

**EasyGo®**

**Interoperable tolling across Europe**

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Internet  
www.easygo.com

## 1 Introduction

This document is primarily aimed at toll operators, transport authorities and organisations that may see EasyGo as an opportunity to achieve “off-the-shelf” interoperability with other regions and transport modes.

The document gives an overall description of the EasyGo service. Most issues are described in more detail in the agreements, annexes and guidelines that define the EasyGo service. References to these documents, which can be downloaded from the EasyGo website, are given throughout the document as shown in an example below:

Annex 2.6 – EasyGo test strategy

An overview of all documents can be found in chapter 7.

The EasyGo services have been developed to meet the requirements stated in the EU Directive (2004/52/EC on interoperability of electronic road toll systems) and the EETS Decision (2009/750/EC on the definition of the European Electronic Toll Service and its technical elements).

Up-to-date information about EasyGo, with links to Toll Chargers (TC) and Toll Service Providers (TSP), can be found on the EasyGo website [www.easygo.com](http://www.easygo.com).

## 2 The EasyGo services

### 2.1 Background

The turn of the millennium was accompanied by a marked increase in road user charging projects in Scandinavia, with significant cross-border traffic and toll stations on national borders. This led to a co-operation between the major players in Denmark, Sweden and Norway<sup>1</sup>, with the goal of implementing a common toll collection service.

When EasyGo commenced operations in 2007 (EasyGo basic), it was an interoperable tolling service offered to users of toll roads, bridges, tunnels and ferries in Scandinavia. Since then the service has been extended to include Austria (EasyGo+ for vehicles over 3.5 tonnes) as well as additional road tolls and ferry routes including those between Denmark and Germany.

### 2.2 EasyGo basic

EasyGo basic is an add-on service which a Service User (SU) automatically gets access to when he signs a contract with a local TSP and receives his on-board equipment (OBE).

The OBE can be used for payment at all TCs being part of EasyGo basic. Payment for use of any toll road is included in the invoice from his local TSP. There are no costs for the SU related to the use of EasyGo except the toll fee itself.

### 2.3 EasyGo+

The Austrian national tolling system for heavy vehicles became part of EasyGo in 2013. The new service offered by the cooperation with Austria is named EasyGo+ and is an integrated part of EasyGo.

EasyGo+ requires a dedicated OBE personalised with fixed vehicle data and the possibility for the driver to enter the number of axles on the OBE. Austria only has tolls for heavy vehicles (over 3.5 tons) and the use of OBEs is mandatory for these vehicles. All vehicles over 3.5 tons travelling in Austria therefore need to be equipped with an EasyGo+ OBE or the Austrian Go-Box. EasyGo+ OBEs are accepted in all EasyGo toll domains. The Austrian Go-Box is, however, not accepted in Scandinavia.

When a SU wants to make use of the EasyGo+ service, he must sign an agreement with an EasyGo+ TSP from whom he will receive an EasyGo+ OBE, personalised with the relevant vehicle characteristics. Not all EasyGo TSPs offer EasyGo+. If the SU already has an EasyGo basic OBE, he will need to exchange this OBE with an EasyGo+ OBE.

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<sup>1</sup> Norwegian Public Roads Administration, the Swedish Road Administration, Øresundsbro Konsortiet and AS Storebælt

## **2.4 The benefits of the EasyGo service**

The EasyGo service was implemented because an interoperable solution is more efficient compared to traditional tolling and more convenient for the users. The following benefits are considered important:

### Toll Chargers

- A secure and inexpensive method for charging of foreign users. The need for enforcement of foreign vehicles is reduced
- A high share of OBEs means a reduction in collection costs as the collection cost for vehicles equipped with an OBE is much lower than collection cost based on number plate recognition or use of manual lanes
- A TC can connect to all TSPs via one single contact point
- The EasyGo service is designed within the framework for the European Electronic Toll Service (EETS) and will simplify the implementation of EETS

### Service Users

- One contract and one OBE will allow the SU to pay for all transport services (roads, ferries..) offered throughout the EasyGo area on the same invoice from his local TSP
- Electronic documentation of all transactions and simplification of VAT refund
- A number of TCs offer discounted prices if the toll fee is paid electronically
- There is no need to prepare payment at each toll station. (What methods of payment are available? What is the price for my vehicle? Which currencies are accepted? Which credit cards can I use?)
- No queues in free flow lanes or when using dedicated EFC lanes
- Questions and complaints related to foreign toll domains can be handled by the SU's local TSP

### Toll Service Providers

- Increased market size and business volume
- A TSP has to conform with only one set of specifications for all EasyGo TCs
- A TSP can connect to all TCs via one single contact point
- Being part of EasyGo makes the implementation of EETS much easier as EasyGo TCs have a common set of technical specifications and contractual relations compatible to EETS, which the TSP needs to fulfil

## **2.5 Operational experience**

Many years of commercial operation has given the participants in EasyGo an in-depth knowledge of and experience from interoperable tolling. As experience has been gained, improved solutions have been introduced making the system more efficient and user friendly.

