

INTERCOMMUNICATION PARAMETERS

- ANNEX NO. 15 OF THE EETS DOMAIN STATEMENT
- ANNEX NO. 4 OF THE FUTURE CONTRACT FOR THE PROVISION OF THE EUROPEAN ELECTRONIC TOLL SERVICE
- ANNEX NO. 3 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 Future EETS Contract between the Toll Collection Administrator and the EETS Provider, it shall become an integral part of the Future EETS Contract as Annex 4 thereto.

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 3 thereto.

Document	Issued / Version	Status	Approved by, on
15_Intercommunication parameters_eng	28.07.2022 / 1.0	Final version for publishing	Board of Directors, 19.07.2022
15_Intercommunication parameters_eng	18.07.2023 / 2.0	The first revised version	Board of Directors, 17.07.2023
15_Intercommunication parameters_eng	15.03.2024 / 2.1	Contacts for reporting OBE malfunctions	Board of Directors, 15.03.2024

1. GENERAL PROVISIONS

This Annex is drawn up in connection with Article VII (7.5) of the Future EETS Contract and Article 24 (24.6) of the EETS Contract; it specifies the contacts and contact persons of the Parties, i.e., the “Communication Matrix”. The content hereof may be updated, if necessary, at the proposal of either of the Parties without the need to conclude an amendment to the Future EETS Contract and/or the EETS Contract.

Capitalized terms shall have the meanings given in Annex 14 to the EETS Domain Statement “Glossary of Terms”, or the interpretation ascribed thereto in the relevant provision hereof.

2. CONTACTS AND CONTACT PERSONS OF THE TOLL COLLECTION ADMINISTRATOR

2.1. BASIC CONTACTS OF THE TOLL COLLECTION ADMINISTRATOR

Contact	Address, phone number
General address for the delivery of documents within the meaning of Clause 7.5 of the Future EETS Contract and Clause 24.6 of the EETS Contract in a paper form	Národná diaľničná spoločnosť, a. s. Dúbravská cesta 14, 841 04 Bratislava Slovak Republic
General e-mail address for the delivery of documents within the meaning of Clause 7.5 of the Future EETS Contract and Clause 24.6 of the EETS Contract in an electronic form	podatelna@ndsas.sk
Specific e-mail collection address for the delivery of Electronic invoices (e.g. invoicing of the Remuneration under Clause 7.5 of the EETS Contract)	invoicing.eets@ndsas.sk
Specific e-mail collection address for the operational delivery of EETS technical and operational documents (e.g. periodic operational reports under Clause 17.11 of the EETS Contract)	eets@ndsas.sk
Technical Support Centre as defined in Clause 16.2 of the EETS Contract, intended to provide support services to the EETS Provider in the matters of EETS operation	support.eets@ndsas.sk +421 258 31[●]
Cyber Security Incident Reporting Center under Article 18 of the EETS Contract	bezpecnostneincidenty@ndsas.sk +421 904 631 461
ETC customer service hotline for the purposes of reporting OBE malfunctions under Clause 11.3 of the EETS Contract in connection with Article 2.6.6 of the EETS Domain Statement	info@emyto.sk +421 2 35 111 111
The URL (website) address where information on EETS can be obtained	https://www.ndsas.sk/en/charging/eets
The URL (website) address where Contextual Data can be obtained	https://www.ndsas.sk/en/charging/electronic-toll

2.2. CONTACT PERSONS OF THE TOLL COLLECTION ADMINISTRATOR

Responsibility	Name and surname	E-mail	Phone
Person authorized to act for the Toll Collection Administrator in respect of the Future EETS Contract and the EETS Contract	[●]	[●]@ndsas.sk	+421 258 31[●]

Responsibility	Name and surname	E-mail	Phone
Person responsible for communication on matters of the EETS Provider Accreditation under the Future EETS Contract	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for data processing and operation of EETS (EETS manager)	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for the technical support for EETS operation	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for resolving complaints regarding detailed billing of Toll Transactions and billing of Aggregate Toll	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for checking the payments of the Aggregate Toll and the EETS Provider Remuneration	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for quality control of the EETS Provider's services	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for cyber security (CISM)	[●]	[●]@ndsas.sk	+421 258 31[●]
Person responsible for data protection	[●]	[●]@ndsas.sk	+421 258 31[●]

