



Ministry of Infrastructure
and Water Management

EETS Domain Statement

Blankenburgverbinding

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Colophon

Ministry of Infrastructure and Water Management

Directorate General for Mobility

Programme Directorate for Heavy goods vehicles charging
and Temporary Tolling

The Hague, The Netherlands

This EETS Domain Statement Blankenburgverbinding concerns an English translation of the EETS-gebiedsverklaring Blankenburgverbinding, version 1.1, dated 6 February 2024 (as published in the Dutch Government Gazette, *Staatscourant* 2024, 3124) and is for reference purposes only. This English translation is not legally binding and no rights can be derived from it. In case of any inconsistency between the formal Dutch EETS-gebiedsverklaring Blankenburgverbinding on the one hand and this indicative translation on the other hand, the formal Dutch version of the EETS Domain Statement shall prevail.

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Explanatory statement

Introduction

This document sets out the EETS¹ Domain Statement Blankenburgverbinding.² This EETS Domain Statement, as referred to in Article 10 of the EETS Directive Implementation Act, has been drawn up by the Toll Charger³ for the Blankenburgverbinding toll Domain, which is also the EETS Domain. In accordance with Article 2 and Article 3 of the Blankenburgverbinding and ViA15 Temporary Toll Collection Act (in Dutch: "Wet tijdelijke tolheffing Blankenburgverbinding en ViA15" (Wet TTH), the Blankenburgverbinding is designated as a toll Domain in the toll decision as included in Article 15 of the Route Decree Blankenburgverbinding (Dutch: *Tracébesluit*). Within the EETS Domain Blankenburgverbinding, the collection of toll referred to in Article 2, Article 5 and Section 2.2 of the Wet TTH will be implemented. For Temporary Toll in the toll Domain and EETS Domain Blankenburgverbinding, the Toll Charger uses the toll branding e-TOL.

This Explanatory statement is an informative part of this EETS Domain Statement. No rights can be derived from it.⁴

The structure of the Explanatory statement is as follows. Chapter one sets out the purpose, status and structure of this EETS Domain Statement. Chapter two has a brief description of the Toll System for the Blankenburgverbinding. More information on this can also be found in the Wet TTH, the EETS Directive Implementation Act, underlying Laws and Regulations, their Explanatory statements and on the website of the Toll Charger (www.e-tol.nl). Chapter three discusses the role of the (E)ETS Providers⁵ and Main Service Provider and the way in which (E)ETS Providers can be granted access to the EETS Domain Blankenburgverbinding. Some specific elements of this EETS Domain Statement are highlighted in chapter four. Finally, chapter five explains the requirements for contract management and contract conformity.

¹ EETS: European Electronic Toll Service.

² The Blankenburgverbinding is a connection between the A15 near Rozenburg and the A20 between Maassluis and Vlaardingen (Article 1 Wet TTH).

³ Article 1 of the EETS Directive Implementation Act defines the Toll Charger as a public or private law entity. In the case of the Blankenburgverbinding toll system, the toll collector is the Minister of Infrastructure and Water Management who, as an administrative body, collects the toll (Article 5a, first paragraph of the Wet TTH) and who, on behalf of the State of the Netherlands, draws up the EETS domain statement and concludes the (E)ETS Agreement with the (E)ETS Providers (Article 5a, second paragraph of the Wet TTH).

⁴ Definitions of capitalized terms is explained in the list of definitions in Article 1 of the EETS Domain Statement.

⁵ This refers to an EETS Provider and an ETS (Electronic Toll Service) Provider. An EETS Provider is, pursuant to Article 1 of the EETS Directive Implementation Act, "an entity which, under a separate Agreement, provides an EETS User with access to EETS, transfers tolls to the Toll Charger, and which is registered in its Member State of establishment." An ETS Provider is, pursuant to Article 1 of the Wet TTH, "a Toll Service provider as referred to in Article 1 of the EETS Directive Implementation Act that limits its services to the Blankenburgverbinding and ViA15 toll domains". A Toll Service provider, pursuant to Article 1 of the EETS Directive Implementation Act, is a "legal entity that provides toll services to customers in one or more EETS domains for one or more vehicle categories".

1. EETS Domain Statement Blankenburgverbinding

Purpose

The Wet TTH contains the option for the Toll Charger to use the services of EETS Providers, ETS Providers and a Main Service Provider when collecting tolls. For the purposes of the Blankenburgverbinding, these services relate to the collection of tolls and their remittance to the Toll Charger, as well as directly related services. Toll services are services enabling the user to use a Motor vehicle in one or more toll Domains under one Agreement. This includes the collection of Tolls and their remittance to the Toll Charger (Article 1 of the EETS Directive Implementation Act).

To be granted access to the EETS Domain Blankenburgverbinding (see Article 4 of this EETS Domain Statement), an (E)ETS Provider must enter into an (E)ETS Agreement with the Toll Charger, be accredited and comply with this EETS Domain Statement. The Main Service Provider is contracted by the Toll Charger on the basis of a tender (see in section 3.1 of this Explanatory statement). This EETS Domain Statement does not apply to the service provided by the Main Service Provider. The Main Service Provider has no role in the contractual relationship between the (E)ETS Providers and the Toll Charger.

This EETS Domain Statement provides the framework within which (E)ETS Providers:

- (i) can enter into an (E)ETS Agreement with the Toll Charger prior to Accreditation and for the provision of their toll services in the EETS Domain Blankenburgverbinding (Article 4 and Annex I of this EETS Domain Statement);
- (ii) can be accredited (Part 3 of this EETS Domain Statement);
- (iii) may enter into Service Agreements with Motor Vehicle Licence Plate Holders (Holders), subject to section 8b of the Wet TTH (Article 27 of this EETS Domain Statement); and
- (iv) can or must make any changes to their systems for the purpose of providing toll services in the EETS Domain Blankenburgverbinding.

Status

This EETS Domain Statement is governed by Dutch civil law, and forms part of the (E)ETS Agreement concluded between the Toll Charger and an (E)ETS Provider. The template for the (E)ETS Agreement is set out as an annex to this EETS Domain Statement (Annex I).

