



FAQ - UTA MultiBox® Activation Belgium Toll

1. Do you still not have a UTA MultiBox®?

You have the possibility of ordering it over the UTA Service Center or by using the order form. The wish to activate the Belgium toll billing can also be indicated in the order. The delivery time is currently approx. 10-12 workdays, however, this can vary according to order amounts.

2. Do you already have a UTA MultiBox®?

If yes, you can apply for the service update for Belgium Viapass (BE) for your existing UTA MultiBox® in the UTA Service Center.

3. How is the activation implemented?

Note that the activation is to be implemented outside of Belgium in order to avoid double bookings. You can find all further steps in the activation directions, which you can find in the Appendix.

We have summarised the sequence of the activation for you in abbreviated form:

Activation



In order to activate the UTA MultiBox® for Belgium, the UTA service update "Viapass (BE)" is to be applied for in the UTA Service Center. Here you select the OBU ID to be activated in each case under the category "Overview / Order / Block - Belgium - UTA MultiBox®"

Acknowledgement of receipt



As soon as you have sent the activation order, you are provided with an e-mail regarding the input of your activation desire.

Confirmation



You receive a confirmation mail as soon as the release of the UTA MultiBox® has been activated. As an attachment in this email you can find the activation directions and the send-back form, as well as a return label.

Successful activation



The successful activation of the update is visible in the menu of the UTA MultiBox®. Here, after successful activation, the additional network Viapass (BE) is displayed. Furthermore, by the lighting up of a blue LED on the OBU and the information text "Viapass ON - taxee km belge activee" or "Viapass ON - Belgium km tax enabled" confirms the activation. You can find further details on that in the activation directions.

Avoidance of double bookings



The Satellic OBU is to be removed immediately from the vehicle after successful activation in order to avoid double bookings. See also details related to that in the conditions of use.

Unsuccessful activation



An unsuccessful activation can be identified where the network "Viapass (BE)" is not displayed in the network installation of your UTA MultiBox®.

4. What is the further procedure in case of unsuccessful activation?

If no successful activation is indicated within 48 hours following receipt of the confirmation mail, then please contact our UTA Toll & Card Service.

5. What is to be considered with the sending back of the Satellic OBU(s)?

The sending back of Satellic OBU's should basically be implemented to UTA. The "Satellic OBU return form" is to be enclosed with every sending back. This ensures trouble-free handling. This form is enclosed with the UTA confirmation mail or you can also download it on the UTA web page.

6. How is the refund of the security deposit for the Satellic OBU implemented?

If the security deposit was billed to you by UTA, this is reimbursed directly to you by Satellic on your account.

7. What is the procedure in case of a fault in the UTA MultiBox®?

If you should determine that your UTA MultiBox® does not function any longer, then please immediately dial the emergency number provided that you are after travelling, or are travelling, in Belgium. Follow the instruction of the employee because only in this way is it possible to avoid penalty payments.

Please note that an on-site-related Satellic OBU can only be used for the toll settlement in Belgium.

The return of the OBU's is always implemented over UTA, not to the Satellic Service Points.

UTA MultiBox® activation did not function?

Please get in touch with our UTA Toll & Card Service:

+49 6027 509 617 (8 - 18)

UTA MultiBox® indicates an unexpected fault during driving?

Please immediately contact the following emergency number:

+33 4 26 29 75 80 (24/7)