3. CONTACTS AND CONTACT PERSONS OF THE EETS PROVIDER

3.1. BASIC CONTACTS OF THE EETS PROVIDER

Contact	Address, phone number
General address for the delivery of documents within the meaning of Clause 7.5 of the Future EETS Contract and Clause 24.6 of the EETS Contract in a paper form	[●]
General e-mail address for the delivery of documents within the meaning of Clause 7.5 of the Future EETS Contract and Clause 24.6 of the EETS Contract in an electronic form	[●]
Specific e-mail collection address for the delivery of Electronic invoices within the meaning of Clause 2.12 of the Future EETS Contract and Clause 13 of the EETS Contract	[●]
Specific e-mail collection address for the operational delivery of EETS technical and operational documents	[●]
Technical Support Unit authorized to deal with the technical and operational requests from the Toll Collection Administrator to resolve problems and incidents detected during the operation of EETS	E-mail: [●] Phone: [●]
Cyber Security Incident Reporting Center under Article 18 of the EETS Contract	[●]

3.2. CONTACT PERSONS OF THE EETS PROVIDER

<i>Responsibility</i>	<i>Name and surname</i>	<i>E-mail</i>	<i>Phone</i>
Person authorized to act for the EETS Provider in matters of the Future EETS Contract and the EETS Contract	[●]	[●]	[●]
Person responsible for communication on matters of the EETS Provider Accreditation under the Future EETS Contract	[●]	[●]	[●]
Person responsible for data processing and operation of EETS (EETS manager)	[●]	[●]	[●]
Person responsible for the technical support for EETS operation	[●]	[●]	[●]
Person responsible for resolving complaints regarding detailed billing of Toll Transactions and billing of the Aggregate Toll	[●]	[●]	[●]
Person responsible for payment of the Aggregate Toll	[●]	[●]	[●]
Person responsible for quality management of the EETS services	[●]	[●]	[●]
Person responsible for cyber security	[●]	[●]	[●]
Person responsible for data protection	[●]	[●]	[●]

3.3. PUBLIC CONTACTS OF THE EETS PROVIDER FOR EETS USERS

<i>Contact</i>	<i>Address, phone number</i>
The URL (website) address where general information about the EETS Provider's services can be obtained	[●]
The URL (website) address where the EETS Provider's General Terms and Conditions can be obtained	[●]
The URL (website) address where the pricelist of the EETS Provider's services for EETS Users can be obtained	[●]
The URL (website) address where information on the conditions for concluding a contract for the use of the Specified Road Sections can be obtained pursuant to Section 7 (3) of Toll Collection Act, including the template registration forms/forms, and a list of documents to be submitted for the purpose of concluding a contract for the use of the Specified Road Sections	[●]
The URL (website) address where information about OBE and its correct use can be obtained	[●]
The URL (website) address containing information on the conditions and method of distribution of OBE, e.g., a list of places where OBE can be obtained	[●]
Customer service channels: EETS User Support Desk (<i>Call-centre</i>)	Phone: [●]

Contact	Address, phone number
	Instant messaging channels (Instant Messaging): [●] E-mail: [●] Postal address for letters: [●]
Customer service channels: List of business offices/locations providing in-person Customer Service to EETS Users in the Slovak Republic <i>(In the event that the EETS Provider does not plan to set up establishments in the territory of the Slovak Republic, this will indicate the nearest business commercial offices in neighboring countries and/or the country of its registered office)</i>	Name and address of the establishment: [●] E-mail: [●]; Phone [●]
	Name and address of the establishment: [●] E-mail: [●]; Phone [●]
	Name and address of the establishment: [●] E-mail: [●]; Phone [●]
	<i>(Additional lines to be added if necessary)</i>

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