Construction

This EETS Domain Statement consists of the following sections:

- **Part 1 General terms and conditions**
Provisions on, amongst other things, communication between the Toll Charger and the (E)ETS Provider, data protection, confidentiality, liability, indemnification and termination of the (E)ETS Agreement.
- **Part 2 Procedural conditions**
The prescribed service levels of the (E)ETS Provider and the commercial conditions, e.g. on fees paid to the (E)ETS Provider by the Toll Charger.
- **Part 3 Accreditation**
To be granted access to the EETS Domain Blankenburgverbinding, an (E)ETS Provider must be accredited. This section sets out the requirements for Accreditation.
- **Part 4 Toll context data**

The information and conditions set by the Toll Charger to be observed to determine the amount of the toll charge and to complete the toll transaction.

- **Annexes I to VII**

The annexes are part of this EETS Domain Statement and include the model (E)ETS Agreement, the model bank guarantee, description of the Accreditation process, data protection requirements, Intellectual property requirements, Risk management requirements, Data Management, Information security and assurance statement and description of key performance indicators.

Consultation

During the preparation of this EETS Domain Statement, experts with knowledge of the EETS and ETS market and EETS Domain Statements in Belgium, Germany and other toll Domains were consulted. The aim was to align this EETS Domain Statement with the EETS Domain Statements for other EETS Domains. Input from (E)ETS Providers and business partners was also used in the development of this EETS Domain Statement.

Setup and announcement

This EETS Domain Statement is prepared by the Toll Charger designated pursuant to Article 5a, second paragraph, of the Wet TTH, being the Minister of Infrastructure and Water Management on behalf of the State of the Netherlands. The EETS Domain Statement (version 1.0) was published pursuant to Article 11, first paragraph, of the EETS Directive Implementation Act on October 10, 2023 (*Government Gazette 2023, 27960*). On 6 February 2024 version 1.1 of the EETS Domain Statement was published (*Government Gazette 2024, 3124*). This EETS Domain Statement can be viewed at www.e-tol.nl.

Relevant Laws and Regulations

The interpretation and application of this EETS Domain Statement cannot be separated from the specific Laws and Regulations applicable to toll collection at the Blankenburgverbinding and the general legal frameworks for toll collection. This concerns at least the following Laws and Regulations:

- [Directive \(EU\) 2019/520](#);
- [Commission Delegated Regulation \(EU\) 2020/203](#);
- [Commission Implementing Regulation \(EU\) 2020/204](#);
- [EETS Directive Implementation Act \(Dutch: *Wet implementatie EETS-richtlijn*\)](#);
- [Blankenburgverbinding en ViA15 Temporary Toll Collection Act \(Dutch: *Wet tijdelijke tolheffing Blankenburgverbinding en ViA15, Wet TTH*\)](#);
- [Blankenburgverbinding en ViA15 Temporary Toll Collection Decision: \(Dutch: *Besluit tijdelijke tolheffing Blankenburgverbinding en ViA15 Besluit TTH*\)](#);
- [Blankenburgverbinding en ViA15 Temporary Toll Collection Decree \(Dutch: *Regeling tijdelijke tolheffing Blankenburgverbinding en ViA15, Regeling TTH*\)](#);
- [RDW Temporary Toll Collection Mandate Decision \(Dutch: *Besluit mandaat, volmacht en machtiging tijdelijke tolheffing RDW*\)](#).

Section 4.1 below substantiates the relationship between the relevant Laws and Regulations and this EETS Domain Statement.

2. Outline of the Toll System

The Wet TTH allows the temporary toll collection for the Blankenburgverbinding. This will be used to pay for the infrastructure project to construct the Blankenburgverbinding.

Toll Domain and EETS Domain

A toll decision has been taken by the Minister of Infrastructure and Water Management for the establishment of toll for the Blankenburgverbinding project. The Route Decree⁶ adopted for the Blankenburgverbinding pursuant to the Tracéwet⁷ includes the toll decision. The part of the Route Decree that applies as a toll decision is explicitly designated as such in the Route Decree. The relevant toll decision contains a description of the road sections where toll is charged on the Blankenburgverbinding. The Blankenburgverbinding is thus designated as a toll Domain pursuant to Articles 2 and 3 of the Wet TTH and the Route Decree. Through this EETS Domain Statement, the toll Domain is also established as an EETS Domain as referred to in Article 1 of the EETS Directive Implementation Act.

Applied technology

For each passage on a road section where a toll is charged for the Blankenburgverbinding, the statutory toll rate is due. Passing Motor vehicles are registered on the basis of *automatic number-plate recognition* (ANPR) technology. This does not require the Motor vehicle to stop or reduce speed (free flow technique). Passing Motor vehicles are photographed. The photo recordings, number plates, location and time of the passage are then stored in a database. The Toll Charger is responsible for recording the passages.

Payment of tolls

The Wet TTH contains two options for paying the toll: (i) the toll can be paid directly to the Toll Charger, without using a Service Agreement (section 2.2.1 of the Wet TTH); or (ii) the toll can be paid to a Service provider under a Service Agreement between a Holder and a Service provider (section 2.2.2 of the Wet TTH). A Service provider may be an EETS Provider, an ETS Provider or the Main Service Provider.⁸

This EETS Domain Statement covers the situation mentioned in (ii) above as far as payment of toll to an (E)ETS Provider is concerned. The toll process in this case is as follows. The Toll Charger registers Motor vehicle passages on the road sections designated in the toll decision and then calculates the amount of toll due by the Motor vehicle Holder. The Toll Charger sends daily Passage Records and a Payment Request to the Service provider, on the basis of which the Service provider remits the toll to the Toll Charger. The Holder receives an Invoice from the Service provider for the amount they have to pay. The Service providers are thus responsible for collecting the toll from the Holders who have entered into a Service Agreement with them and remitting the toll to the Toll Charger, even where the Service provider has not yet received the toll from the respective Holder.

