

REGULATIONS FOR PURCHASE OF “KartA4” PROXIMITY CARDS AND “A4Go” ON BOARD UNITS AT CUSTOMER SERVICE POINTS

§ 1

GENERAL PROVISIONS

1. These Regulations lay down principles of purchasing at Customer Service Points as well as using proximity cards with a trade name of “KartA4” and On Board Units with a trade name of “A4Go” by Customers who, by means of the said products, become authorised to use the A4 motorway toll section Katowice-Kraków, as well as specify the rights and obligations of the Customers and of Stalexport Autostrada Małopolska S.A. in the foregoing scope.
2. The terms used in these Regulations are given the following meaning:

A4Go – electronic toll collection facility functioning in the Motorway, based on the DSRC (dedicated short-range communications) technology;

Motorway – toll section of the A4 motorway, Katowice-Kraków;

Order Form – a form used to order a Card with a Credit Package or the A4Go OBU with a Credit Package or a Credit Package provided on websites www.autostrada-a4.com.pl and www.autostrada-a4.pl;

Credits – an authorisation expressed as a quantity and an amount enabling the Card/A4Go OBU holder to use the Motorway;

Toll Collector – an employee collecting the toll for travel at the Toll Plaza;

Vehicle Categories – categories defined in the Ordinance;

KartA4 or **Card** – a bearer-type proximity card issued by SAM S.A. and used by Customers to travel on the Motorway;

Customer – a Consumer or an Entrepreneur provided with the Card/A4Go OBU, who purchases a Credit Package authorising the use of the Motorway:

- a) at the Customer Service Point;
- b) via the Internet Store operating under the Internet address www.karta4go.pl;
- c) by means of an Order Form available on websites: www.autostrada-a4.com.pl and www.autostrada-a4.pl;
- d) by electronic mail (e-mail) containing an order sent to the address of the chosen CSP;

Consumer – a natural person provided with the Card/A4Go OBU, who purchases Credits authorising the use of the Motorway for purposes not directly related to the economic or professional activity conducted by the said individual;

Account – set of information assigned to the Customer, the scope of which has been published on websites www.autostrada-a4.com.pl and www.autostrada-a4.pl under the Tolls tab, in the section pertaining to the System;

Tolls – tolls payable for a Credit Package;

Extra charges – a deposit for the A4Go OBU, dispatch of cards or/and A4Go OBUs or invoices; charges related to releasing a duplicate of the KartA4 card or replacing the A4Go OBU;

Credit Package – minimum number of Credits one can purchase for the given Card/A4Go OBU type;

CSP – Customer Service Points operating at:

- Toll Plaza in Mysłowice-Brzęczkowice, address: 41-404 Mysłowice, Piaskowa 20;
- Toll Plaza in Balice, address: 32-083 Balice, Krakowska 104;

TP – a toll plaza where toll for using the Motorway is collected;

Entrepreneur – a natural person, a legal person or an entity to whom legal capacity has been granted under the applicable act, provided with the KartA4 card/A4Go OBU along with the authorisations required to use the Motorway for purposes related to the economic or professional activity conducted on their own behalf;

Regulations – these Regulations;

Ordinance – Ordinance of the Minister of Infrastructure of 29 April 2004 on motorway tolls (Journal of Laws no. 04.102.1075) applicable to motorway toll collection systems established before the entry into force of the act of 7 November 2008 amending the act on public roads and some other acts (Journal of Laws of 9 December 2008);

SAM S.A. or Seller – a company operating under the name Stalexport Autostrada Małopolska S.A. with its registered office in Mysłowice at Piaskowa 20 (41-404 Mysłowice), entered into the register of entrepreneurs kept by the District Court for Katowice-Wschód in Katowice, 8th Economic Division of the National Court Register, under number 26895, tax identification number (NIP): 634 22 62 054, business statistical number (REGON): 273796214, share capital: PLN 66.753.000 fully paid-in, phone no.: 32 7627555;

