

**24/7  
ONLINE**

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# Electronic Toll Collection System of the National Revenue Administration

**SPOE KAS**



## **e-TOLL system**

**The Head of the National Revenue Administration is responsible for the electronic toll collection system:**

The e-TOLL system enables the execution of electronic toll collection for toll sections of motorways, expressways and national roads in Poland, managed by the General Directorate for National Roads and Motorways.

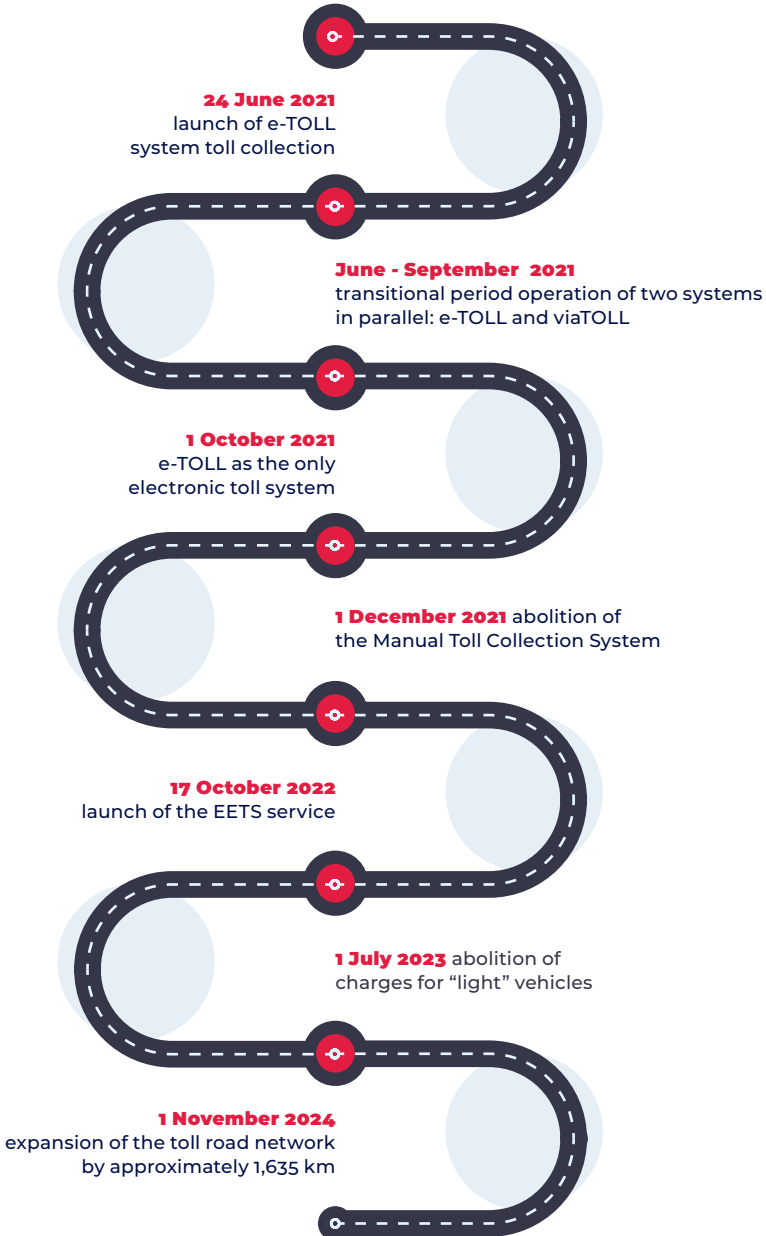
**For vehicles with a gross vehicle weight (GVW) over 3.5 tonnes:**

Applies to motor vehicles or vehicle combinations and buses irrespective of GVW (does not apply to agricultural tractors).

**Modern technology:**

The technology used in e-TOLL is based on Global Navigation Satellite Systems (GNSS) satellite positioning and wireless data transmission via mobile network operators.

# History of e-TOLL



# Toll road network



**± 5 255 km**

**COUNTS THE NETWORK  
OF TOLL ROADS IN POLAND**

**± 1300 km** of motorways

**± 2855 km** of expressways

**± 1100 km** of national roads

## **How to use e-TOLL**

Registration can be done through:

- » Online Customer Account (OCA),
- » a visit to the stationary network of Customer Service Facilities (MOK),
- » fleet card operator.

## **Online Customer Account (OCA)**

In OCA, the user can, among other things:

- » register an account and manage it,
- » top up a prepaid billing account balance,
- » check the history of financial transactions, notes, transits,
- » report technical problems.

## **Customer Service Facility (MOK)**

At MOK, the user can, among other things:

- » register for e-TOLL,
- » top up a prepaid payment account with cash or pay a debit note,
- » make a cash collateral, for a deferred payment account, by credit or debit card,
- » buy an On Board Unit.

There are currently 90 full-service points within the stationary distribution network.

## **Call center (TCOK)**

You can talk to us in Polish, English and Russian.

Paid number for users calling from Poland and abroad.

The hotline is open from Monday to Friday,  
from 6.00 am to 10.00 pm; on Saturdays, Sundays and other  
public holidays from 8.00 am to 6.00 pm.

**+48 22 460 59 77**

## **Devices in e-TOLL:**

- » Mobile application e-TOLL PL – free, dedicated mobile application, available for download in the Google Play store or AppStore.
- » OBU (On Board Unit) – on-board unit which can be transferred between vehicles.
- » External Localization System (ZSL) – a localization device permanently mounted on the vehicle by the ZSL operator, cannot be transferred between vehicles.

## **The European Electronic Toll Service (EETS)**

- » The service makes it possible to pay for transit on toll road sections in areas equipped with electronic toll collection systems.
- » The EETS service is active since 17 October 2022 and is provided by an accredited provider, **Telepass S.p.A.**, from that date.
- » Since 1 August 2024, the service is also provided by **Toll4Europe GmbH**.

## **etoll.gov.pl/en website**

The website includes:

- » Articles
- » Calculators
- » User area
- » Providers area



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