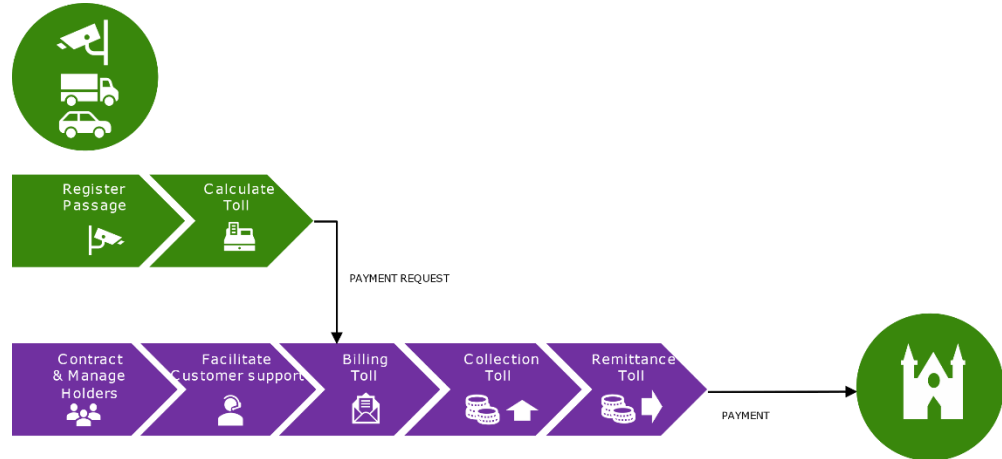
⁶ See Route Decree Blankenburgverbinding, *Government Gazette* 2016, 17075.

⁷ As of January 1st, 2024, the Tracéwet has been revoked and replaced by the Omgevingswet. Pursuant to transitional law, a Route Decree qualifies as a Project Decree under the Omgevingswet.

⁸ Section 3.1 of this EETS Domain Statement details the distinctions between the various service providers.

Schematically, the Toll System looks as follows, with the green stream referring to the Toll Charger and the purple stream to the (E)ETS Providers and Main Service Provider.

Figure 1. Toll System



3. Access (E)ETS Provider to the EETS Domain Blankenburgverbinding

3.1 (E)ETS Providers, Main Service Provider and direct payment

The Service providers that can be deployed within the EETS Domain Blankenburgverbinding, to collect the toll are divided into EETS Providers, ETS Providers and one Main Service Provider. The Main Service Provider has been appointed for both the EETS Domain Blankenburgverbinding and the planned ViA15 EETS Domain. The roles of the different Service Providers are explained in more detail below.

(E)ETS Providers

The Dutch government aims to make toll payment as user-friendly, simple and cost-efficient as possible. This aim is motivated, inter alia, by the perspective of interoperability so that (i) the toll obligation can be met via the same Service Provider in multiple Member States and multiple EETS Domains; or (ii) the toll obligation can be met via the same Service Provider as, for example, parking or fuel costs, thereby increasing ease of use. Collecting tolls through a Service Agreement with a Service Provider reduces the likelihood of fines for Holders, further contributing to ease of use. Therefore, commitment to payment of tolls through Service Agreements is important to the government. This is achieved in part by minimising the barriers for the entrance of EETS or ETS Providers into the EETS Domain Blankenburgverbinding and by contracting a Main Service Provider. EETS Providers can provide their services within different EETS Domains to which they have been granted access as an EETS Provider. ETS Providers are private entities that can offer toll services to their clients at national level. This could include already existing Service Providers in the mobility sector providing services for their customers around the payment for fuel, tolls or parking fees. This possibility could be attractive for users who already have an Agreement with such a Service provider. Such Service providers can operate as ETS Providers for paying tolls to the Toll Charger on behalf of their customers if - like EETS Providers - they meet the requirements set out by the Toll Charger in this EETS Domain Statement to be granted access to the EETS Domain Blankenburgverbinding. One difference with EETS Providers is that ETS Providers do not have to meet the

interoperability requirements of the EETS Directive Implementation Act because they limit their toll services to the Blankenburgverbinding and ViA15 toll Domains.

Main Service provider

There are various conceivable situations in which Holders cannot or do not want to turn to an (E)ETS Provider. In order to still allow all Holders to fulfil the payment obligation via a Service Agreement, a Main Service Provider also operates within the EETS Domain Blankenburgverbinding. The Main Service Provider has an important role in the system for the Blankenburgverbinding toll collection as its aim is to ensure that everyone who requests to do so can fulfil their payment obligation at all times through a Service Agreement. The tasks of the Main Service Provider correspond in principle to those of the (E)ETS Provider: collecting the toll from the Holders and remitting it to the Toll Charger. In addition to the duties and obligations of (E)ETS Providers, the Main Service Provider is obliged to serve all Holders who so requests⁹. In doing so, the Main Service Provider shall offer its services to Holders free of charge and the Toll Charger shall impose specific requirements and obligations on the Main Service Provider, in order to minimise competition between the Main Service Provider and the (E)ETS Providers. The Main Service Provider may only offer its services in the Netherlands. The selection of the Main Service Provider took place by means of a market tender. Section 4.4 of this EETS Domain Statement contains a description of the specific requirements and obligations of the Main Service Provider, which differ from those of the (E)ETS Providers and justify differences in the remuneration of the Main Service Provider compared to the (E)ETS Providers.

Direct payment to the Toll Charger

A Holder may choose, as mentioned above, to pay tolls through a Service provider (either an (E)ETS Provider or the Main Service Provider) or to pay tolls directly to the Toll Charger. In case of direct payment, before or after passing through a road section where toll is charged in the EETS Domain Blankenburgverbinding, the Holder must make a direct payment to the Toll Charger. The option of direct payment is not regulated by this EETS Domain Statement but by Section 2.2.1 of the Wet TTH and is therefore not considered further here.

3.2 Access to the EETS Domain Blankenburgverbinding

A Candidate (E)ETS Provider who wishes to be granted access to the EETS Domain Blankenburgverbinding must complete 8 steps, as shown schematically below, with an explanation for each step.

Table 1: Admission process for Candidate (E)ETS Provider for the EETS Domain Blankenburgverbinding.