Internet Store or Store – a store registered under the www.karta4go.pl domain by means of which a Customer is provided with the KartA4 card/A4Go OBU, and where one can also purchase Credits authorising them to use the Motorway;

System – an IT system enabling management of the Customer Account base, recording all transactions and operations performed using Accounts, Cards and A4Go OBUs in accordance with these Regulations as well as Regulations for purchase of “KartA4” proximity cards and on-board “A4Go” OBUs at Customer Service Points;

A4Go OBU – an On-Board Unit installed in accordance with the service manual attached thereto, transferring information about the vehicle to receiving antennas installed at the Motorway TP, by means of which one is authorised to travel through. The A4Go OBU remains sole property of SAM S.A. and it is lent to the Customer after the deposit specified in these Regulations has been paid.

§ 2

TOLLS AND EXTRA CHARGES

1. Tolls payable for individual Credit Packages:
for Cards

Card type	No. of Credits per package	1 package toll (gross amount)
Category 1	20	PLN 200.00
Category 2	20	PLN 360.00
Category 3	20	PLN 360.00
Category 4	20	PLN 600.00

for A4Go OBUs

Vehicle category matched with the A4Go OBU	No. of Credits per package	Discount	1 package toll (gross amount)
Category 1	20	20 PLN	PLN 180.00
Category 2	20	-	PLN 360.00
Category 3	20	-	PLN 360.00
Category 4	20	-	PLN 600.00

2. Extra Charges

for KartA4 cards

Items charged	Gross amount
Card provision	PLN 0
Card duplicate provision	15 PLN
Card duplicate dispatch by registered mail	PLN 0
Card duplicate dispatch by courier mail	PLN 23
Invoice dispatch by registered mail	PLN 0
Invoice dispatch by courier mail	PLN 23

for A4Go OBUs

Items charged	Gross amount
deposit*	PLN 50
A4Go OBU replacement	PLN 0
replacement** A4Go OBU dispatch by registered mail	PLN 0
replacement** A4Go OBU dispatch by courier mail	PLN 23
invoice dispatch by registered mail	PLN 23
invoice dispatch by courier mail	PLN 0

* also charged when a new A4Go OBU is provided in accordance with provisions of § 5, item 6 of these Regulations,

** in accordance with provisions of § 5, item 6 of these Regulations.

3. The foregoing Tolls and Extra Charges have also been published on websites: www.autostrada-a4.com.pl, www.autostrada-a4.pl, www.karta4go.pl, and can be found at Customer Service Points.
4. Based on uniform criteria established for all Customers, SAM S.A. shall be entitled to introduce discounts for purchasing of a specific number of Credits, depending on the criteria they have assumed, particularly for specific Credit numbers, as well as the scope of authorisations previously acquired and exercised (transaction history).

§ 3

PROVISION OF THE CARD/A4Go OBU

1. The Card/A4Go OBU with a Credit Package shall be provided to the Customer at the CSP under the following conditions:
 - a) a deposit for the A4Go OBU has been paid;
 - b) a Credit Package has been purchased;
 - c) in case of purchase of A4Go OBU by a Consumer – providing address data (name, surname, full address of place of residence) and showing the identity card in order to check the data and – as an option – providing a telephone number and e-mail for communication;
 - d) these Regulations have been approved by signing the purchase invoice.
2. A Card/A4Go OBU shall not be provided without a Credit Package.
3. SAM S.A shall not bear any responsibility for the Customer purchasing the Card/A4Go OBU and the Credit Package for an inappropriate Vehicle category.
4. The bill of sale shall be a VAT invoice on which the Customer is to confirm the receipt of the Card/A4Go OBU.
5. Each Card/A4Go OBU shall be assigned to a Customer Account on which Credit Packages are to be registered in the System managed by SAM S.A.
6. The purchase of Credit Packages for the selected Card/A4Go OBU shall be registered within 1 working day from the date of purchase.
7. Cards shall be provided and Credit Packages or A4Go OBUs shall be sold at the aforementioned Customer Service Points, on specific days and at specific hours.
8. Information on the office days and hours of the Customer Service Points is available at websites www.autostrada-a4.com.pl and www.autostrada-a4.pl.
9. The acceptable forms of payment for a Card with a Credit Package, an A4Go OBU or Credit Packages purchased at CSPs are as follows:
 - cash;
 - payment/credit card.For one purchase transaction, only one of the foregoing payment forms shall be acceptable.

