



1. Which box do I need for my vehicle in the French toll system?

Toll boxes by vehicle category:

	 Classe 1	 Classe 2	 Classe 5	 Classe 3	 Classe 4
liber-t	French motorway network, bridges, tunnels (except Fréjus and Mont Blanc) Car parks in city centres, at airports and railway stations				
tis-pl				French motorway network, bridges, tunnels (except Fréjus and Mont Blanc) Car parks	
DKV CARD	French motorway network, bridges, tunnels (including Fréjus and Mont Blanc)			French motorway network, bridges, tunnels (including Fréjus and Mont Blanc) Car parks	

Liber-t is valid for 3 toll categories:

- » Category 1: Vehicles with an overall height of less than 2 metres and a permissible total weight of up to 3.5 tons.
- » Category 2: Vehicles with an overall height of more than 2 metres and less than 3 metres and a permissible total weight of up to 3.5 tons.
- » Category 5: Motorcycles, trikes



2. How do I position my Liber-t BOX in the vehicle?

Position the Liber-t BOX on the windscreen mid-way between the windscreen wipers as follows:



If your vehicle has an athermic windscreen with reflective coating, the box has to be positioned in the zone specified by the manufacturer (in the area marked with small black dots). If you cannot find this zone, consult the instruction manual for your vehicle or contact the manufacturer.

Remove the adhesive tape and stick the holder to the window by pressing down firmly for a few seconds. When sticking the holder to the windscreen, the windscreen temperature has to be normal to ensure there is no condensation that could interfere with the holder sticking to it. Then slide the box onto the holder.

For safety reasons, only operate your box when the vehicle is stationary. Never open the box yourself. The box has a label with bar code on it that you need for manual payment. Please make sure the label is not damaged.



3. Which lanes can I use with my Liber-t BOX?

3.1. with my car:

At the toll booths you use the lane reserved for electronic toll labelled with the  symbol. The lanes labelled  are reserved for cars with a maximum height of 2m.

If there are no reserved lanes or if the reserved lanes are not vacant (heavy traffic or inspections at the toll booths), please use the mixed lanes   or the lanes labelled with a green arrow . The toll staff manually registers your Liber-t BOX using the bar code.

3.2. with my car and a bicycle on the roof or any other load on the roof:



If you have a load on your roof, please make sure you do not use the reserved lanes labelled with ; these are reserved for category 1 vehicles, as access is limited to a vehicle height of 2 metres.

Use the mixed lanes   or the classic lanes labelled with , take a ticket as you enter and present your Liber-t BOX to the toll staff when you depart.



You drive, we care.



3.3. Delivery trucks, motor homes or cars with trailers:

Category 2 vehicles (with an overall height of more than 2 metres and less than 3 metres and a permissible total weight of up to 3.5 tons) may not use the lane reserved for category 1 vehicles , as access is limited to a vehicle height of 2 metres. With these vehicles, please use the mixed lanes   or lanes labelled with a green arrow . The toll staff can manually register your Liber-t BOX using the bar code.

3.4. I am a motorcyclists, which lane should I use at toll booths?

As a motorcyclists you cannot use the lane reserved for category 1 vehicles . Please use the mixed lanes   or the lanes labelled with a green arrow . The toll staff can manually register your Liber-t BOX using the bar code.



You drive, we care.



4. Tips for using lanes properly with your Liber-t BOX

- » Make sure the Liber-t BOX is properly positioned on the windscreen.
- » Drive at walking speed to make sure your box is recognised (you will hear a beep).



- » Ensure a minimum distance of 4 meters to the vehicle in front of you.
- » Once you have been registered the Liber-t BOX will make a beeping sound, the traffic light turns green and the barrier will open automatically.



- » If the barrier is already open when you arrive, it is important that you wait for the green light.
- » Pay attention to motorway staff who may have to cross the toll lanes.



5. What is the speed 30 lane?



The speed limit of this lane is 30 km/h, and the electronic toll is paid automatically without you having to stop. These lanes reduce your travelling time!

For your Liber-t BOX to be recognized on this lane

- » your Liber-t BOX has to be correctly positioned on the windscreen
- » you have to comply with the 30 km/h speed limit
- » you have to maintain a safety distance of 4 metres and,
- » your Liber-t BOX must be in working order

Please note: If the gate is closed or the traffic light is red, do not use this lane and use the free lane  instead.

Warning: At some toll booths the speed 30 lane is on the left; please take extra care!

If you have a problem, please use the toll booth intercom to ask for help.

6.2. How do I use the box at a car park labelled with the "



You drive, we care.



6. Car parks: Car park acceptance network and using the box

6.1. In which car parks can I pay my fee using my Liber-t BOX?

You can use the Liber-t BOX to make cash-free payments at approx. 300 car parks in city centres, and at all car parks at airports and railway stations labelled with . A sign at the car park entrances tells you that the Liber-t BOX is accepted. All participating car parks are labelled with .

