

Press release

March, 11<sup>th</sup> 2010

**Ecotrans joins eurotoll committing 10,000 vehicles spread across 400 fleets to convert its equipment to Eurotoll electronic toll collection service, a European leader in the provision of ETC services.**

**Ecotrans has decided to sign up with eurotoll beginning of 2010. Until now it has been in exclusive partnership with another service provider.**

**The differentiating factors were service quality, business efficiency, the business relationship and personalised customer service, advances in the area of interoperability in Europe and exclusive additional services offered by Tribbox.**

Ecotrans is an association of transporters that converted to a cooperative in 1976 and is one of the largest such organisations in France with 10,000 HGVs. It is based in Annecy and has more than 400 business members, the vast majority of which are micro-enterprises. Most travel outside France. Christophe Delerce, Managing Director explained that “Our organisation was created to provide a range of services to transporters with the best discount terms and conditions. Ecotrans supplies its members with motorway and alpine tunnel toll payment cards but also, for example, access cards to the Rungis International Market. Businesses that join benefit from having a single contact point whatever the country or toll routes used.”

**Christophe Delerce Ecotran’s Managing Director has forecast that “At least 50% of our members should convert to eurotoll this year”.**

Transports Delerce will be the first to convert to eurotoll cancelling its contract with its current service provider at the end of February to equip its fleet of 30 HGVs with eurotoll electronic tags during March. This will be followed by Transports CMA (based in the Lyon area) and its fleet of 160 industrial vehicles, then Transports Roux as well as many other Ecotrans business members before the end of the year.

Several reasons lead to us signing up with eurotoll as they have differentiated themselves with the quality of services offered. These include exclusive additional services offered by Tribbox, the interoperability offer for Europe and their attentive and personalised customer service.



### **Complaints processed within 8 days**

Eurotoll has worked extensively with motorway concessionaires in 2009 to improve quality. Christophe Delerce commented that “Eurotoll has thoroughly demonstrated its effectiveness to us in dealing with complaints. This involves rapid reimbursement by motorway operators of amounts arising from invoice discrepancies. These are related, for example, to “the most expensive route options” that are often seen at automatic barriers. Eurotoll’s system is functional and quick. We are now able to lodge complaints within eight days compared to 15 days to a month for eurotoll’s competitors. This is a significant improvement.”

### **Eurotoll is the sole provider to offer a tag that combines real-time GPS with an electronic toll tag**

Another key point differentiating eurotoll from other providers that attracted Ecotrans was the additional services offered by Tribox combining an electronic toll tag with real-time GPS. Whilst Christophe Delerce has not yet used the equipment in the field, he confirmed that “It has shown very good returns for other businesses”.

The objectives are clear: monitor lorries by map, manage driver time under unpredictable traffic conditions and facilitate the taking on of spontaneous loads. “Many small businesses require a GPS tool, but are reluctant to commit financially to a new supplier in the current economic environment. The facility to combine GPS with an electronic tag in a single system is important”, continued Christophe Delerce. “At the operational level we have great expectations from eurotoll alerts. These automatic alarms notify us, for example, when transiting a toll plaza where it is forbidden, or for class 3 vehicles to use toll lanes reserved for class 4 LGVs.”

### **Interoperability with Austria and Slovakia**

At a European level Ecotrans is interested in the interoperability of eurotoll tags in Spain and the facilities to be introduced shortly in Austria and Slovakia. “As soon as we cross a country border a different tag is required. If we go through five or six countries in a month, the administration is significant. This is why any action that aims to reduce the number of tags is extremely helpful for Ecotrans transporters. We are impatient about the finalisation of eurotoll’s initiatives in Austria and Slovakia.”

### **Attentive and personalised relationship with dedicated personnel**

Eurotoll has shown itself to be competitive on a commercial level. “Whether it is in terms of management fees or service quality, eurotoll has made great efforts. Our interlocutor is always reactive and offers good advice.” In coming months, as eurotoll tags are received, Ecotrans fleet managers will benefit from one-day training courses delivered by eurotoll staff to familiarise them with the computer tools. The CEO considers that “personalised attention is the key to getting to know our transporters”.



**About eurotoll:**

Eurotoll, an abertis group subsidiary, is a European leader in the provision of ETC services. The Eurotoll network covers the French Tis-PL network and the entire Spanish Via-T network with access to 42 motorway concessionaires (13 in France and 29 in Spain), 12,000 km of tolled motorways together with tunnels, bridges and eight secured truck parks. Its ETC offer also includes Myto in Slovakia, and from 2010, Go-Box in Austria, Telepass in Italy and Via Verde in Portugal.

In addition, eurotoll offers a range of services for the optimisation of fleet management enabling managers to control toll costs, increase the fleet competitiveness and profitability.

80% of eurotoll tags combine these value-added services (reports, alerts, etc.)

Eurotoll also offers services for VAT recovery throughout the European Union.

Eurotoll has 80 employees and 23 partners in Europe – More information on [www.eurotoll.eu](http://www.eurotoll.eu)

For further information, please contact:

Eurotoll

Anne Forges

Communication Department

Tel +33 (0) 1 41 90 59 29

[Anne.forges@sanef.com](mailto:Anne.forges@sanef.com)

Christophe Mahé

Sales and Marketing Manager

Tel: +33 (0)1 41 90 84 33

[christophe.mahe@eurotoll.fr](mailto:christophe.mahe@eurotoll.fr)