10. For payments made at CSPs in cash, the acceptable gross amount limit shall be PLN 5,000, however, this limit shall apply to all transactions in cash made throughout one day by the same Customer.
11. SAM S.A. shall be obliged to deliver Cards free of any physical or legal defects.

§ 4

SYSTEM FUNCTIONS

Information about functions of the System can be found at websites: www.karta4go.pl, www.autostrada-a4.com.pl, www.autostrada-a4.pl.

§ 5

CARD/A4Go OBU LOSS OR DAMAGE

1. SAM S.A. shall not be held responsible for any loss of or damage to the Card/A4Go OBU as well as outcomes of their being used by an unauthorised person.
 2. In the event of the Card/A4Go OBU loss or damage, the Customer shall be obliged to immediately:
 - a) lock the Card/A4Go OBU by selecting the suitable option at their Account (My Account tab/Card Locking or A4Go Locking), or
 - b) request that SAM S.A. lock the Card/A4Go OBU of a specified number by means of e-mail, facsimile or registered mail, subject to the reservation that locking the Card/A4Go OBU in such a case will only be possible on office days and in office hours of the CSP. Submitting the aforementioned request by e-mail shall only be possible if it is sent from the e-mail address constituting the login to the Customer Account, and when it is sent by facsimile or registered mail – if the request bears a signature of a person authorised to represent the Customer.
 3. The request referred to in item 2 b), sent by e-mail to addresses pokmyslowice@autostrada-a4.com.pl or pokbalice@autostrada-a4.com.pl, or sent by facsimile to the number (32) 76 27 334, or sent by registered mail to the address of SAM S.A., shall contain the following information:
 - name of the entity to whom the Card or the A4Go OBU has been provided;
 - Card type;
 - number of the Card/A4Go OBU lost or damaged;
 - in the event of theft, contact details of the police unit where the theft was reported.
 4. A Card/A4Go OBU may only be unlocked by the CSP based on a previously submitted request in accordance with the terms and conditions laid down in item 2 b).
 5. In the event of the Card/A4Go OBU loss or damage, the Customer shall be entitled to receive a Card duplicate or a new A4Go OBU to which the unused Credits from the Card/A4Go OBU will be assigned.
 6. A Card duplicate or a new A4Go OBU shall be provided based on a written request sent to the address: Stalexport Autostrada Małopolska S.A., ul. Piaskowa 20, 41-404 Mysłowice, submitted at the CSP or sent by e-mail to the address: pokmyslowice@autostrada-a4.com.pl or pokbalice@autostrada-a4.com.pl, stating the following:
 - information about the Card/A4Go OBU lost or damaged, in replacement of which a Card duplicate or a new A4Go OBU is to be furnished;
 - the manner of collecting the Card duplicate/new A4Go OBU, i.e.:
 - personal receipt, having specified the data of the person authorised to make the receipt,
 - or
 - by mail,
 - or
 - by courier mail.
- The aforementioned written request must bear a signature of the person authorised to represent the Customer, and in the case of the request submitted by e-mail, it must be sent from the e-mail address constituting the login to the Customer Account.
7. Having received the aforementioned Customer request, the CSP shall send pro forma documents containing information about the bank account of SAM S.A. to which the due amount for provision of the Card duplicate or the deposit for a new A4Go OBU is to be transferred.
 8. The Card duplicate/new A4Go OBU can only be sent or personally collected after the relevant payment in virtue of the provision or dispatch of the Card duplicate/new A4Go OBU is booked at the bank account of SAM S.A.