Also, the contractual relations between the participating organisations have been revised to be able to handle new issues and to simplify solutions.

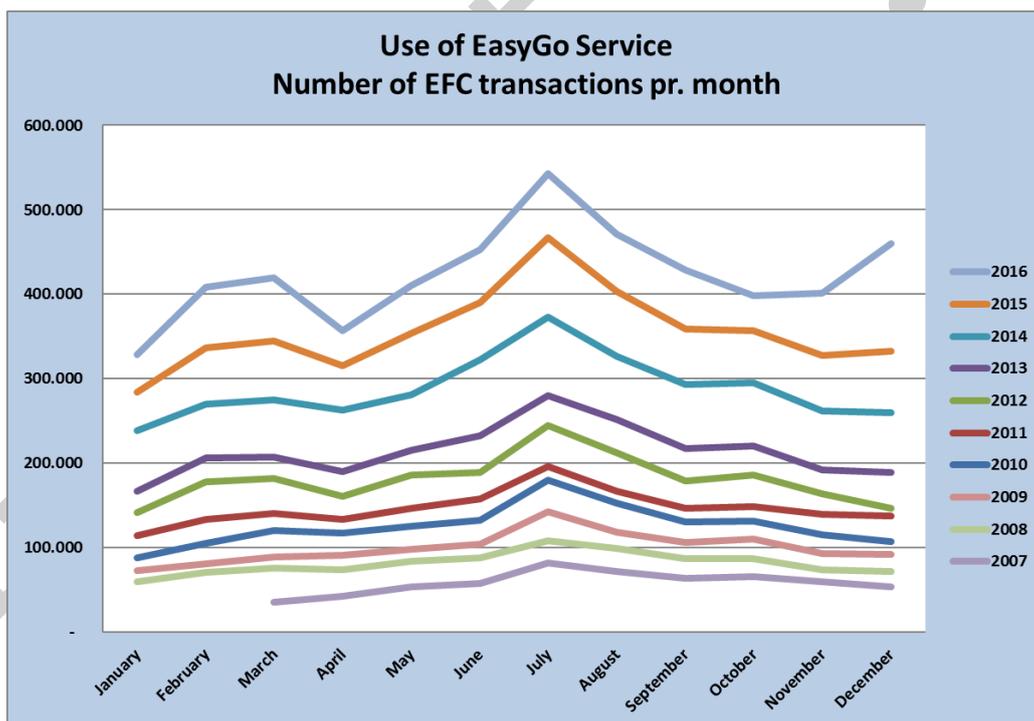
The partners in EasyGo have also gained important knowledge and experience in legal, technical, operational and cultural challenges which allow EasyGo to facilitate a better service and to contribute to the implementation of EETS through participation in standardisation work, international projects and conferences.

## 2.6 The success of EasyGo

The EasyGo service is unique – It is the first contractual interoperability across European borders.

As of 2017 the TSPs being part of EasyGo represent a total of more than three million interoperable OBEs and the service is available at more than 50 TCs.

The number of cross-border transactions has increased by an average of 25 per cent every year from the start of operations in 2007 and reached a turnover of approximately EUR 140 million in 2016.



**Fig. 1 Traffic development**

The graph above shows only the transactions being sent between EasyGo TCs and TSPs. The EasyGo infrastructure (EasyGo hub), however, handles a much larger number of transactions including:

- Transactions between EasyGo TCs and TSPs within one country

- Transactions between EasyGo TCs and external TSPs and between EasyGo TSPs and external TCs

These transactions that are routed via the EasyGo hub represent a significant income for EasyGo and contribute to the low operational cost of the service. The EasyGo hub is designed to accommodate a significant increase in the number of parties and transactions.

