

In accordance with Russian Government Order On Rules of Electronic Toll Collection to Offset the Damage Caused to Russian Federal Highways by Vehicles Exceeding 12 Tons of gross vehicle weight (№ 504 of 14 June 2013) from Nov 15, 2015 the Platon nationwide system for toll collection to compensate for the damage caused to general purpose federal highways by Vehicles Exceeding 12 Tons of gross vehicle weight (hereinafter the Electronic Toll Collection System or ETC System) went into operation in the territory of Russia.

The Platon System is operated by RT-Invest Transport System LLC on the basis of Russian Government Directive On Entering into a Concession Agreement with RT-Invest Transport Systems LLC in Order to Create an Electronic Toll Collection System for Vehicles Exceeding 12 Tons gross vehicle weight (№ 1662-r of 29 August 2014). A list by general purpose Federal Highways was approved by Russian Government Order – Russian Federal Roads List (№ 928 of 17 November 2010).

## 6 easy steps:

*From Nov 15, 2015 in order to use general purpose federal highways, owners of vehicles whose maximum permitted weight exceeds 12 tons must register their vehicle in the registry of the Toll Collection System. To do that they need to:*

1. Fill out a registration form in the Platon system at [www.platon.ru](http://www.platon.ru) or at a service offices;
2. Attach scan-copy of registration certificate for the vehicle (*Documents shall be provided with translation into Russian language. Validity of documents must be notarized and legalized under the procedure established by Russian legislation*);
3. Have the submitted information verified;
4. Get a login and password to access their account on [www.platon.ru](http://www.platon.ru);
5. Pay money into their personal account in Platon in any manner available on the website;
6. Create a toll tickets or enter into a contract for the free of charge use of an on-board device.

*The list of the documents required for registration is available at: [www.platon.ru](http://www.platon.ru) (Section: "Registration")*

## How to pay for using general purpose Federal Highways

The toll toplanned compensate for the damage caused to highways by large vehicles must be paid before the use of the highways by making a transfer into the account opened for the owner of the vehicle in the Platon system after registration.

## Payments into the account can be made in any of the following ways

1. On the Customer portal on [www.platon.ru](http://www.platon.ru)
2. Using the mobile app;
3. Using the toll collect terminals;
4. At the service offices;
5. Through a self-service terminal of any of the agents.

*Once money's been put in the Platon account, the owner of the vehicle must create a toll ticket they plan to take or enter into a contract for the free-of-charge use of an on-board unit.*

## Toll ticket can be created using:

1. The personal account page on [www.platon.ru](http://www.platon.ru);
2. The mobile app;
3. Platon toll collect terminals;
4. Service offices;
5. Self-service agent terminals.

*To get an **ON-BOARD UNIT**, you have to enter into a contract for the free-of-charge use of an on-board device by personal visit of a toll service offices. For more information on how to enter into a contract the free-of-charge use of an on-board unit and the documents that must be submitted to enter into the contract, please visit [www.platon.ru](http://www.platon.ru), place a call to our call center or visit a service offices.*

**Please note that every on-board unit is registered to a specific vehicle and cannot be used on a different vehicle.**

## Key service channels of the Platon System

### The website:

The website of the Platon System can be found at [www.platon.ru](http://www.platon.ru) and it serves as the main remote service point for vehicle owners. Feedback can be submitted to the operator of the system by email at [info@platon.ru](mailto:info@platon.ru)

### Call center:

To get information about the system, users can call the **24/7 Russian/English** call center by dialing the following numbers:

**8 800 550-02-02**

(in Russian, a toll free number for Russia)

**+7 (495) 540-02-02**

(for calls from abroad)

*For information about where to find service offices and self-service terminals visit the website [www.platon.ru](http://www.platon.ru) or call the call center. Alternatively, you can get this information at any of the service offices.*

**CALL CENTRE 24/7 RUS/ENG**

# Platon Electronic toll collection system

### 24/7 support line:

8 800 550-02-02, +7 495 540-02-02

E-mail: [info@platon.ru](mailto:info@platon.ru)

[www.platon.ru](http://www.platon.ru)