9. Should the Toll Collector discover that the Card/A4Go OBU being used has been reported as stolen to the police, the competent police unit shall be notified about this fact.
10. In the event that the Card/A4Go OBU has been locked, driving through a TP shall be impossible. In such a situation, the Customer shall be obliged to make use of alternative forms of payment.

§ 6

COMPLAINTS

1. Complaints related to Cards/A4Go OBUs and Credits shall be processed in accordance with the provisions contained in these Regulations as well as the relevant provisions of the Civil Code pertaining to liability under statutory warranty.
2. A complaint is lodged by registered mail sent to the following address: Stalexport Autostrada Małopolska S.A., ul. Piaskowa 20, 41-404 Mysłowice, or submitted by e-mail to the address a4@autostrada-a4.com.pl, stating at least the following: customer identification data, subject of the complaint, Card/A4Go OBU number and substantiation of the complaint being lodged.
3. Complaints which do not contain the foregoing data shall not be processed.
4. The right to lodge complaints is only vested with regard to non-expired Credits as well as A4Go OBUs within their effective statutory warranty period.
5. Each Credit Package remains valid for 730 days from the date of the Package purchase, and the validity period is counted with one minute accuracy.
6. A Customer shall be entitled to lodge a complaint under the following conditions:
 - a) for a Consumer, within 2 years from the day when the Card/A4Go OBU was delivered or Credits were added to the Account, subject to the provisions of item 4 above,
 - a) for an Entrepreneur, within 2 years from the day when the Card/A4Go OBU was delivered or Credits were added to the Account, subject to the provisions of item 4 above.
7. A Customer being an Entrepreneur shall lose the right to lodge a complaint in the event of having failed to notify the Seller about the grounds to lodge the complaint within 1 month from establishing these grounds.
8. A reply to a complaint should be provided within 14 days from the complaint receipt.
9. In the event that a legitimate complaint has been lodged, the Consumer shall be entitled to:
 - a) have the Card/A4Go OBU replaced with a new one;
 - b) withdraw from the agreement, if the defect is a substantial one. Having received the first complaint, the Seller shall be entitled to reject the Consumer's request for withdrawal from the agreement and replace the Card/A4Go OBU with a new one.
10. The costs related to returning the goods referred to in the complaint shall be refunded by the Seller immediately after the complaint is processed. In the event that the Consumer or the Entrepreneur has chosen a different mode of returning the Card/A4Go OBU than the cheapest and most ordinary one, as defined in these Regulations (a registered letter), SAM S.A. shall not be obliged to reimburse the Consumer or the Entrepreneur for the additional costs incurred by the latter.
11. The Seller shall be released of the liability under statutory warranty in the event that the Customer knew about the relevant defect on the agreement conclusion.

§ 7

RETURN

1. The Customer shall be entitled to return:
 - a Card containing a full and intact Credit Package prior to its expiry;
 - an A4Go OBU containing full and intact Credit Packages for all the chosen vehicle categories;
 - an A4Go OBU featuring no Credits assigned to it;
 - a full and intact Credit Package prior to its expiry.
2. The return shall be effected as follows:
 - a) **for legal and natural persons conducting economic activity**, by personally appearing at the CSP to submit a written request for returning the given Card/A4Go OBU or Credit Package, signed by a person authorised to represent the given entity containing the bank account number, with the bill of sale and an identity confirming document, and with the Card/A4Go OBU, if they are to be returned;
 - b) **for natural persons**, by personally appearing at the CSP with the Card/A4Go OBU, the bill of sale and an identity confirming document;