⁹ Section 8d, paragraph 1 of the Wet TTH requires the Main Service Provider to enter into a Service Agreement with any Holder who requests it. Section 8d(1) of the Wet TTH will enter into force at a later date. In this regard, see *Stb.* 2023, 163.

Step	What	Who
1. <u>Express interest</u>	a. Candidate (E)ETS Provider expresses interest via website Toll Charger (www.e-tol.nl); b. interest meeting between interested Candidate (E)ETS Provider and Toll Charger; c. Candidate (E)ETS Provider submits signed confidentiality statement to Toll Charger for receipt of PIAT; d. Toll Charger sends Candidate (E)ETS Provider the PIAT via secure environment;	Candidate (E)ETS Provider and Toll Charger
2. <u>Application for Accreditation</u>	Apply for Accreditation via the Toll Charger’s website (www.e-tol.nl), with submission of: a. EETS Provider: proof of EETS registration; b. draft Service Plan; c. a conformation of consent with Article 41 of this EETS Domain Statement; d. contact information.	Candidate (E)ETS Provider
3. <u>Assessment of application for Accreditation</u>	a. assessment of completeness notification; b. confirmation of receipt of complete application or request for supplemental information c. sending invitation to an interview on the (E)ETS Agreement.	Toll Charger
4. <u>Start Accreditation</u>	a. Toll Charger reviews draft Service Plan (including Test Planning), evidence of EETS registration (if applicable) and any previous technical testing; b. Toll Charger sends personalised draft (E)ETS Agreement to Candidate (E)ETS Provider c. conversation to discuss (E)ETS Agreement; d. Candidate (E)ETS Provider submits final Service Plan; e. Toll Charger takes note of final Service Plan and reviews for completeness.	Candidate (E)ETS Provider and Toll Charger
5. <u>Signing of (E)ETS Agreement</u>	Signing and entry into force (E)ETS Agreement <i>except</i> the provisions about access to the EETS Domain Blankenburgverbinding and the provisions about service.	Candidate (E)ETS Provider and Toll Charger

6. <u>Passing tests</u>	The Candidate (E)ETS Provider shall submit a Test Plan and pass the required conformity and compatibility tests.	Candidate (E)ETS Provider and Toll Charger
7. <u>Completion of Accreditation</u>	<ul style="list-style-type: none"> a. receipt of Certificate of Accreditation; b. provision of the toll revenue bank guarantee. 	Candidate (E)ETS Provider
8. <u>Access to EETS Domain Blankenburgverbinding</u>	<ul style="list-style-type: none"> a. entry into force of provisions in the (E)ETS Agreement about access to the EETS Domain Blankenburgverbinding and the provisions about service; b. Access to EETS Domain Blankenburgverbinding. 	(E)ETS Provider

Step 1: Expressing interest

A Candidate (E)ETS Provider can express its interest via an interest form on the Toll Charger’s website (www.e-tol.nl). Following this, the Toll Charger shall invite the Candidate (E)ETS Provider for an initial interview. During this meeting, the Candidate (E)ETS Provider and the Toll Charger can get acquainted and discuss a possible application for Accreditation, so that the Candidate (E)ETS Provider knows what is expected of him. If the Candidate (E)ETS Provider does indeed wish to apply for Accreditation, it must sign a non-disclosure Agreement (NDA) after the initial meeting. This can be done on the spot or the Candidate (E)ETS Provider can send it on to the Toll Charger afterwards. After signing the NDA, the Toll Charger shall grant the Candidate (E)ETS Provider access to a secure file-sharing environment. Through this environment, the Candidate (E)ETS Provider can access the PIAT from the Toll Charger. The PIAT contains at least:

- a. The Toll interface specifications document including the URLs for accessing the test and production environments;¹⁰
- b. the XSD document;
- c. contact details of one or more representatives of the Toll Charger for Accreditation purposes;
- d. payment information for the purpose of paying the costs for Accreditation referred to in Article 43 of this EETS Domain Statement and payment information for the purpose of remitting tolls by the (E)ETS Provider to the Toll Charger referred to in Article 34 of this EETS Domain Statement.

¹⁰ The test and production environments refer to the IT environments in which the new and developed software products for the purpose of message exchange between the service provider’s back office and the toll collector’s back office are tested (test environment) or must be functional and active (production environment), respectively.

Step 2: Application for Accreditation

A Candidate (E)ETS Provider shall apply to the Toll Charger via the Toll Charger's website (www.e-tol.nl) for Accreditation to enable them to be granted access to the EETS Domain Blankenburgverbinding and be allowed to provide services in the EETS Blankenburgverbinding Domain. Applying for Accreditation is not an option. Accreditation starts with entering into the (E)ETS Agreement. When the Candidate (E)ETS Provider enters into an (E)ETS Agreement with the Toll Charger, it commits to actually provide its services in the EETS Blankenburgverbinding Domain in case of successful Accreditation. This is explained in more detail in section 4 of this EETS Domain Statement.

When applying for Accreditation, the Candidate (E)ETS Provider shall submit the following information:

- a. For an EETS Provider: a valid certificate of registration as referred to in Article 4 Directive (EU) 2019/520;
- b. A draft Service Plan;
- c. An Agreement letter with Article 41 of this EETS Domain Statement;
- d. contact details of a representative of the Candidate (E)ETS Provider for the purpose of communicating about the Accreditation.

For the purpose of preparing a draft Service Plan, the following documents are publicly available via the Toll Charger's website (www.e-tol.nl):

- this EETS Domain Statement Blankenburgverbinding;
- a format for the Service Plan;
- a format for the Test Plan
- a format for a test report, for the purpose of testing referred to in Article 45 of this EETS Domain Statement;
- the Message Specification Document;
- information regarding the application for a CS1 number for Candidate ETS Providers.

