shall consult AutoPASS service providers and toll chargers. The form and timeline of the consultation will be considered according to the nature of the change in question.

Part A Road toll collection and ferry tickets in Norway – AutoPASS Samvirke

The description in part A is for information purposes only. Part A will only be updated in consequence of changes to the legal basis, major structural changes etc. When applicable, references are made to where more accurate information may be found.

A 1. Legal basis

The following are the main laws and regulations concerning collection of tolls and ferry tickets in Norway. Under the EEA Agreement, Norway has adhered to key EU directives on the subject.

Law/regulations	Area/relevance
Act of 21 June 1963 no. 23 on roads (the Roads Act), Section 62	Section 27 of the Roads Act provides the legal basis for collection of road toll on public roads. Section 62 is the legal basis for supplementary regulations.
Regulations of 14 December 2018 on toll service provision for tolls and ferry tickets (the Toll Service Provider Regulations)	The purpose of these regulations is to regulate toll service provision for tolls on the public road network in Norway and electronic ticketing via AutoPASS Samvirke for public ferry operations, administration of AutoPASS Samvirke, regulation of conciliation between AutoPASS service providers and toll chargers, safeguarding of the rights of users in the relationship with AutoPASS service providers and regulation of an appeals body for users.
Regulations of 10 October 2014 on mandatory use of electronic tag in motor vehicles above 3,500 kg	The regulations on the use of OBE stipulate that it is mandatory for heavy vehicles on Norwegian roads to use an OBE linked to a valid toll payment agreement with a toll service provider.
Regulations of 28 November 2016 on payment of tolls	Regulations on the payment of road tolls regulate road users' responsibility for paying toll when passing a toll station
Regulations of 14 June 2013 on the collection of tolls from heavy goods vehicles with a maximum authorised mass of more than 3 500 kg	These regulations implement the Eurovignette directive 1999/62/EC. The regulations inter alia set a maximum level on discounts given to local/frequent users of a toll road company.
Act of 21 June 2002 no 45 on Professional Transport by Motor Vehicle and Vessel (Professional Transport Act)	The Professional Transport Act regulates, inter alia, the licensing of companies or other legal persons who carry out regular services by car ferries as part of the public road network.

A 2. AutoPASS Samvirke

AutoPASS Samvirke is the network for electronic payment of tolls on public roads and tickets on public ferry services in Norway. This network ensures interoperability between the parties in AutoPASS Samvirke. The NPRA is responsible for the management of the network.

AutoPASS Samvirke consists of the following parties:

- Interoperability management: The NPRA managing the network.
- AutoPASS service providers
- Toll chargers
- Users

Norwegian toll road companies are required to participate in AutoPASS Samvirke as toll chargers. A toll road company is in this context a company that according to an agreement with the Ministry of Transport and Communication has the right to collect tolls on public roads in accordance with Section 27 of the Roads Act.

The NPRA may approve a ferry operator as a toll charger in AutoPASS Samvirke. This will be regulated through an agreement between the ferry operator and the NPRA.

To ensure full interoperability and equal treatment of toll chargers, users and AutoPASS service providers, an AutoPASS service provider has the right and duty to conclude Toll Service Provider Agreements with all toll chargers in AutoPASS Samvirke. The conditions for all AutoPASS service providers are identically and governed by the Toll Service Provider Regulations.

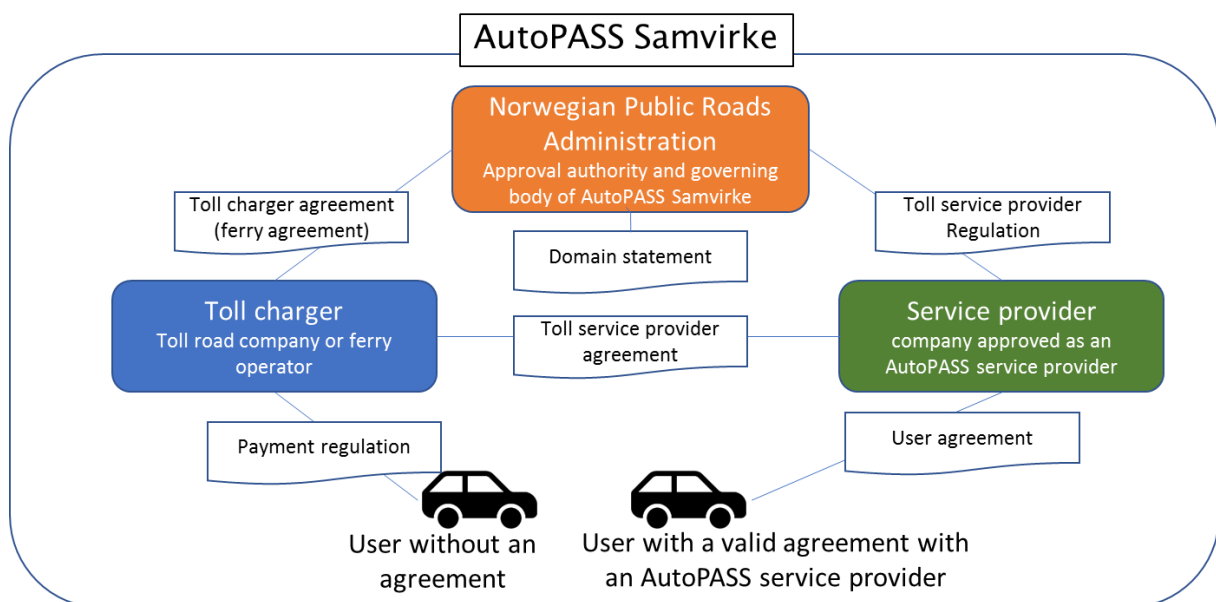


Figure 1: Model showing the parties in AutoPASS Samvirke and their contractual and legal relations. The model is simplified. Conditions such as local agreements, manual payments on ferries etc are not indicated.

A 3. Tolls on public roads

All toll road projects in Norway belong to a toll road company, which is responsible for the financing of the road. The right to collect tolls is granted through an agreement between the toll road company and the Norwegian Ministry of Transport and Communications. The NPRA is the executive authority on behalf of the government and the Norwegian Parliament, Stortinget.