You can find a list of participating car parks at: www.dkv-euroservice.com/toll-liber-t



6.2. How do I use the box at a car park labelled with the logo?

Take a ticket from the machine when you enter the car park.

Keep hold of the ticket as you need it in some car parks to use the pedestrian entrance.

When you exit the car park use the lane labelled with ".

Insert your ticket into the machine by the exit. Your Liber-t BOX will be registered and you will hear a beep. Then the barrier opens.

You can be issued with a receipt on request.



7. What does TLPC mean?

7.1. What do the letters TLPC on my invoice or passage list mean?

TPLC is an abbreviation of the French expression "Trajet Le Plus Cher" (=most expensive route). You have been charged the highest tariff.

7.2. Why did this happen? You are charged the TPLC tariff when:

You are charged the TPLC tariff when: 1.The toll operator did not manage to register your box when you arrive or depart. 2.You stayed on the motorway for too long.

7.3. How can I avoid the TLPC tariff?

TLPC reasons		How do I avoid the TLPC tariff?
Liber-t BOX	Installation	Make sure your box is installed properly. If in doubt, consult your operating instructions or have the box checked at one of the 52 VINCI Autoroutes service stations
	Battery	The box has a service life of several years. However, the service life can be affected by low temperatures and intense use of smartphones near the box. If in doubt, have the condition of the battery checked by one of the 52 VINCI Autoroutes service stations. If the battery is indeed too weak or defective, you can get in touch with your DKV contact person who will replace the box. To do this, fill in the service sheet .
Use	Traffic light at the toll booth	Please note that the traffic light must be green when you pass through a toll booth.
Recognising the box	As you enter	If your box is not recognised when you enter the toll booth, take a ticket from the machine. When you exit you must use the mixed lanes 🚦👇 or the lanes with the green arrow 👇 and show the ticket to the toll staff.
	As you exit	If your box is not recognised when you leave the toll booth, use the intercom to talk to the toll staff.
Journey time		If you exceed the maximum length of stay you will be charged the TLPC tariff. You are permitted up to 24 hours at: <ul style="list-style-type: none"> » Adelaç » ALBEA » Alienor » ARCOUR » AREA » ASF » ESCOTA » SANEF » SAPN » SFTRF You are permitted up to 48 hours at: <ul style="list-style-type: none"> » ALIS » APRR » ATMB » COFIROUTE There is no maximum length of stay at : <ul style="list-style-type: none"> » Alicorne



8. How can I complain about a transaction and for what reason?

Reasons	What should I do?
TLPC	<p>Get in touch with your DKV contact person. Provide him with all necessary information: Entry station, exit station, date, time of day, number of your box, name of operator.</p> <p>Warning: If you exceed the maximum length of stay a credit note will not be authorised by the motorway companies.</p>
Wrong vehicle category	<p>If the vehicle category on your passage list is not the same as the category of your vehicle, get in touch with your DKV contact and inform him about:</p> <p>Entry station, exit station, date, time of day, number of your box, name of operator and corrected vehicle category. For more information about vehicle categories see point 1 of the tips on using Liber-t.</p>

Please note that Liber-t transactions have to be queried within 90 days of the date of the invoice.

9. Replacing a Liber-t BOX

To replace your box, get in touch with your DKV contact person and fill in the service sheet.

Once you have received your new box, place the old box in the isolated bag and send it to DKV within 30 days.

If you would like to replace a defective box, you can use the old box in the emergency mode (see tips on using point 10) before you get your new one.



10. What can I do if my Liber-t BOX is not automatically recognised at the toll booth (emergency mode)?

If your box is not recognised at the toll booth, you have to take a ticket. When you depart you have to use the mixed lane  or the lane labelled with a green arrow  and follow the instructions of the toll booth staff or the instructions received over the intercom. The Liber-t BOX is equipped with a label and a bar code, which in principle allows the box to be registered manually.

Warning: Small toll operators and unstaffed car parks do not offer manual registration.

11. Can I use my Liber-t BOX in several vehicles?

The Liber-t BOX is not linked to a specific vehicle and can be used with other vehicles of categories 1, 2 and 5.

If you require another box holder, please ask your DKV contact person!

12. What do I do if my Liber-t BOX is lost or stolen?

Our international DKV Hotline is available at all times to answer questions about the use of the box or in the event of malfunctions or loss of your box: call 00800-32682931 or get in touch with your DKV contact person.

13. Why is there a second invoice that lists transactions for LBTT type of goods with 0% VAT?

Transactions of the two suppliers CCIH and BPNL are generally tax-free due to the nature of their mandate. The transactions of these two suppliers are part of the DKV invoice for tax-free transactions bearing the tax-related notice "Péage non soumis à TVA" (equivalent to the DKV CARD).