

## Notice regarding e-toll Gantries

Please be advised that e-toll Gantries 34 (Ilanda), 35 (Bee-eater) & 47 (Ugaga) on the N12, will be activated from 26 March 2014.

It is important to note that your e-toll transactions through these Gantries will be invoiced from the activation date. The relevant toll tariffs as per Government Gazette No.:37038, which were released on 19 November 2013, will be applicable.

We also wish to remind you that as of Toll Commencement on 3rd December 2013, you have been able to use your e-toll e-tag to transact at all Bakwena Plaza's through your e-toll Account. We encourage you to obtain your e-tag if you have only registered with your Vehicle Licence Plate number so that you may qualify for all these additional benefits.

### Making use of the e-tag lanes at Bakwena

At the Bakwena Toll plaza, you need to slow down when entering the toll plaza area and select the lane marked with the orange e-tag sign. The technical equipment located at the toll plaza recognises the e-tag in your vehicle, verifies the e-tag, deducts the respective toll amount from your e-toll account, lifts the boom and allows you to pass through the toll plaza without having to stop.

You should, however, ensure that your e-toll Account is up to date, as the boom will not open if your account is in arrears or if there are no funds available in your e-toll Account.

Please note that each Bakwena route has its own discount, toll tariff and vehicle classification structure and that the e-toll R450 cap will not apply to Bakwena transactions. Rates and routes for Bakwena can be found by [clicking here](#).

You will need to ensure that your e-tag is mounted correctly. [Click here](#) to view the e-tag fitment instructions.

It is important to remember

Not to drive too closely to the vehicle in front of you (leave at least one vehicle space) when approaching the boom as the technology may read your e-tag and open the boom for the vehicle in front of you if you are too close to them, which would result in you having to pay manually with the Operator at the booth.

Please keep your slip, should you at any stage be required to pay manually for whatsoever reason so that you are able to produce this in order for investigation and credits (where applicable) to be conducted.

Payment means available

We strive to make the payment of toll fees as easy and convenient as possible and would like to remind you that, in addition to our manual Pre-paid Account option, we also offer you two automated payment options:

You can change your e-toll Pre-paid Manual Account payment option to 'Automatic' and link it to your existing bank account. Using this option, you can tell us when and how much to top-up your account by setting your own personalised Low Balance threshold and Top-Up balance amount.

You can convert your e-toll Pre-paid Account into a Credit Card Settlement Account, where toll transactions are accumulated for a day and deducted from your credit card at the end of each day.

Topping up your e-toll Account

You will be able to top up your e-toll Account through any of the following methods:

Online at [www.sanral.co.za](http://www.sanral.co.za)\*

At an e-toll Customer Service Centre, conveniently located at a mall or along the Gauteng e-road ([click here for locations](#))

By phoning the e-toll Call Centre on 0800 SANRAL (726 725), using your Credit Card

Paying with an EFT\* into the SANRAL Transaction Clearing House (TCH) Account (listed as a public beneficiary at your bank), by using your 16 digit Customer Account ID Card number as reference.

Through one of our participating Retailers\* (Checkers, Pick 'n Pay, Shoprite and SPAR)

\* Please be reminded that payment may take between 2 and 5 days to reflect on your e-toll account.

We will keep you informed when you can use your e-tag at other toll plazas, but for now, we trust that you will experience the ease of use of your e-toll Account and e-tag at all Bakwena plazas.