Road tolls are exempted from VAT.

The Guide to Toll Road Projects (Norwegian only) provides a unified and updated presentation of the framework conditions that apply to toll road projects. See [Veileder bompengeprosjekter og takstretningslinjer - AutoPASS](#).

The five regional toll road companies are

- Bompengeselskap Nord AS
- Vegamot AS
- Ferde AS
- Vegfinans AS
- Fjellinjen AS

At the beginning of 2021, there were 58 different toll road projects in Norway, collecting road tolls from 332 toll stations.

See [Toll roads - AutoPASS](#) for a list of toll road projects in AutoPASS Samvirke.

There are two main methods for the collection of road toll:

- A user signs a user agreement with an AutoPASS service provider. The user and the owner of the vehicle may be different persons. The AutoPASS service provider bills the user on behalf of the toll charger. The user's payment to its AutoPASS service provider shall be deemed to fulfil the user's payment obligations towards the relevant toll charger.
- The toll road company collects the road tolls directly from the owner of the vehicle if there is no user agreement registered on the vehicle.

All Norwegian toll road companies in AutoPASS Samvirke base their toll collection on payment at toll collection points. This means that all vehicles passing a certain toll collection point along the road will potentially be subject to toll payment. Also, all Norwegian toll road companies in AutoPASS Samvirke use roadside systems that are fully automatic – so-called free-flow systems.

For customers who have an agreement with an AutoPASS service provider, the primary form of identification is an OBE. All toll chargers in AutoPASS Samvirke must use OBE readers in their toll collection facilities. In the event of insufficient reading of the OBE or if the OBE is not present in the vehicle, a photograph is taken of the vehicle, so that the vehicle's registration number can be linked to the user agreement through a status list. A vehicle with no valid user agreement is always identified through recognition of the registration number.

For more details regarding the extent of toll collection in Norway, including the number of toll transactions and the number of user agreements, see the annual report on road toll collection in Norway (Norwegian only), cf. [Om bompenger i Norge - AutoPASS](#).

All Norwegian and foreign motor vehicles with a maximum authorised mass of more than 3.5 tonnes that are registered to an enterprise, the national government, a county authority or municipality, or otherwise used for commercial purposes, must be equipped with a valid OBE linked to a valid user agreement for the payment of road tolls in Norway. AutoPASS service providers and toll road companies have no role in the enforcement of the mandatory use of OBE in heavy vehicles. They only have a role in collecting the toll charge.

A 3.1 Toll rates and discounts

Principles for toll rates and discounts in Norwegian toll road projects are laid down in the toll rate guidelines (Norwegian only), cf. [Veileder bompengeprosjekter og takstretningslinjer - AutoPASS](#).

Within the framework established in the Guidelines for Toll Rates, specific toll rates are decided individually for each toll road project in Norway. There may be projects where exceptional discount and exemption schemes are allowed.

For in-depth explanations of the toll rate guidelines, reference is made to Chapter 6 of the [Veileder bompengeprosjekter og takstretningslinjer - AutoPASS](#).

A 4. Ferry tickets on public ferry services in Norway

The NPRA may approve a ferry operator as a toll charger in AutoPASS Samvirke. A road user will then be able to use his agreement with an AutoPASS service provider to pay the ferry ticket. On some ferry connections, the ferry operator collects toll as an addition to the ferry rate.

See [Riksveiferjesamband | Statens vegvesen](#) (Norwegian only) for an overview of ferry connections on national roads in Norway.

The ferry operator will have the role as a toll charger in AutoPASS Samvirke, cf. Section 2 (k) of the Toll Service Provider Regulations.

AutoPASS service providers will be entitled and obliged to conclude a Toll Service Provider Agreement with the ferry operator on par with toll road companies.

Ferry tickets are payment for transport services subject to VAT.

A 4.1 Rates and rules for rates for AutoPASS on ferries

Several ferry connections, mainly on national roads, have introduced AutoPASS payment. For information on ferry connections, rates and rules for determining rates (Norwegian only), see: [Riksveiferjesamband | Statens vegvesen](#)

A 5. Local agreements with toll chargers

AutoPASS users may enter into a ferry agreement with a separate operator and thus obtain prepayment discounts on ferry connections. A valid user agreement with an AutoPASS service provider is a prerequisite for this arrangement.

An AutoPASS service provider does not have any responsibility in maintaining or collecting local agreements, beyond making its OBEs available for the toll charger to use in connection with entering or managing the local agreement.

A 6. AutoPASS toll service providers and EETS providers

The Norwegian EETS domain and the jurisdiction of the Toll Service Provider Regulations are identical. An EETS provider approved under Section 22 of the Regulations are given the same rights and obligations in AutoPASS Samvirke and towards the toll chargers as a domestic AutoPASS service provider.

A 7. Transitional arrangement for current toll service providers in Norway

Companies acting as toll service providers in Norway when the Toll Service Provider Regulations entered into force can apply for exemption from the Toll Service Provider Regulations in a transitional period, cf. Section 37 of these Regulations. The purpose of the exemption is to secure user-friendliness and interoperability in AutoPASS Samvirke until the market for toll service providers has been established.

Part B Technical and operational requirements

AutoPASS service providers and toll chargers shall fulfil and comply with all technical specifications and procedures described here unless otherwise specified.

Occasionally, this document refers to documents developed through the EasyGo-cooperation. EasyGo documents are available at www.easygo.com/om-easygo/dokumenter.

B 1. Technical specifications

B 1.1 Requirements for electronic on-board equipment (OBE)

An AutoPASS service provider must have technical equipment (OBE) that is compatible with *Electronic fee collection - Interoperability application profile for DSRC: EN 15509*. Security level 1 is mandatory.

Further requirements for the AutoPASS Service Provider's OBE are stated in *AP-1.6 Requirements for On-board Equipment (OBE) for use in AutoPASS Samvirke* (Annex 3F).