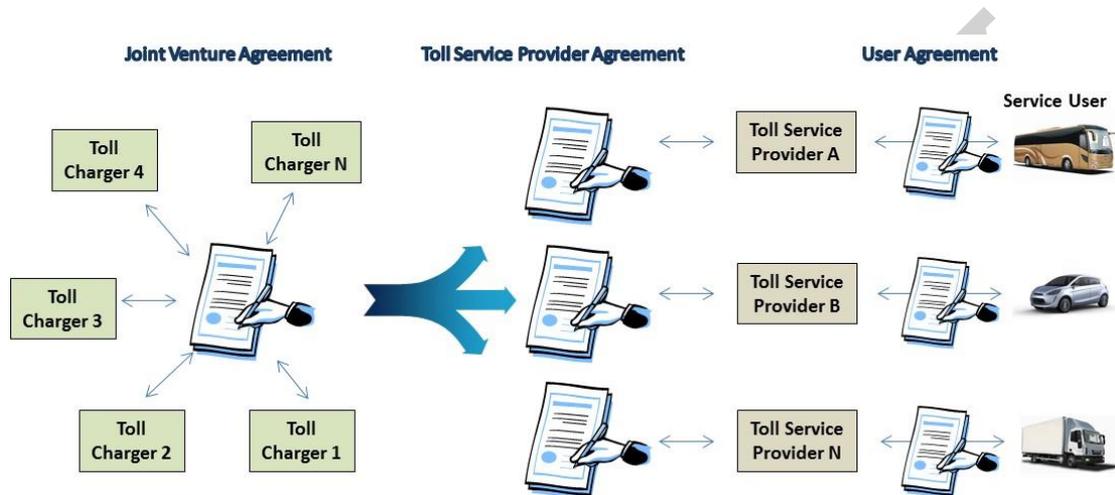
EasyGo has developed and implemented a quality system and has defined Key Performance Indicators which are continuously monitored and followed up on. As most data are routed via the EasyGo hub, data can easily be analysed to detect trends and give valuable statistics.

Annex 3.7 – EasyGo quality system

### 3 A cooperation between Toll Chargers

#### 3.1 The contractual framework

The contracts defining the EasyGo service are illustrated below:



**Fig. 2 EasyGo contractual framework**

- The Joint Venture Agreement (JVA) describes the cooperation between the TCs and is signed by all TCs
- Toll Service Provider Agreement (TSPA). Each TSP issuing OBEs for the EasyGo service signs only one TSPA which covers the relations with all EasyGo TCs
- User Agreement. The TSP's contract with the SU shall include specific paragraphs describing the conditions under which the SU can use his OBE as payment means at EasyGo TCs.

Agreement 001 – Joint Venture Agreement

Agreement 002 – Toll Service Provider Agreement

Annex 3.2 – Minimum set of clauses of the agreement between Toll Service Provider and Service User

The JVA and the TSPA have a number of annexes, which describe the technical, contractual, and operational aspects of EasyGo. There are also several guidelines available for in-depth descriptions of how the service shall be implemented and operated.

### 3.2 The toll domains and parties of EasyGo

As of 2017 EasyGo includes the following toll domains:

- Norway presently has approximately 50 TCs of which a large share are also TSPs (EasyGo basic only). There is an on-going process to restructure the tolling sector in Norway. The most important aspects of the restructuring process are:
  - a reduction from 50 to approximately 5 TCs
  - the split between TCs and TSPs
  - a simplification of the fare structure.

The Norwegian Public Roads Administration (NPRA) has represented the Norwegian TCs in the EasyGo Joint Venture since the start of EasyGo in 2007.

- Sweden plans to implement EasyGo (in addition to Øresundsbro Konsortiet and Svinesund which are already part of EasyGo) in the Congestion Tax systems in Stockholm and Gothenburg and the Infrastructure Fee systems in Motala and Sundsvall. There are currently no Swedish TSPs besides Øresundsbro Konsortiet. The Swedish Transport Agency is acting as Toll Charger and represents the new Swedish Toll Domains in EasyGo.
- ASFINAG is the national operator of Austrian toll roads and is represented in the EasyGo Joint Venture. Only trucks and buses above 3.5 tons are subject to road tolls in Austria and for these vehicles the use of an approved OBE is mandatory.
- Øresundsbro Konsortiet is TC for the link between Sweden and Denmark and has been in EasyGo since the beginning. Øresundsbro Konsortiet is TSP for EasyGo basic.
- Sund & Bælt Holding A/S has been part of EasyGo since 2007. Its subsidiary A/S Storebælt is TC for the Storebælt Bridge between Sealand and Jutland. Another subsidiary, BroBizz A/S, is TSP for EasyGo basic and EasyGo+.