- c) for the persons referred to in items a) and b) above, by sending to the Seller's address the Card/A4Go OBU along with a request stating the name of the entity to whom the Card/A4Go OBU has been provided, the Card type, the Card or the A4Go OBU number, and the relevant bank account number, whereas in the case of the Credit Package return, by e-mailing a request containing the aforementioned data as well as stating the number of Credits to be returned to the following addresses: myslowice@autostrada-a4.com.pl or pokbalice@autostrada-a4.com.pl. Submitting the request referred to above by e-mail shall only be possible if it is sent from the e-mail address constituting the login to the Customer Account.
3. The Cards/A4Go OBUs being returned shall be cancelled (invalidated) by the Seller after the Card/A4Go OBU has been returned.
4. In the cases referred to in item 2, SAM S.A. shall refund the amount equal to the value paid on the day of purchase of the Package of Credits assigned to the given Card/A4Go OBU along with the equipment deposit previously charged (nominal value).
5. SAM S.A. shall complete the refund by the following means:
 - a) by bank transfer, with regard to purchase payments made using a payment card, later than within 14 days from the date of the Card/A4Go OBU return and receipt of the relevant request or personal appearance referred to in item 2 b);
 - b) in cash, with regards to purchase payments made in cash (or by bank transfer, should this be the Customer's intention). A cash refund shall only be possible when the given CSP is in disposal of sufficient funds and only up to the amount of PLN 1,000. Otherwise by bank transfer.
6. In the event that a damaged A4Go OBU is returned, the equipment deposit shall not be refunded.
7. At the moment when obligation of refunding the equipment deposit arises, SAM S.A. is entitled to deduct from it any claims of SAM S.A. due from the Customer resulting from unpaid travels (which are referred to in Appendix No. 2 to these Regulations).

§ 8

PERSONAL DATA PROTECTION

1. By way of registration at the CSP or via the Internet Store, a Customer being a natural person renders their personal data available to SAM S.A. within the System framework. Under the System, a Customer being a legal person provides SAM S.A. with data required by SAM S.A. to perform their obligations and exercise their rights hereunder. SAM S.A. shall be the personal data administrator. In order to duly execute the agreement, it is recommended to constantly update these data.
2. Personal data of Customers shall be used to process orders, and shall not be rendered available to any parties not involved in the order processing.
3. SAM S.A. shall be entitled to use personal data of registered Customers for handling transactions as well as for performing obligations and exercising rights of SAM S.A. in accordance with these Regulations as well as the Regulations for remote purchase of KartA4 proximity cards, upon the Customers' prior consent expressed by:
 - accepting the Regulations for remote purchase of KartA4 proximity cards while performing registration at the Internet Store;
 - accepting the Regulations for remote purchase of KartA4 proximity cards available at websites www.autostrada-a4.com.pl and www.autostrada-a4.pl;
 - acknowledging the pro forma document sent by the CSP;
 - purchasing Cards with Credit Packages or purchasing Credit Packages at the CSP, where Customers can become familiar with these Regulations.
4. SAM S.A. shall be entitled to use personal data of registered Customers for marketing purposes upon the latter's prior consent expressed by separately accepting such use of personal data while performing registration at the Internet Store.
5. The Customer shall be entitled to review their personal data, to modify them upon on a written request submitted to the Seller's e-mail or mail address as well as to request the personal data deletion from the database and to rescind the consent for personal data processing for purposes referred to in item 4 above or for being sent marketing information.

6. Rendering personal data available by Customers is voluntary. However, not rendering them available in the scope defined in item 3 shall preclude the purchase of any authorisations via the Internet Store.
7. The personal data entrusted shall be stored in accordance with principles of security and using means of protection conforming with the requirements laid down in the applicable legal regulations, and particularly in:
 - the act of 29 August 1997 on personal data protection (uniform text: Journal of Laws of 2014, item 1182),
 - the act of 18 July 2002 on providing services by electronic means (uniform text: Journal of Laws of 2013, item 1422),
 - Ordinance of the Minister of Internal Affairs and Administration of 29 April 2004 as regards personal data processing documentation and technical and organisational conditions which should be fulfilled by OBUs and computer systems used for the personal data processing (Journal of Laws no. 100, item 1024).