The AutoPASS service provider shall provide the NPRA with pictures of all visual varieties of OBEs that will be in use in AutoPASS Samvirke. The pictures shall be of the front and back of the OBE, as well as of the side of the OBE where the OBE ID is found. If the printed OBE ID is not identical to the PAN appearing in the HGV list, it is also necessary to provide an example of the Vehicle Declaration that heavy vehicles need to carry pursuant to Annex 3F. Different visual varieties in this context are defined as differences in visual appearance, e.g. difference in size, shape, colour placement of OBE ID etc. The service provider shall submit pictures as part of the application documentation as well as with each introduction of OBEs with different visual appearance from existing OBEs in use. The purpose of this requirement is for the NPRA to have available information on variations in visual appearance. The pictures shall not be part of the NPRA's assessment regarding the OBE's suitability for use or conformity to specifications.

B 1.2 Toll charger's duty to accept the use of equipment and systems

A toll charger shall accept that the AutoPASS service provider's equipment and systems may be used in communication between AutoPASS service provider and toll charger when these fulfil the specifications in Chapters B 1.1, B 1.4, B 1.5 and B 1.6 of the domain statement.

B 1.3 Toll charger's transfer of valid toll transactions under a user agreement

A toll charger shall register the data related to each passing of a toll collection point and transfer these to the AutoPASS service provider in accordance with the requirements specified in Chapters B 1.4, B 1.5 and B 1.6 of the domain statement.

B 1.4 Security policy

All parties in AutoPASS Samvirke must operate in accordance with all parts of ISO/TS 19299 that are relevant for DSRC based toll collection. All registration of passages must take place using approved equipment for collection.

The security architecture for EFC keys (master keys used for authentication and access control in OBE) is specified in *4.5 Security Architecture for AutoPASS* (Annex 3B). Due to

the large percentage of OBE users with passenger cars in Norway, the highest security level – Security level 1 – is required to ensure adequate privacy protection.

B 1.5 Use of whitelist (HGVs)

Whitelists (HGVs) are used in Norway among other things to:

- Distinguish between toll transactions under a user agreement, to which discounts and/or exemptions apply, from toll transactions where the toll charger is responsible for collecting toll.
- Identify the user agreement through the vehicle registration number when the OBE is not read.
- Obtain vehicle information to determine the correct rate.

The whitelist (HGVs) is also used by Norwegian authorities to enforce the requirement for heavy goods vehicles to have a valid user agreement and an OBE in the vehicle.

A vehicle belonging to an AutoPASS user must be in the joint national whitelist for the user's toll transactions to be valid under the user agreement in AutoPASS Samvirke.

The AutoPASS service provider is responsible for ensuring that the information on the whitelist (HGVs) that the AutoPASS service provider issues for their user agreements (HGVs) is correct and up to date. When a OBE is replaced, the customer's old and new OBEs shall both be valid in the whitelist during the transition period – i.e. the period when the service provider does not know when the customer will receive the OBE by post and install it in the vehicle. A period of overlap is required for the OBE that is read at the toll station to be valid in the whitelist. The AutoPASS service provider shall allow a transition/overlap period of a minimum of 5 days, maximum 45 days from the service provider issues the first HGV list with the new OBE included.

Specifications for the whitelist (HGVs) can be found in *4.3 AutoPASS Data Formats Overview* and *4.3 AutoPASS Formats Appendixes (Annex 3A)*.

B 1.6 Data exchange via AutoPASS HUB

AutoPASS service providers and toll chargers exchange information via the AutoPASS HUB. The following files are exchanged between AutoPASS HUB and the AutoPASS service provider:

- ACT (*actor table*)
- TST (*toll station table*)
- Whitelist / HGV
- TIF (*transit information file*) and TIC (*TIF confirmation file*)
- ALM (*Alarm / Event message*) and ALC (*Alarm confirmation*)

The requirements for these files are specified in *4.3 AutoPASS Data Formats Overview* and *4.3 AutoPASS Formats Appendixes (Annex 3A)*.

Requirements for the connection to AutoPASS HUB are specified in *AP-2.4 AutoPASS Test description of interface with AutoPASS HUB (Annex 3E)*.

An AutoPASS service provider may - optionally - use EasyGo HUB to exchange information with AutoPASS HUB and Norwegian toll chargers. In such case, the AutoPASS service provider is responsible for the use of the EasyGo HUB. Requirements for the data exchange with AutoPASS HUB applies regardless.

AutoPASS service providers who choose to use EasyGo HUB must cover the costs related to such use themselves.

B 1.7 Testing requirements

Testing should follow the principles set forth in *AP-2.2 AutoPASS TSP Suitability for use – Test strategy* (Annex 3C).

Testing of data exchange between the AutoPASS service provider's IT system and AutoPASS HUB shall be in accordance with *AP-2.4 AutoPASS Test description of interface with AutoPASS HUB* (Annex 3E).

Testing of the AutoPASS service provider's OBE shall be in accordance with *AP-2.3 OBE Test Description - AutoPASS TSP Suitability for use* (Annex 3D).

B 2. Procedures

B 2.1 Procedures for handling customer relations and complaints

When personal data are exchanged in connection with the handling of customer relations and complaints, the parties exchanging data must always carry out the exchange in a secure way, such as by using a secure portal or encrypted email.

Procedures for handling customer relations and complaints are included as Annex 2B to the domain statement.

B 2.2 Issuing, storage and exchange of sales vouchers

AutoPASS service providers shall issue separate sales vouchers for each toll charger. Sales vouchers must include the toll charger's name and organisation number. Sales vouchers from ferry operators include VAT, which must be specified.

AutoPASS service providers are responsible for the secure storage of sales vouchers on behalf of the toll charger. Sales vouchers shall be stored for five years after the end of a fiscal year. On request from the toll charger, the AutoPASS service provider shall disclose the sales voucher to the toll charger.

B 3. Service level requirements

There is no explicit Service Level Agreement (SLA) between the toll charger and the AutoPASS service provider. However, toll chargers and AutoPASS service providers are obliged to comply with the technical and operational requirements. Failure to meet the requirements may entitle a party to claim damages according to the Toll Service Provider Agreement.

Part C Commercial conditions and administrative provisions

AutoPASS Service providers and toll chargers are required to comply with the commercial conditions and administrative provisions in part C unless otherwise specified.