Step 3: Assessment of the application for Accreditation

The Toll Charger shall assess the completeness of the application for Accreditation and, where applicable, verify the validity of the EETS registration certificate. Within 14 Calendar Days of receiving the complete application for Accreditation from the Candidate (E)ETS Provider, the Toll Charger shall acknowledge receipt of the application and invite the Candidate (E)ETS Provider for an interview on the (E)ETS Agreement. In case the application is not complete, the Toll Charger shall give the Candidate (E)ETS Provider a period of 14 Calendar Days to complete. If the notification is not completed within that period, the Toll Charger shall disregard the notification.

Step 4: Start Accreditation

The requirements for receiving a Certificate of Accreditation are set out in Article 39 of this EETS Domain Statement. In order to provide services in an EETS Domain, an EETS Provider must be registered as an EETS Provider as referred to in Article 4 of Directive (EU) 2019/520. This registration procedure is not part of this EETS Domain statement. However, at Step 3, as described above, the Toll Charger shall verify, based on the proof of registration, whether the Candidate EETS Provider is registered as an EETS Provider. For an ETS Provider, the requirement of EETS registration does

not apply, a number of additional components are instead provided for in the Service Plan order to give the Toll Charger insight into the experience, solidity and solvency of the Candidate ETS Providers. Furthermore, the Toll Charger shall assess the Candidate (E)ETS Providers on the necessity to perform certain technical tests, referred to in Article 45 of this EETS Domain Statement and whether the draft service provision plan complies with the related requirements in Article 44 of this EETS Domain Statement.

A meeting shall then take place between the Candidate (E)ETS Provider and the Toll Charger with the aim to enter into the (E)ETS Agreement. A template of the (E)ETS Agreement is included as an annex to this EETS Domain Statement (Annex I). The Toll Charger shall send a draft (E)ETS Agreement to be completed by the Candidate (E)ETS Provider concerned, ETS Provider prior to the meeting about the (E)ETS Agreement. The meeting shall focus on:

- (i) discussing the review of the draft Service Plan for conversion into a final Service Plan, including determining when the Service Plan should be updated;
- (ii) establishing the schedule and indicative duration of the Accreditation process, according to the tests to be completed, and based on the draft Service Plan and Test Planning included therein;¹¹
- (iii) discussing and determining the amount of the bank guarantee to be provided by the (E)ETS Provider to the Toll Charger as a guarantee for payment of tolls; and
- (iv) fixing the frequency of bilateral and multilateral contract consultations, as envisaged by the Toll Charger at the time of the meeting.

Following the meeting on the (E)ETS Agreement, the Candidate (E)ETS Provider shall submit a final Service Plan to the Toll Charger no later than 14 Calendar Days before entering into the (E)ETS Agreement.

After assessing the completeness of the final Service Plan, the Toll Charger shall send the final (E)ETS Agreement to the Candidate (E)ETS Provider for signature.

Step 5: Signing of (E)ETS Agreement

The (E)ETS Agreement shall then be signed by the Toll Charger and the Candidate (E)ETS Provider. The (E)ETS Agreement shall enter into force gradually after signing. The general provisions and the provisions of this EETS Domain Statement that relate to Accreditation come into effect immediately (Part 1 General Conditions, with the exception of Article 4.1 on access to the EETS Domain Blankenburgverbinding, Part 3 Accreditation and Part 4 Toll Context Data). This concerns the Accreditation Phase. The provisions of the (E)ETS Agreement and this EETS Domain Statement that relate to the ETS Provider Service Phase (Article 4.1 and Part 2 Procedural Conditions) only enter into force after the preceding conditions have been met (service provision phase). A brief explanation of the drafting process of the (E)ETS Agreement and the gradual entry into force is provided in Section 4.3 of this Explanatory statement.

¹¹ The Test Planning in the Service Plan forms the basis for the elaboration of the further details in the Test Plan the Candidate (E)ETS Provider to be submitted to the Toll Charger as the first step of Accreditation process.

Step 6: Testing process

The Candidate (E)ETS Provider must, for the purpose of Accreditation, successfully complete the conformity and compatibility tests listed in Article 45 of this EETS Domain Statement. The testing process is further explained in Section 4.2 of this Explanatory statement and a description of the different phases of testing is contained in Annex III of this EETS Domain Statement.

Step 7: Completion of Accreditation

After the Toll Charger concludes that the Candidate (E)ETS Provider has met the requirements for obtaining a Certificate of Accreditation from this EETS Domain Statement, it will be accredited as an (E)ETS Provider within 14 Calendar Days. For confirmation of this, the (E)ETS Provider shall receive a written Certificate of Accreditation from the Toll Charger. After receiving the Certificate of Accreditation, the (E)ETS Provider is obliged to provide services in the EETS Domain Blankenburgverbinding and to provide a bank guarantee as security for its payment obligations towards the Toll Charger. If these conditions are met, the (E)ETS Provider will be granted access to the EETS Domain Blankenburgverbinding.

Step 8: Access to the EETS Domain Blankenburgverbinding

The (E)ETS Provider shall be granted access to the EETS Domain Blankenburgverbinding and thereby obtains the right to provide toll services or EETS Services in the toll Domain and EETS Domain Blankenburgverbinding, when:

- the obligations and conditions contained in this EETS Domain Statement and the (E)ETS Agreement have been complied with;
- an (E)ETS Agreement in accordance with the model in Annex I of this EETS Domain Statement has been concluded with the Toll Charger;
- a Certificate of Accreditation has been received from the Toll Charger; and
- a bank guarantee has been provided for the toll revenues.

Part 2 Procedural Conditions of this EETS Domain Statement sets out the conditions to be met by the provision of services.

4. Explanation of some parts of this EETS Domain Statement

4.1 Relationship of EETS Domain Statement with Laws and Regulations

An (E)ETS Provider is granted access to the EETS Domain Blankenburgverbinding if it meets the obligations and general conditions set out in this EETS Domain Statement.

The content requirements for an EETS Domain Statement required by Article 10 of the EETS Directive Implementation Act implementing Article 6(9) of the EETS Directive have been further specified in implementing acts. To this end, on 28 November 2019, the Commission adopted Commission Implementing Regulation (EU) 2020/204. Article 3 and Annex II of this Implementing Regulation prescribe the minimum elements that an EETS Domain Statement shall contain and the requirements that an EETS Domain Statement shall meet. This EETS Domain Statement for the EETS Domain Blankenburgverbinding is further aligned with the principles specifically applicable to the EETS Domain Blankenburgverbinding under the Wet TTH.

