

RANGE OF CUSTOMER SERVICE

ANNEX NO. 17 OF THE EETS DOMAIN STATEMENT

ANNEX NO. 7 OF THE CONTRACT FOR THE PROVISION OF THE EUROPEAN ELECTRONIC TOLL SERVICE

This document forms an annex of the EETS Domain Statement.

Upon conclusion of the EETS Contract between the Toll Collection Administrator and the EETS Provider, it shall become an integral part of the EETS Contract as Annex 7 thereto.

Document	Issued / Version	Status	Approved by, on
17_Range of Customer Service_eng	28.07.2022 / 1.0	Final version for publishing	Board of Directors, 19.07.2022

1. GENERAL PROVISIONS

This Annex is drawn up in connection with Article 9 (9.1) of the EETS Contract; it determines the minimum scope of Customer Service to be provided by the EETS Provider to EETS Users. The Toll Collection Administrator is also entitled to agree with the EETS Provider on the provision of a higher standard of Customer Services (Services beyond the scope of the specified minimum standard), as may be agreed herein.

Capitalized terms shall have the meanings given in Annex 6 to the EETS Contract, Glossary of Terms, or the interpretation ascribed thereto in the relevant provision hereof.

2. MINIMUM RANGE OF CUSTOMER SERVICE

The Customer Service provided by the EETS Provider shall at least ensure that:

- 2.1 The EETS Provider is able to handle complaints, suggestions, and claims of EETS Users on at least one Customer Service channel (Call Centre/electronically by means of remote access via Internet and mobile technologies), which will be available in the 7×24 hours mode, while the other Customer Service channels will be available to EETS Users in the mode chosen by the EETS Provider, with the range of operating hours not being less than 8 hours on working days;
- 2.2 The EETS Provider forwards, without undue delay, to the Toll Collection Administrator complaints, suggestions, and claims of EETS Users and all relevant documents provided that the Toll Collection Administrator's cooperation is necessary to resolve the complaints, suggestions, and claims of EETS Users;
- 2.3 The EETS Provider is able to provide Customer Service to the EETS Users with the registered seat/place of business/residence in the Slovak Republic in both the Slovak and English languages;
- 2.4 The EETS Provider provides the Toll Collection Administrator with the current contacts to the Customer Service channels (Call Centre/electronically by means of remote access via Internet and mobile technologies) listed in Annex 3 to the EETS Contract, and a hyperlink to its website containing the EETS Provider's applicable general terms and conditions of the electronic toll collection, the pricelist, and the list of data and documents to be submitted for the purpose of concluding the Contract on the Use of the Specified Road Sections pursuant to the Section 7 (3) of the Toll Collection Act, in case it would be necessary to refer the EETS Users or prospective EETS access seekers to these channels and/or documents and/or any changes thereto, if they address any request directly to the Toll Collection Administrator;
- 2.5 The EETS Provider publishes on its website a hyperlink to the website of the Toll Collection Administrator or the supplier selected by the Toll Collection Administrator (or to the relevant subpage thereof), where the EETS User can obtain relevant information on the Electronic Toll Collection System in the Slovak Republic and on the relevant Contextual Data.

3. OTHER AGREEMENTS OF THE PARTIES ON THE RANGE OF CUSTOMER SERVICE

(To be added as agreed with the EETS Provider)

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