C 1. Principles for costs and the sharing of costs

The main principle is that the parties cover their own costs related to both the AutoPASS service provider's affiliation with and participation in AutoPASS Samvirke, unless otherwise specified in the domain statement or the Toll Service Provider Agreement between the AutoPASS service provider and the toll charger.

C 1.1 Costs and the sharing of costs in testing

A number of situations may cause the need for testing, involving both an AutoPASS service provider and a toll charger. The general principle for such situations is that the parties cooperate in performing these tests, and that each party is responsible for covering its own costs.

If the imposed or agreed scope of testing exceeds what is necessary, or in other ways results in unreasonable costs for one of the parties, the party can request the NPRA (as conciliation body) examine the case in question. The NPRA will mediate the case in accordance with Section 34 of the Toll Service Provider Regulations.

C 1.2 Examples of situations where testing is required

Tests of technical equipment are necessary in many situations, such as the following examples:

- Local tests as part of the approval procedure (Part D) and the subsequent launch of the AutoPASS service provider's operation in AutoPASS Samvirke
- Test related to the implementation of new toll chargers or toll stations
- Tests related to changes, maintenance or updates of technical components used by a toll charger or an AutoPASS service provider. This includes, but is not limited to:
 - o Roadside equipment at the toll charger
 - o On-board equipment
 - o Information systems used by AutoPASS service providers and toll chargers
 - o Common information processing infrastructure, including handling of registers/lists, data exchange, security solutions etc.
- Tests related to the change, maintenance or updates of the common specifications and procedures specified in this domain statement
- Tests related to irregular or unwanted operational situations, and the subsequent follow-up of these situations
- Tests when a toll charger or an AutoPASS service provider cease their operations in AutoPASS Samvirke

C 1.3 Adherence to deadlines in the procedure to be approved as an AutoPASS service provider

If the applicant does not meet deadlines in the approval procedure, and this is caused by circumstances related to the applicant, the NPRA may require the applicant to cover all costs of the testing related to the delay.

C 1.4 On the payment of tolls during the approval procedure

The applicant shall not be responsible for the payments of tolls when a vehicle circulates as part of test activities related to the suitability for use procedure.

The applicant shall not be responsible for the payment of tolls when a vehicle circulates as part of end-to-end-testing related to the implementation of an approved AutoPASS service provider.

C 2. Remuneration for AutoPASS service providers

The Ministry of Transport and Communications determines the rates of the remuneration for AutoPASS service providers through the Toll Service Provider Regulations, cf. Section 7 of these Regulations. An AutoPASS service provider cannot demand any additional payment or coverage of costs for the services provided through the Toll Service Provider Agreement other than the remunerations described below.

C 2.1 Remuneration for toll transactions under a valid user agreement

A toll charger shall pay a remuneration to the AutoPASS service provider for all accepted toll transactions under a user agreement with the AutoPASS service provider. Credit transactions shall be included when calculating the remuneration.

The remuneration shall be calculated based on the net value of the toll transaction (tolls and ferry tickets) after application discounts and including VAT on ferry tickets.

As of 1 January 2021, the rate for the remuneration is 1.75% (excluding VAT) of the net value of the toll transactions under a valid User agreement with the AutoPASS service provider.

The AutoPASS service provider shall issue a monthly invoice for the remuneration to the toll charger. The invoice shall include remuneration for all toll transactions accepted (TIF/TIC cf. B 1.6) during the period from the first day to the last day of the preceding month. The remuneration invoice shall have the same cut off as the toll transaction settlement, see Chapter C 4. The invoice shall include accurate references to the account statements used to document the toll transaction settlement. Procedures are included as a separate annex to the domain statement, Annex 2 C.

The AutoPASS service provider shall invoice the toll charger no later than the 10th each month, with a payment deadline corresponding to the payment deadline for the toll transactions involved.

C 2.2 Remuneration for additional use of the AutoPASS OBE by the toll charger

According to Section 9 of the Toll Service Provider Regulations, the AutoPASS service provider shall make its equipment available to allow the toll charger to identify local

agreements. The Ministry of Transport and Communications may set rates for remuneration for the toll charger's use of the AutoPASS service provider's equipment.

As of 1 January 2019, no rates are set, and thus the AutoPASS service provider is not entitled to remuneration for the toll charger's use of the service provider's equipment when identifying local agreements. The Ministry of Transport and Communications intends to introduce such a rate at a later stage.

The EasyGo scheme with remuneration for additional local agreements was discontinued in AutoPASS Samvirke from 1 July 2019.

C 2.3 Common requirements for the invoice issued from the AutoPASS service provider to the toll charger

The invoice for remuneration issued by the AutoPASS service provider shall be compliant with Norwegian legislation.

The invoice shall be issued in Norwegian Kroner (NOK).

C 3. Financial guarantees

According to the Toll Service Provider Regulations, the toll charger has a right and duty to demand a financial guarantee from the AutoPASS service provider when certain criteria are met. The service provider's obligation to provide a guarantee can be waived by the toll charger when the total financial risk is estimated to be low.

Financial guarantees are a general requirement for all toll service providers in AutoPASS Samvirke. As a result, all toll service providers must provide a financial guarantee to each of the toll chargers in AutoPASS Samvirke for the payments of tolls collected on behalf of the toll charger in question.

The guarantee shall be in the form of an on-demand guarantee issued by a financial institution established in the EEA. Alternatively, the AutoPASS service provider can provide a *parent company guarantee* or a similar guarantee that the toll charger deems to be satisfactory.

The guarantee shall correspond to the average monthly toll transaction amount collected by the AutoPASS service provider for the toll charger. This amount shall be determined on the basis of the total toll transaction amount paid by the AutoPASS service provider to the toll charger the previous year, or the AutoPASS service provider's business plan if no relevant historical data is available.

The term of the financial security must be at least 13 months and is to be extended for at least a further 13 months period not later than 14 days before the end of the term in each instance.

The guarantee shall be provided and documented to the toll charger before commercial operations start, cf. Section 3.2 of the Toll Service Provider Agreement.