The five parties above are represented in the EasyGo steering committee as “General Parties”. In addition to the general parties there are several ferry lines in Scandinavia that are part of EasyGo as “Limited parties”. These companies are separate toll domains, but they do not have a seat in the steering committee and do not have to contribute to the common costs of the operation of EasyGo (only affiliation fee and variable costs).

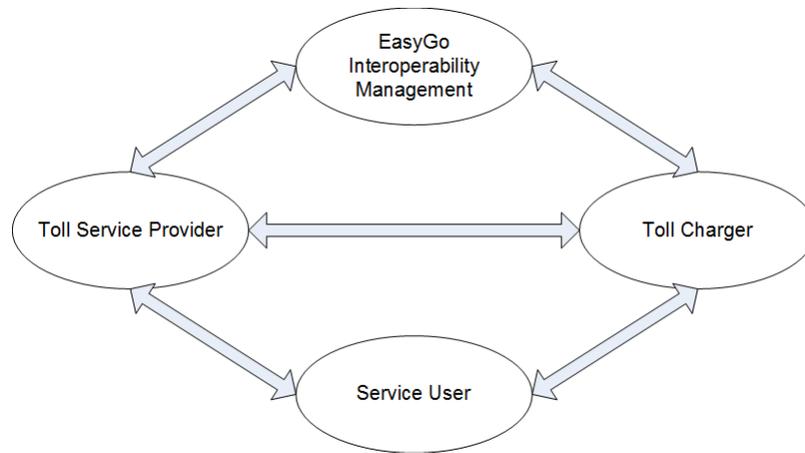
Annex 4.2 – Norwegian toll chargers and toll service providers

Annex 4.4 – Overview of organisations involved with EasyGo

Each party has, in line with the requirements stated in the EU Directive (2004/52/EC) and the EETS Decision (2009/750/EC), produced a Toll Domain Statement, which describes the main attributes of their toll domains. These Statements are available on the website of the individual TC.

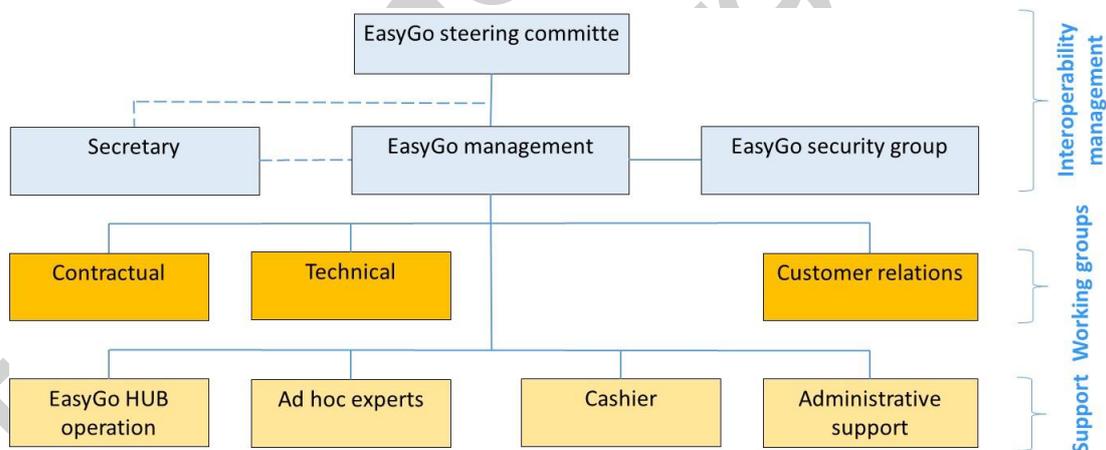
### 3.3 Organisation

Interoperability in EasyGo is based on the standard EN ISO 17573 – “EFC-system architecture for vehicle related tolling”. The four main roles are shown below.



**Fig. 3 Roles in the EasyGo environment**

The chart below shows how interoperability management is organised within EasyGo.



**Fig. 4 EasyGo support organisation**

EasyGo management handles the day-to-day operation as well as the development of EasyGo within the framework given by the EasyGo steering committee. EasyGo management consists of personnel from the general parties which are already involved in similar activities in their local organisations.

The EasyGo hub routes data between EasyGo TCs and TSPs as well as with external TCs and TSPs sending or receiving transactions via the EasyGo hub.

**Annex 1.1 – Definition of Support organisation**

It should be noted that “Interoperability management” in EasyGo differs from the definition of interoperability management in EETS.