Pursuant to Section 10(2) of the EETS Directive Implementation Act, the content of this EETS Domain Statement shall include at least:

- a. the General Conditions for (E)ETS Provider to be granted Access to the EETS Domain Blankenburgverbinding, which have been adopted in accordance with Implementing Regulation EU 2020/204 (Part 1 of this EETS Domain Statement);
- b. the procedural conditions, including commercial conditions, and including the method for determining the fee, which will be determined in accordance with Implementing Regulation EU 2020/204 (Part 2 of this EETS Domain Statement);
- c. the detailed planning of the procedure for assessment or reassessment of conformity to specifications and suitability for use of the interoperability constituents established in accordance with Implementing Regulation EU 2020/204 (Article 44.1, Section (iv), Article 45.1, part (i) and Annex III of this EETS Domain Statement); and
- d. the toll context data (Part 4 of this EETS Domain Statement).

Provisions that apply directly to (Candidate) (E)ETS Providers under Laws and Regulations (for example, but not limited to Article 8b and 8e of the Wet TTH, the EETS Directive implementation Act and Implementation Regulation (EU) 2020/204) are not repeated in this EETS Domain Statement. Nevertheless, (Candidate) (E)ETS Providers must comply with Laws and Regulations when providing their services (Article 32.1 of this EETS Domain Statement) and the Toll Charger can claim compliance with the obligations on the basis of the (E)ETS Agreement. To this end, the Toll Charger may use the legal measures available on the basis of this EETS Domain Statement and the (E)ETS Agreement, as well as Dutch law. See more specifically Chapter 5 of this Explanatory statement.

4.2 Accreditation

To be granted access to the EETS Domain Blankenburgverbinding, the Candidate (E)ETS Provider must be accredited. The requirements and procedure for Accreditation are set out in Part 3 Accreditation of this EETS Domain Statement. The Accreditation procedure is the set of actions that verify that a Candidate (E)ETS Provider complies with all the applicable obligations and general conditions set out in this EETS Domain Statement. That Accreditation process is governed by the (E)ETS Agreement and this EETS Domain Statement and thus by Dutch civil law. The Certificate of Accreditation is therefore not an administrative law decision and it is not possible to engage in administrative legal proceedings against it.

The Accreditation procedure is designed in such a way that it allows (as far as reasonably possible for the Toll Charger) several Candidate (E)ETS Providers to go through the Accreditation procedure at the same time. This means that the Accreditation procedure is designed in such a way that it is avoided, as far as possible, that a Candidate (E)ETS Provider applying for Accreditation, has to wait for the completion of tests by another Candidate (E)ETS Provider, should this provider apply later than other Candidate (E)ETS Providers. The aim of this is to make it attractive for Candidate (E)ETS Providers and increase the likelihood that (E)ETS Providers will apply for Accreditation early (preferably before the Operational Start of the Blankenburgverbinding toll collection) so that they can be granted access to the EETS Domain Blankenburgverbinding and start their services as soon as possible. This will maximise the time that can be used to attract customers prior to the Operational Start.

The conformity and compatibility tests that need to be successfully completed as part of Accreditation procedure, shall be carried out in accordance with the Directive (EU) 2019/520 and Implementing Regulation (EU) 2020/204. The tests are divided into different stages of testing as described in Article 45 and Annex III of this EETS Domain Statement. The Candidate (E)ETS Provider is required to pay a fee to the Toll Charger for going through the Accreditation process. The fee must be paid to the Toll Charger before the start of a test phase. If, in the opinion of the Toll Charger, a particular test phase has not been successfully completed within the time stipulated for it in the Test Planning and the Test Plan, the Candidate (E)ETS Provider must carry out the relevant phase again and the Toll Charger may adjust the Test Planning. The Toll Charger shall consult with the Candidate (E)ETS Provider on the reasons for the failure of the previous Test Planning and on how a test phase can be successfully completed within a new Test Planning. For a test phase to be completed again, the Accreditation fee must again be paid to the Toll Charger prior to the start of the relevant test phase. The Accreditation fee to be paid by the Candidate (E)ETS Provider to the Toll Charger for each test phase are prescribed in Article 43 of this EETS Domain Statement.

4.3 Contracting (E)ETS Provider by Toll Charger

The commitment of the (E)ETS Provider to this EETS Domain Statement is effected by the Agreement between the Toll Charger and the (E)ETS Provider (on the basis of offer and acceptance (Dutch: "*aanbod en aanvaarding*"), as referred to in Article 217 of Book 6 of the Dutch Civil Code "BW"). This is the (E)ETS Agreement, which is in accordance with the model in Appendix I of this EETS Domain Statement. The process towards the (E)ETS Agreement is part of the step 4 'Start Accreditation' and step 5 'Signing of (E)ETS Agreement' described in paragraph 3.2 of this Explanatory statement.

The (E)ETS Agreement contains the conditions imposed on the service provision by the (E)ETS Provider in the EETS Domain Blankenburgverbinding. A Candidate (E)ETS Provider will enter into an (E)ETS Agreement with the Toll Charger at the start of the Accreditation process. The Accreditation is therefore not free of obligations.

The (E)ETS Agreement therefore has a gradual entry into force:

- (i) an Accreditation Phase
Regulated by this EETS Domain Statement and the (E)ETS Agreement, with the exception of Article 4.1 (access to the EETS Domain Blankenburgverbinding) and Section 2.1 Obligations of (E)ETS Provider and Section 2.2 Commercial Conditions of this EETS Domain Statement.

- (ii) a Service Phase
Regulated by this entire EETS Domain Statement and the (E)ETS Agreement, including Article 4.1 (access to the EETS Domain Blankenburgverbinding), Part 2.1 Obligations of (E)ETS Provider and Part 2.2 Commercial Conditions of this EETS Domain Statement.