If there is a major change in the AutoPASS service provider's transaction amount, the AutoPASS service provider or toll charger may demand a new guarantee that reflects this change. This can take place outside the normal date of renewal. A "major" change is here

defined as an increase or reduction of average monthly transaction amount of more than 20%, based on the average for the last 12 months.

When applicable, documentation of the guarantee shall be attached to the signed Toll Service Provider Agreement.

C 4. Settlements between the AutoPASS service provider and toll charger for toll transactions

The settlement between an AutoPASS service provider and a toll charger for accepted toll transactions shall cover one calendar month. The settlement shall take place no later than the 15th of the month following the transfer of the accepted transactions. See detailed provisions regarding invoices and payment in Annex 2C.

The settlement of toll transactions shall be in Norwegian Kroner (NOK) and to the settlement account specified by the toll charger in the invoice.

The AutoPASS service provider and the toll charger issuing the invoice shall specify the invoice documentation in accordance with the provisions in Annex 2C.

C 5. Deadlines and transfer of risk and responsibility

C 5.1 Transfer of risk and responsibility

Toll chargers shall use the new, updated whitelist (HGV) as soon as possible after the AutoPASS service provider has made their list available on the AutoPASS HUB and at the latest 24 hours after it was made available. If a toll charger rightfully rejects a whitelist (HGV) or individual items in the list, the time limit shall be calculated from when correct information has been provided by the AutoPASS service provider. If an individual change on the whitelist (HGV) has a valid date set ahead in time, the time limit of 24 hours shall be calculated from the valid date/time specified. (This option is not available in the system solution as of February 2021.)

If there is a delay in the use of the new, updated whitelist (HGV) of more than 24 hours for reasons attributed to the toll charger, the toll charger is responsible for any errors or omissions caused by the delayed use. This also applies for the transfer of responsibility and risk of collecting payment, between toll charger and AutoPASS service provider and between AutoPASS service providers.

C 5.2 Time limits for the transfer of risk and responsibility of collecting payment

An AutoPASS service provider has the right to reject a toll transaction sent from a toll charger when the transaction took place more days ago than specified in Section 6 of Annex 2B.

Part D Application process for approval as AutoPASS toll service provider and EETS provider

The Toll Service Provider Regulations provide three different forms of approval, each with its own application process:

- Norwegian and foreign companies seeking to operate as AutoPASS toll service providers in Norway within AutoPASS Samvirke may be approved by the NPRA, cf. Section 21.
- A company that already has been approved as an EETS provider in its home country only needs operational approval from the NPRA to carry out toll service provision in Norway, cf. Section 22.
- Norwegian companies seeking approval as EETS providers may apply to the NPRA for such approval, cf. Section 24.

The different types of approval are illustrated in the figure below:

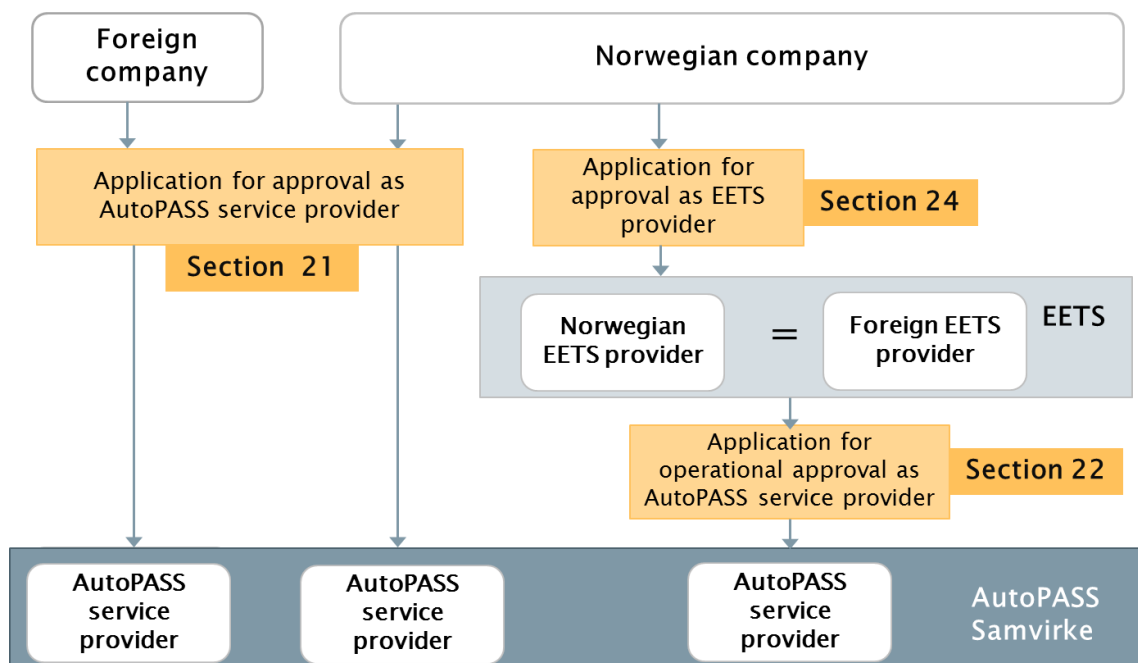


Figure 2 The different types of approval in the Toll Service Provider Regulations

Note that approval as an EETS provider pursuant to Section 24 gives the company a formal status with associated rights and obligations in the EETS. However, it does not grant the right to operate as a toll service provider in Norway within AutoPASS Samvirke. To be granted this right, the EETS provider must have operational approval pursuant to Section 22.

The NPRA Directorate of Public Roads has the overall responsibility within the NPRA for the implementation of the approval process. The NPRA shall coordinate the process of implementing the approved toll service provider.

In addition to the approval processes, this chapter includes a description of the implementation of an AutoPASS toll service provider after approval.

D 1. Application process to become operational as AutoPASS toll service provider

In order to become an operational AutoPASS toll service provider, the applicant must complete two sequential steps.

The first step is to be approved by the NPRA Directorate of Public Roads as an AutoPASS toll service provider in accordance with the Toll Service Provider Regulations. This can either take place through approval as an AutoPASS toll service provider pursuant to Section 21, or through operational approval as an EETS provider pursuant to Section 22.