An EasyGo intranet has been established as a tool for the support organisation and for information exchange.

### **3.4 Financial structure**

#### **3.4.1 Currencies and invoicing**

EasyGo handles four currencies (NOK, DKK, SEK and €). SUs pay in their local currency, while TCs receive payment in theirs.

A common invoice layout has been agreed for all countries.

Annex 3.3 – Currency selection principles

Annex 3.4 – Invoicing specifications

#### **3.4.2 Costs and contributions**

The costs of EasyGo include:

- Interoperability management
- Development and maintenance of the EasyGo hub
- Common information activities including [www.easygo.com](http://www.easygo.com)

The operation of EasyGo is financed by:

- Fixed costs which are shared equally between the general parties
- A variable cost for each TC depending on the number of transactions routed via the EasyGo hub
- An affiliation fee from new TCs
- TSPs receiving an issuer fee from the TCs to cover the cost of collection, credit risk and customer relations. The issuer fee depends on the number and value of transactions
- EasyGo TCs and TSPs that are allowed to connect to external TSPs and TCs respectively, via the hub.

Annex 1.2 – Budget and contribution quotas

## 4 The EasyGo strategy

### 4.1 Vision and overall objectives

EasyGo has adopted the following vision: “*Tolling as easy as it goes*”

From this vision, the following main objectives have been defined:

Type of objective	Objective
<i>The user perspective</i>	The EasyGo service shall be of high quality and attractive to the service users
<i>The efficiency perspective:</i>	The operation of the EasyGo service shall be as efficient as possible to avoid loss of income and minimise operational costs
<i>The authority and policy perspective:</i>	<p>The EasyGo service shall adapt to national and European legislation and standardisation</p> <p style="text-align: center;">&amp;</p> <p>The EasyGo partners shall continue to be pioneers in the field of tolling and influence the development of the European tolling service</p>

**Table 1 EasyGo objectives**

### 4.2 Focus areas and strategic approach

A number of focus areas have been defined to substantiate these objectives:

1. Organisation – Enhancing decision making
2. Visibility and communication
3. Quality
4. Extending the cooperation with new Toll Chargers
5. Extending the cooperation with new Toll Service Providers
6. Influencing European development in the tolling sector
7. Technology and new services
8. Improving the cost-efficiency of solutions and procedures

Every year an “EasyGo action plan” is prepared and implemented in order to develop prioritised focus areas

## 5 Operation and technology

### 5.1 Business processes

The main interactions between TCs, TSPs and SUs are illustrated below:

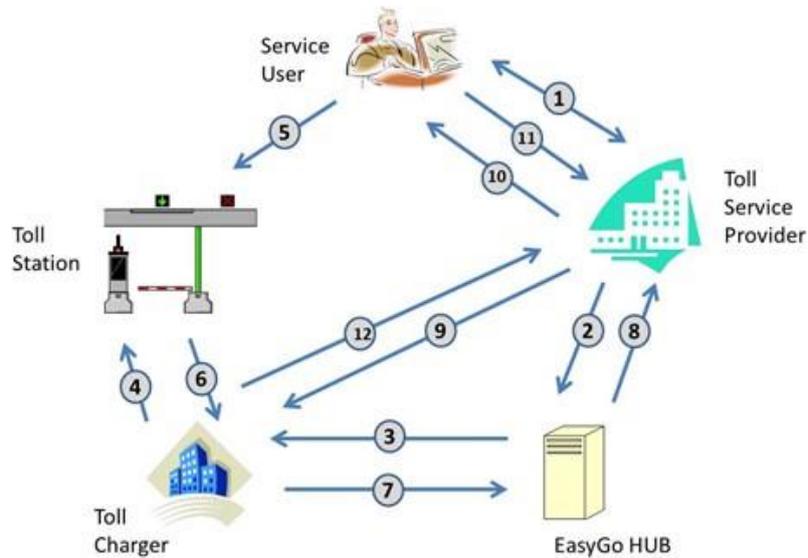


Fig. 5 EasyGo functionality

- 1 The SU signs a contract with a TSP and receives an OBE
- 2-4 The TSP sends validation data to TC via the EasyGo hub
- 5 The SU uses the tolled infrastructure of a TC paying with his OBE
- 6-8 Transaction data is sent from the TC to the TSP via the EasyGo hub
- 9 The TSP pays the TC for the fee associated with the use of the tolled infrastructure
- 10-11 The TSP invoices the SU in the name of the TC and receives payment
- 12 The TC pays the TSP an issuer fee as compensation for collecting the toll fee in his name

Annex 2.1 – Requirements Central system and EasyGo hub

Annex 4.3 – Business processes

### 5.2 Data types and data exchange

The EasyGo services are implemented according to the standards and specifications defined by EETS. Some, but not all of these standards are referred to in this document. Others can be found in the relevant EasyGo documents.