The phased entry into force takes shape through conditions precedent in Article 1.2 of the (E)ETS Agreement. The Service Phase, and thus the right of the (E)ETS Provider to offer services in the EETS Domain Blankenburgverbinding, will only enter into force when the following conditions precedent are met:

- a. the (E)ETS Provider has submitted a final Service Plan to the Toll Charger;

- b. the (E)ETS Provider has obtained a Certificate of Accreditation from the Toll Charger; and
- c. the (E)ETS Provider has provided a bank guarantee to secure payment obligations to the Toll Charger in accordance with the model in Annex II of this EETS Domain Statement.

If a final service provision plan is not submitted, the application for Accreditation does not result in a Certificate of Accreditation, or a bank guarantee to secure the payment obligations to the Toll Charger is not provided, then the service provision phase of the (E)ETS Agreement, and thus the provisions on service provision in this EETS Domain Statement, will never enter into force. The (E)ETS Provider will then not be allowed to provide services in the EETS Domain Blankenburgverbinding and will also not be entitled to compensation by the Toll Charger because the entry into force of the service provision phase of the (E)ETS Agreement and this EETS Domain Statement shall be suspended. The Toll Charger may further terminate the (E)ETS Agreement if the conditions precedent are not met within the date specified in the (E)ETS Agreement (Article 10.1 , part (i) , of this EETS Domain Statement).

If the conditions precedent are met and the Service Phase takes effect before the Operational Start of the Blankenburgverbinding toll collection, the operational services in the EETS Domain Blankenburgverbinding are obviously only possible from the Operational Start.

4.4 Remuneration scheme

Under Article 23 of the EETS Directive Implementation Act, (E)ETS Providers have the right to be remunerated by the Toll Charger for collecting tolls on behalf of the Toll Charger. The remuneration scheme for (E)ETS Providers consists of fixed and variable components. The remuneration scheme and the level of the fees are detailed in Article 37 of this EETS Domain Statement.

The fixed parts of the remuneration are indexed annually. The variable part of the fee is not indexed annually. The variable part of the fee is in line with the toll rate, which is indexed pursuant to section 5(4) of the Wet TTH.

Article 23(3) of the EETS Directive Implementation Act requires that the method for calculating the fees of (E)ETS Providers have the same structure as for the fees of similar services provided by the Main Service Provider. The amounts of the fees for the Main Service Provider and those for the (E)ETS Providers may differ, provided this is justified by differences in the requirements and obligations between the Main Service Provider and the (E)ETS Providers. Pursuant to Article 8c of the Wet TTH, Article 23(3) of the EETS Directive Implementation Act also applies to the calculation method for the fees of ETS Providers.

Like the (E)ETS Providers, the remuneration scheme of the Main Service Provider consists of fixed and variable components. These consist of the following two components:

1. a one-off fixed fee for work carried out during the implementation phase; and
2. a periodic fixed and variable fee for work performed during the operational phase. These periodic fees consist of:
 - a fixed quarterly fee that does not depend on the number of Motor vehicle passages and relates to business and operating costs; and

- a variable fee of a percentage over the tolls remitted to the Toll Charger.

Both the one-off fixed fee and periodic fixed fees are part of the Main Service Provider's tender process as bid items.

To comply with Article 1.3 of Annex II of Implementing Regulation EU 2020/204, a table summarising the specific requirements and obligations of the Main Service Provider, which are different from those of (E)ETS Providers, and which justify differences in the fees of the Main Service Provider compared to (E)ETS Providers, is set out below.

Table 2: comparison

Service	(E)ETS Providers	Main Service Provider (MSP)
1. <u>Duration of the Agreement with the Toll Charger</u>	The (E)ETS Provider can simply terminate the (E)ETS Agreement, subject to three months' notice.	Mandatory service for a contract period of 5 years, subject to possible extension.
2. <u>Accreditation and testing process</u>	Accreditation is open to all (E)ETS Providers under the conditions set out in this EETS Domain Statement. During the Accreditation procedure, an (E)ETS Provider must demonstrate through a Service Plan and technical tests that it meets the set conditions.	The MSP goes through a similar testing procedure, whereby the MSP must demonstrate conformity with the (technical) requirements set out in the MSP Agreement.
3. <u>Contracting Holders</u>	<p>(E)ETS Providers choose which Holders they want to enter into a Service Agreement with.</p> <p>The Service Agreement must comply with the requirements set out in the Wet TTH, the EETS Directive Implementation Act, this EETS Domain Statement and the (E)ETS Agreement.</p> <p>(E)ETS Providers can charge their customers for their services.</p>	<p>The MSP is obliged to enter into a Service Agreement with any Holder who requests it.</p> <p>The Service Agreement must comply with the requirements set out in the Wet TTH, the EETS Directive Implementation Act and the MSP Agreement. More stringent requirements are imposed on the MSP compared to the requirements imposed on (E)ETS Providers with regard to the Service Agreement, for example with regard to being able</p>

		<p>to suspend or terminate the Agreement.</p> <p>The service provided by the MSP to its Contracted Holders is free of charge, except for service in response to specific requests, such as the provision of a duplicate invoice, for which a fixed fee, agreed in advance with the Toll Charger, may be charged to the Contracted Holder.</p>
4. <u>Customer contact</u>	(E)ETS Providers are required to maintain a customer service centre.	The MSP is obliged to maintain a customer service centre that meets a number of minimum requirements (e.g. answering queries within a certain time, minimum level of service within and outside working hours).
5. <u>Toll services (collection and remittance)</u>	<p>(E)ETS Providers are required to offer at least the option of cashless payment to Contracted Holders and are otherwise free to choose which means of payment to offer to Contracted Holders.</p> <p>Tolls are collected to the account of the (E)ETS Provider. The (E)ETS Provider shall remit the tolls owed by its Contracted Holders to the Toll Charger.</p>	<p>The MSP must offer at least the means of payment prescribed by the Toll Charger in the MSP contract to the Contracted Holders.</p> <p>The MSP shall collect tolls from accounts in a trust account to be established by the MSP and managed by a foundation specifically set up for the trust account. Subject to specific exceptions predetermined by the Toll Charger, no transactions may be made from the trust account to the MSPs account(s).</p>
6. <u>Additional services</u>	Additional services to Holders and working with resellers is possible. (E)ETS	The MSP may not provide additional services to Contracted Holders except when the

	Providers are free to work with partners.	Toll Charger explicitly authorizes or instructs the MSP to do so.
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5. Contract management and contract conformity

The services provided by the (E)ETS Provider shall be in accordance with Laws and Regulations and the requirements set by the Toll Charger. To this end, this EETS Domain Statement shall contain, inter alia, design requirements for the processes and systems for the required service provision (system requirements and process requirements), requirements for risk control and management of conformity with the obligations for the (E)ETS Provider, and the general requirements on service provision in Article 32 of this EETS Domain Statement.