At step two, having obtained approval, the toll service provider shall conclude Toll Service Provider Agreements with all toll chargers in AutoPASS Samvirke, cf. Section 5.

The second step consists of a controlled and verified establishment of the toll service provider, to ensure that commercial operations for the AutoPASS toll service provider can commence without causing inconvenience to the AutoPASS toll service provider, the toll chargers or the users. This step is common to all toll service providers approved pursuant to Section 21 or 22, and involves activities related to verification of whether the technical system works between all parties and whether the transactions following from passing a toll station run as intended.

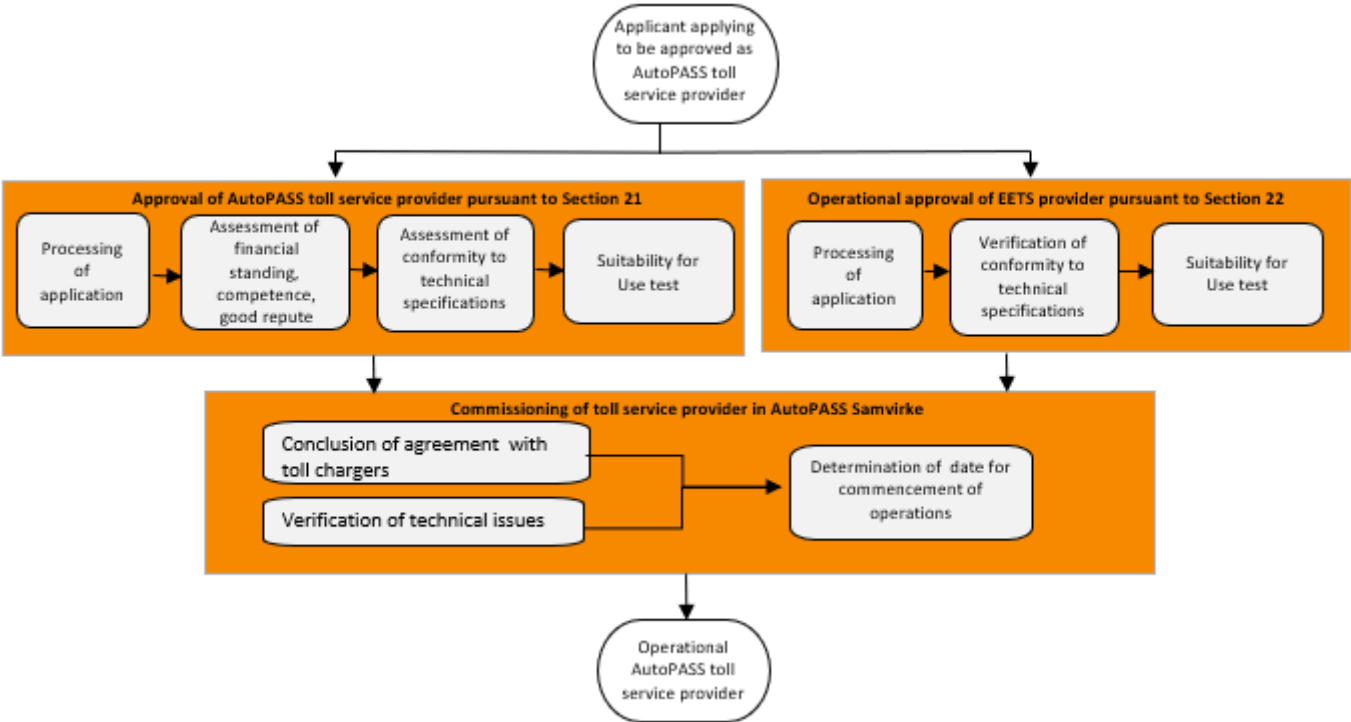


Figure 3 General process to become operational as an AutoPASS toll service provider

D 2. Approval as AutoPASS toll service provider pursuant to Section 21

The approval process for applicants who wish to become AutoPASS toll service providers pursuant to Section 21 starts when the applicant submits the Application form for approval by Section 21 (Annex 1D-e) to the NPRA Directorate of Public Roads. The application must be

accompanied by all documents required for approval and preparation for implementation.

The NPRA Directorate of Public Roads will start processing the application when the application is complete.

The approval process pursuant to Section 21 can be divided into two parts:

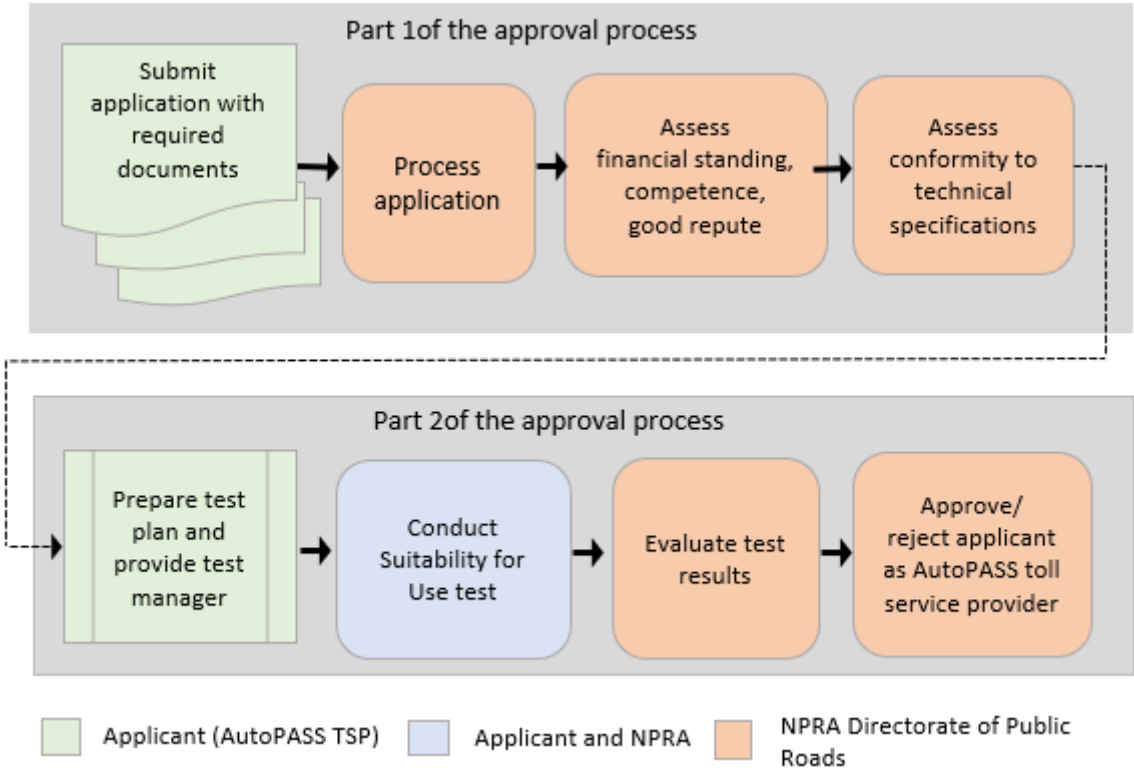


Figure 4 General flow for approval as AutoPASS toll service provider pursuant to Section 21

In the first part of the approval, the applicant is responsible for providing documentation that the applicant meets the requirements for good repute, satisfactory financial standing and a satisfactory level of competence in the provision of electronic tolling services or other relevant fields. Based on the documentation submitted by the applicant, the NPRA Directorate of Public Roads will assess whether these requirements are met. The applicant shall also provide documentation that technical equipment and components conform to the specifications in AutoPASS Samvirke. The NPRA Directorate of Public Roads is responsible for assessing whether this documentation is complete and sufficient.

If the NPRA Directorate of Public Roads finds that the applicant meets the requirements outlined above, and the applicant's documentation of the technical equipment's specifications is considered complete and sufficient, the applicant will be informed of this, and the next part of the approval process may commence.

Part two of the approval process involves a Suitability for Use test. This is a test of whether the applicant's technical equipment is suitable for use in AutoPASS Samvirke. The Suitability for Use test includes testing the communication between the parties' IT systems, and between

the applicant's electronic onboard equipment (OBE) and the toll charger's roadside equipment, plus end-to-end tests.

In connection with the Suitability for Use test, it will be the applicant’s responsibility to prepare a test plan, provide a test manager and ensure progress in the testing. The NPRA will be the test coordinator. The NPRA Directorate of Public Roads will be responsible for the assessment of test results.

An applicant that meets the requirements in Section 21 will be approved by the NPRA Directorate of Public Roads as an AutoPASS toll service provider.

D 3. Operational approval as AutoPASS toll service provider pursuant to Section 22

For an applicant that is already an approved EETS provider, the NPRA Directorate of Public Roads recognises that the applicant has already been subject to an approval process, and will use this as a basis for processing the application for approval pursuant to Section 22.

For operational approval, the process starts when the applicant submits the Application form for approval by Section 22 (Annex 1E-e) to the NPRA Directorate of Public Roads. The application must include all documents required for approval and preparation for implementation. The NPRA Directorate of Public Roads will start processing the application when the application is complete.

The approval process pursuant to Section 22 can be divided into two parts:

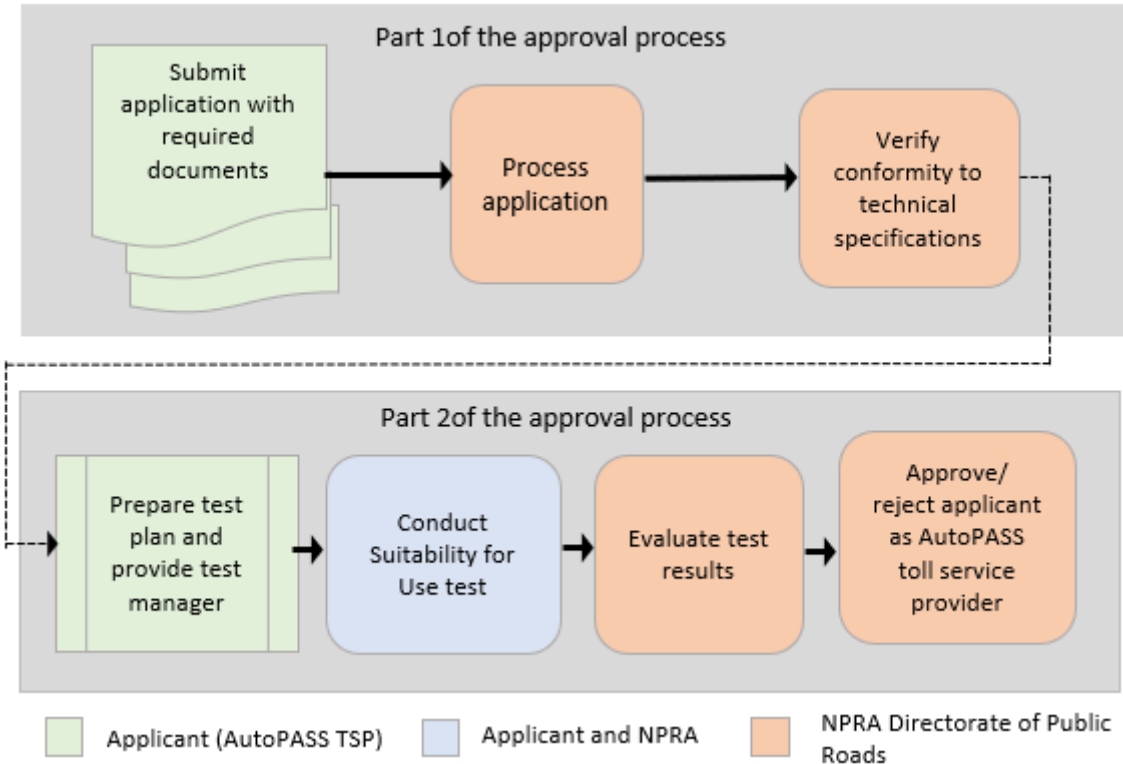


Figure 5 General flow for approval as AutoPASS toll service provider pursuant to Section 22

EETS providers applying for operational approval pursuant to Section 22 shall provide documentation that their technical equipment and components conform to the specifications in AutoPASS Samvirke. The NPRA Directorate of Public Roads is responsible for verifying whether this documentation confirms that the applicant meets the requirements.