Information security is the practice of defending information from unauthorized access, use, disclosure, disruption, modification, reading, inspection, recording or destruction. To handle information security EasyGo has adopted a security policy with definition of security

requirements, specifications and test procedures. An example of security measures in EasyGo is the use of security keys when exchanging data between TCs and TSPs<sup>2</sup>.

Annex 2.5 – Key distribution

The daily operation of the EasyGo service is based on the exchange of parameter tables, validation lists and transaction lists between the parties. Each TC and TSP in EasyGo require just one single connection point, the EasyGo hub, which makes it possible to exchange data with all other parties in EasyGo. All EasyGo TSPs and TCs in Sweden, Denmark, Norway and Austria are connected to the EasyGo hub.

Annex 2.1 – Requirements Central system and EasyGo hub

Annex 2.8 – Requirements for VPN access to the EasyGo hub

The data exchanged via the EasyGo hub is:

	Type of information	From	To	Content
Parameter tables	Actor Table	TC, TSP and hub	hub, TC and TSP	ActorID, company and contact data are collected and distributed to all TCs and TSPs
	Toll Station Table	Each TC	All TSP	The properties of their toll collection system to allow correct data in invoices etc.
	Accepted Issuer Table	Each TSP	All TC	Approved TSPs including the number series of their OBEs
Validation lists	Black lists / Exception lists	Each TSP	All TC	Lists of not accepted OBEs
	HGV-lists (Heavy Goods Vehicles) / white lists	Each TSP	All TC	Lists of issued OBEs
Transaction lists	Transaction information files (TIF)	Each TC	Each TSP	Transactions made by TSP's approved OBE
	Transaction information confirmation (TIC)	Each TSP	Each TC	Each TSP to confirm receipt of transaction information file

**Table 2 Data types and data exchange**

For critical data, it is required that the recipient checks the received data and acknowledges this by a confirmation to the sender. In the case of black lists/white lists and transactions confirmations are sent via the EasyGo hub.

Annex 2.1 – Requirements Central system and EasyGo hub

<sup>2</sup> Security level 1 is used for parts of the EasyGo service.

### **5.3 OBEs and road-side equipment**

EasyGo basic and EasyGo+ are based on DSRC 5.8 GHz technology. The OBEs used in EasyGo basic are not personalised while the OBEs used in EasyGo+ are personalised and allow the SU to set the number of axles.

EasyGo uses OBEs according to the EN15509 standard but also allows older types of OBEs including AutoPASS, BroBizz and PISTA which are not compliant to this standard

### **5.4 Vehicle classification, prices, currencies and invoices**

Every TC/Member State sets the fare structure and toll fees in their toll domains. Some TCs use classification equipment at the toll stations for determining the vehicle class while others use information supplied by the TSP (HGV-list). In EasyGo+ the vehicle characteristics are also written into the OBE and the driver is able to set the number of axles on the OBE itself.

Some countries have implemented/will implement variable toll fees depending on environmental properties of the vehicle. If the vehicle properties are not stated in the OBE/HGV list, the vehicle may be charged the highest price.

EasyGo SUs are charged in their local currency. When a SU has travelled in a foreign toll domain, the TC sends the fee due to the TSP in the TC's local currency. The TSP calculates the price for the SU based on the exchange rate of the last day of the previous month.

When receiving an invoice from his TSP, the SU can find information about which toll roads he has used in the previous billing period and the fee charged for each of these.

In some cases, the SU may be offered a lower toll fee (than through EasyGo) if the SU signs a contract directly with a local TC, (for example discount due to prepayment). The SU may use his EasyGo OBE to enter into such an “additional local contract” with this TC. Additional local contracts are not part of the EasyGo service and the SU will receive a separate invoice directly from this TC and not through his EasyGo TSP.

## 6 Customer relations

### 6.1 Easygo.com

The website “[www.easygo.com](http://www.easygo.com)” provides general information in five languages about the EasyGo service including a map identifying all TCs with a link to each of their websites containing information about the toll fees, local regulations etc.