§ 9

FINAL PROVISIONS

1. The Customer shall be obliged to follow these Regulations.
2. SAM S.A. shall be entitled to amend these Regulations. Information about amendments to the Regulations shall be announced by posting the new content up at the CSP and by publishing the amended content at websites www.autostrada-a4.com.pl and www.autostrada-a4.pl. The announcement of amendments to the Regulations shall be published no later than within 14 calendar days before the amended Regulations enter into force. The said amendments shall not exert any negative impact on Customers' rights and obligations resulting from the purchase of Cards with a Credit Package, of A4Go OBUs or of Credit Packages in accordance with the Regulations in previous wording.
3. All matters not provided for in these Regulations shall be governed by applicable provisions of the Polish law.
4. The Consumer shall be entitled to use extra-judicial means of dealing with complaints. Extra-judicial consumer disputes shall be settled, among other available means, by regular consumer courts of arbitration operating at Provincial Inspectorates of Trade Inspection, by way of filing a motion for a dispute settlement.
5. These Regulations were adopted under the regulation of the Management Board of Stalexport Autostrada Małopolska S.A. of 14 February 2017 and it shall enter into force on 1 March 2017.

Appendices:

Appendix no. 1 – KartA4

Appendix no. 2 – A4Go Electronic Toll Collection

APPENDIX NO. 1 – KartA4

§ 1

CARD TYPES AND CREDIT PACKAGES

1. Cards shall feature specific authorisations assigned as Credits. Sample Cards of different types are provided below, in §2 of this appendix, and they can also be found at websites www.autostrada-a4.com.pl, www.autostrada-a4.pl and www.karta4go.pl.
2. Card types:
 - a) for category 1 vehicles – two-axle road vehicles, except motorcycles,
 - b) for category 2 vehicles – two-axle road vehicles of which at least one is equipped with a twin wheel and two-axle road vehicles with trailers;
 - c) for category 3 vehicles – three-axle road vehicles and two-axle road vehicles of which at least one is equipped with a twin wheel with trailers;
 - d) for category 4 vehicles – road vehicles with more than three axles, three-axle road vehicles with trailers and road vehicles with more than three axles with trailers.
3. One Card may only be assigned a Credit Package authorising the use of the Motorway with vehicles of a single category from among those defined in item 2.
4. Should the Customer intend to purchase travel authorisations for a vehicle of a different Category, it is necessary to purchase a Credit Package assigned to a new Card for a different vehicle Category.

§ 2

SAMPLE CARDS



§ 3

PRINCIPLES OF USING CARDS

1. In order to exercise the authorisations kept at the Customer Account and matched with the given Card, while travelling through the TP, the driver presents the Card to the Toll Collector.
2. The Card is a bearer type card.
3. The Customer can state the vehicle registration number to be saved on the Card.
4. The Customer shall bear the responsibility for the manner in which the holder uses the Card. It is conjectured that the person using the Card is authorised to use the Credits assigned to the given Card. The Toll Collector shall not be obliged to verify the Card holder's authorisations as well as to verify whether the vehicle registration number conforms with the one saved on the Card. The conjectures referred to in this item shall cease to be valid after the Card is effectively cancelled (invalidated), locked by the Customer due to being damaged, stolen or lost in any other manner. The Customer shall be obliged to protect the Card against damage, loss or theft.
5. Cards damaged to the extent that their authenticity cannot be verified (e.g. due to lacking number, lacking data required on the Card or not being recognised by the System) shall not be accepted at the TP.