In part two of the approval process, the EETS provider must undergo the same Suitability for Use test as an applicant to be approved pursuant to Section 21. This includes testing the communication between the parties' IT systems, and between the applicant's electronic onboard equipment (OBE) and the toll charger's roadside equipment, plus end-to-end tests. In connection with the Suitability for Use test, it will be the applicant's responsibility to prepare a test plan, provide a test manager and ensure progress in the testing. The NPRA will be the test coordinator. The NPRA Directorate of Public Roads will be responsible for the assessment of test results.

An applicant that meets the requirements in Section 22 will be approved by the NPRA Directorate of Public Roads as an AutoPASS toll service provider.

D 4. Process for application to be approved as an EETS provider pursuant to Section 24

Approval as an EETS provider pursuant to Section 24 gives the company a formal status with associated rights and obligations in EETS. The approval does not grant the right to operate as a toll service provider in Norway within AutoPASS Samvirke. To be granted this right, the EETS provider must in addition have operational approval pursuant to Section 22

The approval process for applicants who wish to become AutoPASS toll service providers pursuant to Section 24 starts when the applicant submits the Application form for approval by Section 24 (Annex 1F-e) to the NPRA Directorate of Public Roads. The application must be accompanied by all documents required for approval. The NPRA Directorate of Public Roads will start processing the application when the application is complete.

In the approval process, the applicant is responsible for providing documentation that the applicant meets the requirements with regard to management system (ISO 9001 certification or equivalent), a satisfactory level of competence in the provision of electronic tolling services or other relevant fields, satisfactory financial standing, good repute and a global risk management plan. The global risk management plan shall be revised at least every two years, cf. Section 24 (e). It shall cover risk areas that an EETS provider may face, such as liquidity risk, unexpected interruptions, changes in the market, etc. Reference is made to the Guide for the Application of the Directive on the Interoperability of Electronic Road Toll Systems, Section 2.2.2.3 (pages 10 and 11). The document is available [here](#).

Based on the documentation submitted by the applicant, the NPRA Directorate of Public Roads will assess whether these requirements are met.

The applicant must also provide documentation of the technical equipment and the EC declaration or certificate attesting the compliance of the interoperability constituents as laid down in Annex IV (1) to the EETS decision. The NPRA Directorate of Public Roads is responsible for assessing whether this documentation is complete.

An applicant that meets the requirements in Section 24 will be approved by the NPRA Directorate of Public Roads as an EETS provider.

D 5. Implementation of the AutoPASS toll service provider after approval

The process for implementing the AutoPASS toll service provider starts when an applicant is approved pursuant to Section 21 or 22 and wishes to commence regular operations with toll chargers in AutoPASS Samvirke.

In this process, the NPRA Directorate of Public Roads is responsible for facilitating the establishment of contact between the AutoPASS toll service provider and all toll chargers in AutoPASS Samvirke, in order for Toll Service Provider Agreements to be concluded. The decision made by the NPRA Directorate of Public Roads to approve a toll service provider is the basis required for the toll chargers to conclude agreements with the toll service provider.

When a company that is approved as an AutoPASS toll service provider wishes to commence commercial operations within AutoPASS Samvirke, all parties shall jointly establish a plan for activities to be concluded before commercial operations can commence, cf. Section 3.1 of the Toll Service Provider Agreement. The NPRA shall assist the parties in this process.

Commencement of full commercial operation by the approved toll service provider shall take place simultaneously for all toll chargers in AutoPASS Samvirke. The NPRA Directorate of Public Roads assesses the results from the implementation process and determines a start date. The start date is determined in the form of an individual decision.

An approved AutoPASS toll service provider shall, unless otherwise specifically agreed, be operational within six months of the conclusion of the Toll Service Provider Agreement, cf. Section 3.2 of the Toll Service Provider Agreement.

D 6. Language

The official versions of regulations and legal documents are in Norwegian. Translated documents will be provided for information purposes only and with no responsibility for the NPRA or the Norwegian toll chargers with respect to the correctness of the translation or consistence with the Norwegian official documents. Some of the supporting documentation, especially technical documentation, may be in English. The formal language in the application process will be Norwegian. The working language during the application process, including testing, may be English.

In order for foreign AutoPASS toll service providers to be able to conclude Toll Service Provider Agreements including annexes, the toll charger needs to be able to resolve certain issues in English when required.

Also, the toll charger needs to be able to receive and respond to enquiries from foreign AutoPASS toll service providers in English, for example related to the handling of customer complaints.

Part E Annexes

Valid annexes are available at: [About toll service provision - AutoPASS](#)

General

Annex no.	Document
1A-e	Template for Toll Service Provider Agreement
1C -b	Template for the exchange and use of personal data (tolls) (in Norwegian only)
1C-f	Template for the exchange and use of personal information (AutoPASS ferries) (in Norwegian only)
1D-e	Application form for approval by section 21
1E-e	Application form for approval by section 22
1H-n	Self-declaration form for approval by section 24 (in Norwegian only)

Administrative provisions

Annex no	Document
2A	AutoPASS Service level requirements and procedures for handling of issues The potential need for a separate document will be considered when some experience with AutoPASS service providers in operation has been gained.
2B	AutoPASS Procedures for the handling of customer relations and complaints
2C	AutoPASS Procedures or financial settlement between toll charger and toll service provider

Technical requirements

Annex no	Document
3A	4.3 AutoPASS Data Formats Overview
	4.3 AutoPASS Data Formats Appendixes
3B	AP-1.3 AutoPASS EFC Security Architecture
3C	AP-2.2 AutoPASS TSP Suitability for use - Test strategy
3D	AP-2.3 OBE Test Description - AutoPASS TSP Suitability for use
3E	AP-2.4 AutoPASS Test description of interface with AutoPASS HUB
3F	AP 1.6 Requirements for On-board Equipment (OBE) for use in AutoPASS Samvirke