Fig. 6 [www.easygo.com](http://www.easygo.com)

### 6.2 Requests and complaints

The SU shall normally contact his TSP concerning enquiries or complaints.

In the event that a SU makes a complaint to the TSP regarding the EasyGo service, the complaint often involves a TC as well as the TSP and the interaction between these is based on agreed procedures.

Annex 3.2 – Principles for handling of customer relations and complaints

### 6.3 Signs and signalling

#### 6.3.1 Signs

EasyGo SUs can use any dedicated or combined EFC lanes in the toll stations or at the ferry terminals. The use of signs, light signals and barriers varies.

There are no dedicated signs describing the EasyGo service. In many toll stations, the EFC pictogram shown to the right (or something similar) is used to show that this toll station/lane offers EasyGo payment. Some examples are shown in figures 7 – 11 below:





Fig. 7 The EFC symbol integrated into the BroBizz sign at Storebælt

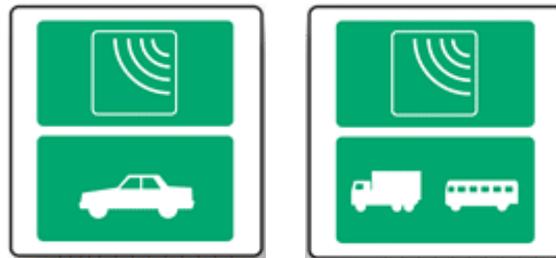


Fig. 8 The EFC symbol integrated into the signs at Øresund



Fig. 9 The EFC symbol integrated into the AutoPASS sign

In free flow toll stations, there are no dedicated lanes for any particular payment method. Vehicles equipped with valid OBEs are charged through their EFC account while all others are invoiced based on automatic license plate reading and identification of vehicle owner. In these toll stations, more general signs are used as shown in the examples below.



Fig. 10 Automatic toll stations in Norway

In Austria the signs can look like the one shown below:



Fig. 11 Signs when entering Austria

### 6.3.2 Signalling

Signals used to indicate valid or invalid passages / transactions, differ between TCs. Each TC is obliged to describe the use of signs and light signals on his website and in his tolling regulations. Signals may be given as visual signals on the road-side or audible signals from the OBE.

## 7 EasyGo documentation

EasyGo has produced a full set of contractual, technical and operational documentation to support a cross border tolling service compliant to the EU Directive (2004/52/EC) and the EETS Decision (2009/750/EC). The table below gives an overview of these documents:

Doc no	Document title	Annexes to	
		JVA	TSPA
	<b>Agreements</b>		
001	Joint Venture Agreement (JVA)	-	-
002	Toll Service Provider Agreement (TSPA)	-	-
003	Toll Charger Adhesion Agreement Letter	-	-
004	Personal Data Processing Terms – Toll Charger	0.4	-
005	Personal Data Processing Terms – Toll Service Provider	-	0.5
006	IT service agreement	-	-
	<b>Annexes</b>		
	<b>1. Organisation</b>		
101	Definition of the support organisation	1.1	-
102	Budget and agreed contribution quotas	1.2	-
103	EasyGo security policy	1.3	1.3
104	Toll Charger - Requirements to a Service Recipient regarding the use of the EasyGo hub Services	1.4	-
105	Toll Service Provider - Requirements to a Service Recipient regarding the use of the EasyGo hub Services	-	1.5
	<b>2. Common technical definition</b>		
201	Requirements for central systems and EasyGo hub	2.1	2.1
202	OBE & road side equipment	2.2	2.2
203	Technical requirements data formats and interface specifications	2.3	2.3
205	Key distribution	2.5	2.5
206	EasyGo test strategy	2.6	2.6
207	Interface test specification. Central systems – EasyGo hub	2.7	2.7
208	Requirements for VPN access to the EasyGo hub	2.8	2.8
	<b>3. Common service definition</b>		
301	Minimum set of clauses of the agreement between Toll Service Provider and Service User	-	3.1
302	Principles for handling of customer relations and complaints	3.2	3.2
303	Currency selection principles	3.3	3.3
304	Invoicing specifications	3.4	3.4

<b>Doc no</b>	<b>Document title</b>	<b>Annexes to</b>	
306	Issuer Fee	-	3.6
307	EasyGo quality system	3.7	3.7
	<b>4. Other</b>		
401	Overview of annexes to contracts JVA and TSPA	4.1	4.1
402	Norwegian toll chargers and toll service providers	4.2	-
403	Business Processes	4.3	4.3
404	Overview of organisations involved with EasyGo	4.4	4.4
	<b>Guidelines and procedures</b>		
901	Interoperable tolling across Europe	-	-
902	EasyGo strategy	-	-
903	Specification for EETS suitability for use test in EasyGo	-	-
904	Management of EasyGo documents	-	-
906	EasyGo action plan	-	-

Most of these documents are available on [www.easygo.com](http://www.easygo.com).