APPENDIX NO. 2 – A4Go ELECTRONIC TOLL COLLECTION

§ 1

A4Go OBU AND CREDIT PACKAGES

1. A4Go OBUs shall remain sole property of SAM S.A.
2. A4Go OBUs shall feature specific authorisations assigned as Credits.
3. The Customer shall be entitled to purchase authorisations to use the Motorway for no more than two chosen vehicle categories from among those defined below, assigned to a single A4Go OBU:
 - a) for category 1 vehicles – two-axle road vehicles, except motorcycles,
 - b) for category 2 vehicles – two-axle road vehicles of which at least one is equipped with a twin wheel and two-axle road vehicles with trailers;
 - c) for category 3 vehicles – three-axle road vehicles and two-axle road vehicles of which at least one is equipped with a twin wheel with trailers;
 - d) for category 4 vehicles – road vehicles with more than three axles, three-axle road vehicles with trailers and road vehicles with more than three axles with trailers.
4. In the event that the choice of the vehicle category has been made incorrectly, a new vehicle category may only be assigned to the given A4Go OBU by a CSP employee under the condition that each of the Credit Packages purchased and assigned to the given A4Go OBU remains intact. A request for changing the vehicle category, stating the A4Go OBU number (first 15 digits), shall be submitted in the following manner:
 - by e-mail, sent to CSP the from the e-mail address constituting the account login, or
 - by mail, sent to the Seller's address with a signature of the person authorised to represent the given Customer.
5. An A4Go OBU shall also be matched with at least one vehicle registration number, however, one can choose no more than 3 registration numbers of vehicles to be used with the given A4Go OBU.
6. The Customer shall be entitled to change the registration numbers at any time by updating the relevant data at the Account.

§ 2

PRINCIPLES OF USING A4Go OBU

1. In order to travel on the Motorway using the A4Go OBU, the driver shall be obliged to install it before driving through the TP in a manner specified in the service manual attached to the A4Go OBU as well as available at www.autostrada-a4.com.pl.
2. A4Go OBUs can be used in all TP lanes.
3. Travelling with a vehicle of a different registration number or a different category than that assigned to the given A4Go OBU shall be impermissible.
4. Travelling with a vehicle of a different registration number than that assigned to the given A4Go OBU may result in reporting such a case to official bodies authorized to specify the owner/user of the vehicle.
5. Travelling with a vehicle of a different category than that assigned to the given A4Go OBU or travelling with a vehicle of a category for which there are no Credits available at the Account, when at the same time no payment is made using alternative forms of payment available in TP lanes, shall be considered tantamount to a failure to cover the Motorway toll. The Customer shall be obliged to settle such an outstanding payment within a non-extendible period of 10 working days from the day of travel. After ineffective lapse of the aforementioned time limit, SAM S.A. shall be entitled to seek suitable legal remedies in order to recover the outstanding payment as well as entitled to lock the A4Go OBU.

Notifications concerning occurrence of such outstanding payments shall be sent by e-mail to the address defined by the Customer or - in case of lacking e-mail - by post. The Customer bears responsibility for providing proper addresses for correspondence and their updating in case of changes. Ineffective notification due to lacking or improper address does not exempt the Customer from obligation to settle the outstanding amount.

6. In case of towing vehicles both charges: for the towing vehicle and the towed one should be paid. The fact of towing a vehicle should be reported to the Toll Collector in order to make proper payments for the travel.
7. Travelling through the TP using the A4Go OBU shall not be possible when:
 - a) there are no Credits at the Customer Account;
or/and
 - b) the A4Go OBU has been locked.
8. The A4Go OBU shall be locked in the following cases:
 - a) when such an operation has been made by the Customer on their Account at the www.karta4go.pl website or upon their request by the CSP employee in accordance with § 5, item 2 of the Regulations;
 - b) when the overall outstanding payment referred to in item 4 becomes equivalent to 2 tolls due for travelling through the TP (regardless of the Vehicle Category). Should the latter be the case, the Card shall be locked automatically;
 - c) in the case specified in item 5 above.
Information concerning the A4Go OBU locking shall be provided at the Customer Account. Information about the A4Go OBU locking can also be acquired at the CSP.
9. In order to unlock the A4Go OBU in the case described in item 6 b), all outstanding payments referred to item 4 must be settled, however, purchasing a Credit Package shall not be considered as settlement of outstanding payments. In order to settle the outstanding payments, one must contact the Customer Service Point. The A4Go OBU shall be unlocked no later than on the next working day past the date of booking the due amount at the Seller's account.
10. The Customer shall be obliged to protect the A4Go OBU against damage, loss or theft.