



## The launch of the e-TOLL collection system

As of 24/06/2021, the payment of electronic toll for heavy vehicles (with gross vehicle weight exceeding 3.5 tonnes, including buses) on toll sections of motorways, expressways and national roads in Poland is already possible under the new e-TOLL system. We are currently in a transitional period, during which both tolling systems - e-TOLL and viaTOLL - are in use.

The final date for phasing out the viaTOLL system will be confirmed in the near future and will take place no later than **30 September 2021**.

### How to use the e-TOLL?

Register with the e-TOLL - the easiest way is via the Online Customer Account - select the method of data transfer to the system (OBU, ELS or mobile application) and specify the method of toll payment. Find out how to do this at [etoll.gov.pl](http://etoll.gov.pl)

#### You decide how to transfer data into the system:

- **e-TOLL PL mobile app**

You can download it for free from the Google Play or AppStore. The app is compatible with mobile devices based on Android (min. 6.0, 11+ recommended) and IOS (13+).

If you transport sensitive goods, which are subject to mandatory monitoring in the SENT system, remember this application is also for you. From 1 November 2021, the e-TOLL PL application will be the only application used to transmit geolocation data to the SENT system. The SENT GEO driver application will stop working. Learn more on [etoll.gov.pl](http://etoll.gov.pl)

- **OBU**

You can purchase an OBU device directly from OBU operators A full list of operators and devices is available on [etoll.gov.pl](http://etoll.gov.pl)

- **ZSL**

- check whether your ELS system, already installed in your vehicle, will be compatible with the e-TOLL system and ask an operator to launch the service
- replace your device if it is not compliant
- if you have not yet used the services of a ELS operator, contact the operator of your choice

A full list of operators and equipment is available at [etoll.gov.pl](http://etoll.gov.pl)

See detailed information for drivers using SENT and e-TOLL on [etoll.gov.pl](http://etoll.gov.pl)

#### Please note

Only operators and their devices listed on [etoll.gov.pl](http://etoll.gov.pl) have passed the e-TOLL system admission tests.

**Remember, you cannot use both viaTOLL and e-TOLL devices at the same time**  
To avoid double billing, only use your device on one system.

### New rules for the use of toll lanes on motorways (A2 Konin - Stryków and A4 Wrocław - Sośnica)

Currently, the edge lanes at Toll Plazas and Stations on motorways are dedicated to users of the e-TOLL and viaTOLL systems. There is appropriate signage above these lanes.

**Important!** Users using anonymous viaAUTO on board units and users whose on board units are not assigned to the vehicles in which they are installed may not drive in the extreme lanes. Should you have any doubts concerning the type of viaAUTO device you have, please contact [Telephone Customer Service Centre of the viaTOLL system](#).

**Users of the viaAUTO service are encouraged to download and switch to the free of charge e-TOLL PL mobile app which allows driving on the edge lanes.**

### Do you have any questions?

- **call** [Customer Service Call Center](#)  
**800 101 101** toll-free number for landline users in Poland  
**+48 22 521 10 10** toll number for mobile phone users and for users from abroad / information in Polish, English, German and Russian
- **e-mail** [kontakt@etoll.gov.pl](mailto:kontakt@etoll.gov.pl)
- **visit** Customer Service Points. The list of open MOKs available on [etoll.gov.pl](http://etoll.gov.pl)

Go to [etoll.gov.pl](http://etoll.gov.pl) and find out more.

Toll Collector: **Head of the National Revenue Administration**  
Ministry of Finance, 12 Świętokrzyska, 00-916 Warsaw