Document 401 “Overview of annexes to contracts JVA and TSPA”, available on [www.easygo.com](http://www.easygo.com), gives an updated overview of all valid EasyGo documents including date and version. It also includes an overview of “Terms and definitions” used in the EasyGo documents.

**Table 3 EasyGo documents**

## 8 New Toll Chargers and Toll Service Providers

### 8.1 Who can join?

EasyGo invites interested parties to study the documentation available on [www.easygo.com](http://www.easygo.com). EasyGo is working actively to extend the partnership to further improve user convenience and operational efficiency, as well as to strengthen its position as the leading interoperable tolling service in Europe.

#### 8.1.1 Toll Chargers

TCs joining EasyGo do so either as a “General Party” or as a “Limited Party”. A general party will have a seat in the EasyGo steering committee and will (bearing his own costs and share of common costs) take part in the interoperability management and development of the EasyGo service. A limited party will neither have a seat in the steering committee nor contribute to the common costs of the interoperability management of EasyGo.

There is an on-going process on the possible access of other types of TCs (parking etc.) to the EasyGo network.

An EasyGo TSP can enter into a commercial agreement with an external TC regarding the use of the EasyGo hub and the services related hereto. This external TC will, however, not be part of the EasyGo service and cannot use the EasyGo trademark.

#### 8.1.2 Toll Service Provider

There are several types of TSPs relevant to EasyGo:

1. EasyGo TSPs – i.e. TSPs offering EasyGo basic and/or EasyGo+ OBEs and accepted by all EasyGo basic and EasyGo+ TCs respectively.
2. EETS Providers – i.e. TSPs registered as EETS Providers according to the procedures described in the EU Directive (2004/52/EC on interoperability of electronic road toll systems) and the EETS Decision (2009/750/EC). EETS Providers will negotiate contracts with individual TCs and not with EasyGo as a whole. The individual TC in EasyGo will accept any (all) EETS Providers as stated in the EETS Decision.
3. (R)EETS Providers – i.e. TSPs entering into contracts with individual EasyGo TCs according to the specifications and guidelines defined by (R)EETS. A number of REETS Providers are (as of mid-2017) already operational or in the process of becoming operational in several EasyGo toll domains and exchange data with the contracted TCs via the EasyGo hub. Many of these REETS Providers are also registered as EETS Providers.
4. Organisations who wish to become EasyGo TSPs

There is an on-going process on the possible access of other TSPs to the EasyGo network.

An EasyGo TC may enter into a commercial agreement with an external TSP regarding the use of the EasyGo hub and the services related hereto. This external TSP will, however, not be part of the EasyGo service and cannot use the EasyGo trademark.

## **8.2 High level requirements to join EasyGo**

The requirements to any company to become a TC or a TSP in EasyGo are primarily defined by:

- The Joint Venture Agreement
- The Toll Service Provider Agreement

These contracts define the basic contractual rights and obligations of each party.

Each of these agreements has a number of annexes defining organisational, financial, technical and operational aspects of the service to which the TC or TSP must comply. In addition, there are a number of documents giving guidelines and procedures on how to implement and operate the service.

## **8.3 Tests and certification**

The planning and performance of “Suitability for use” tests within the related EasyGo toll systems will be based on the same test procedures as those that are intended to meet the requirements of EETS. The most important test areas for TCs and TSPs are:

- Communication and exchange of files with the EasyGo hub and the TSPs/TCs
- OBEs and necessary personalisation equipment (TSP)
- Customer support services
- Quality monitoring

Annex 2.6 – EasyGo test strategy

Annex 2.7 – Interface test specification. Central systems – EasyGo hub

EasyGo Management is responsible for assisting in testing and for verifying that the files and data fulfil the EasyGo specifications and shall supply available statistics relevant for quality assessment.

## **8.4 Costs**

An organisation joining the EasyGo service as a TC or TSP must carry all costs related to the adaptation of its own systems, establishing necessary procedures and testing of communication with the EasyGo hub.

A new TC or TSP shall also cover the costs of the EasyGo personnel taking part in the tests.