Incident type 5

This type of incident occurs, when the OBU balance is suspended or blocked.

In this case the OBU will beep 4 times when a vehicle passes through the gantry. When checking the OBU the visual signal will flash red 4 times (for vehicles with maximum laden weight of over 3.5 tons). Further travelling along the toll road will be treated as a violation of the legislation and the terms of the User Contract.

To check the OBU status, press the push-button once for less than 2 seconds.

For vehicles with maximum laden weight of over 3.5 tons under post-pay contracts

Incidents of Type 5 could occur for 3 main reasons:

Your OBU account has been blacklisted by the organization with which you have concluded the User Contract for the use of BelToll for the reasons of untimely payment of debt.

* First of all, please immediately contact the nearest Customer Service Point to clarify the situation and pay the debt. Further movement along the toll roads is prohibited. For additional information please refer to the BelToll Call Center Infoline +375 172 798 798.

 - *Your OBU account has been suspended due to the existence of several User Contracts for one license plate number.*
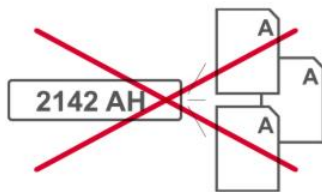
* Please immediately contact the nearest Customer Service Point to clarify the situation and not use the toll roads network until the OBU account is recovered. For additional information refer to the BelToll Call Center Infoline +375 172 798 798.

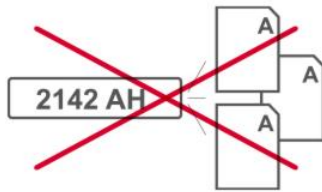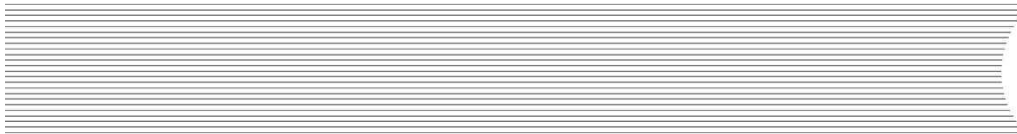 - *Your OBU account has been blocked by the system operator.*

* Your account may be suspended by the operator. In this case, the information about the terms and conditions of the closing of your contract and return of the OBU is initially placed on the BelToll home page, section On Board Unit / Information on Recalled OBUs (http://www.beltoll.by/ru/obu/obu-recall.aspx)

For vehicles with maximum laden weight of over 3.5 tons under pre-pay contracts:

The incidents of Type 5 can occur for 3 main reasons:

- Your OBU account has been suspended due to the existence of several User Contracts for one license plate number.

* Please immediately contact the nearest Customer Service Point to clarify the situation and not use the toll roads network until the OBU account is recovered. For additional information, please refer to the BelToll Call Center Infoline +375 172 798 798.

 - Your OBU account has been blocked by the system operator.

* Your account may be suspended by the operator. In this case, the information about the terms and conditions of the closing of your contract and return of the OBU is initially placed on the BelToll home page, section On Board Unit / Information on Recalled OBUs (http://www.beltoll.by/ru/obu/obu-recall.aspx)