This EETS Domain Statement and the (E)ETS Agreement are governed by Dutch civil law. Contract compliance will therefore take place according to Dutch contract law as laid down in the Civil Code, unless otherwise provided for in this EETS Domain Statement. In the interest of monitoring conformity with this EETS Domain Statement and the (E)ETS Agreement, Article 17.7 of this EETS Domain Statement provides for some monitoring and auditing provisions, which provide inter alia that:

- (i) Inspections of the (E)ETS Provider may be carried out by or on behalf of the Toll Charger;
- (ii) the (E)ETS Provider reports per Calendar Month and Calendar Quarter to the Toll Charger on the extent to which the (E)ETS Provider meets the key performance indicators (KPIs); and
- (iii) the (E)ETS Provider provides an annual assurance statement to the Toll Charger on how and to what extent the (E)ETS Provider complies with the requirements set out in this EETS Domain Statement, in particular about the Risk management, Data Management and Information security requirements.

A system of KPIs is used to manage the quality of the (E)ETS Provider's services. The KPIs establish the link between the objectives of the Toll Charger and the services provided by the (E)ETS Providers. If a KPI is not met, a Performance Discount is imposed (Article 33 of this EETS Domain Statement). If a KPI is repeatedly not met, this may be grounds for termination of the (E)ETS Agreement by the Toll Charger. There is no performance bonus in case of good or over performance by the (E)ETS Provider. The (E)ETS Provider shall monitor its performance and report to the Toll Charger on the achieved performance per KPI (Article 19.1 of this EETS Domain Statement). The reporting obligation of (E)ETS Providers is without prejudice to the Toll Charger's right at all times to investigate itself (or have investigated) the (E)ETS Provider's performance on the KPIs and/or to carry out (or have carried out) Inspections to that end (Article 18.2 to 18.4 of this EETS Domain Statement). The KPIs are detailed in Annex VII of this EETS Domain Statement. In addition to the use of KPIs to manage the quality of service of (E)ETS Providers, this EETS Domain Statement contains two penalty clauses: (i) in case an (E)ETS Provider fails to make timely service changes in response to a change in laws or regulations or an amendment to this EETS Domain Statement or the (E)ETS Agreement (Article 16.8 of this EETS Domain Statement), and (ii) in the event that an (E)ETS Provider fails to pay tolls due to the Toll Charger on time (Article 35 of this EETS Domain Statement).

Part 1 General terms and conditions

1. Definitions

- 1.1. In this EETS Domain Statement, capitalised terms shall have the meaning ascribed to them in the Wet TTH and the EETS Directive Implementation Act, unless a term is defined in Article 1.3 below.
- 1.2. If a term is defined in both in the Wet TTH and the EETS Directive Implementation Act, for the purpose of this EETS Domain Statement the definition in the Wet TTH prevails.
- 1.3. In this EETS Domain Statement, the following terms shall have the following meaning:

Accreditation Phase	the period starting on the date that the (E)ETS Agreement has been signed and ending on the date on which the Toll Charger declares that the (E)ETS Provider has fulfilled the conditions mentioned in Article 1.2 of the (E)ETS Agreement;
Conciliation Body:	the National and International Road Transport Organisation (NIWO), in its capacity as Conciliation Body referred to in Article 1 and Article 37 of the EETS Directive Implementation Act;
Calculated Toll:	Toll rate referred to in Article 2 of the Regeling TTH, times the number of passages per Calendar Day, as calculated by the Toll Charger on the basis of the registration of a passage of a Motor vehicle within the EETS Domain Blankenburgverbinding;
Message Specification Document	The Message Specification Document from the Ministry of Infrastructure and Water Management, dated 29 August 2023, as available on the website of the Toll Charger (www.e-tol.nl);
Payment Request:	electronic data file from the Toll Charger to the (E)ETS Provider ("PaymentClaim") as referred to in Article 31.2 of this EETS Domain Statement, which complies with the requirements referred to in Article 32 of this EETS Domain Statement and in which the Toll Charger shall declare on a daily basis the total amount of toll to be

	paid by the (E)ETS Provider to the Toll Charger for all its Contracted Holders over the period referred to in Article 31.2 of this EETS Domain Statement. The Payment Request concerns the sum of vehicle passages per Calendar Day for number plates for which a Service Agreement has been entered into force with the relevant (E)ETS Provider;
Certificate of Accreditation:	written confirmation from the Toll Charger to the (E)ETS Provider that it meets the requirements for Accreditation referred to in Part 3 Accreditation of this EETS Domain Statement;
BW:	the Dutch Civil Code
Adjustment Request	electronic data file from the (E)ETS Provider to the Toll Charger ("Adjustment Request") referred to in Article 31.4 of this EETS Domain Statement, which complies with the requirements referred to in Article 31.3 of this EETS Domain Statement and in which the (E)ETS Provider requests the Toll Charger to adjust a Passage Record, indicating the specific identification of the relevant Passage Record;
Service Plan	Service Plan that the (Candidate) (E)ETS Provider must submit to the Toll Charger, pursuant to Article 44;
Service Phase	the period starting on the date that the Toll Charger declares that the (E)ETS Provider has fulfilled the conditions of Article 1.2 of the (E)ETS Agreement and ending on the date on which the (E)ETS Agreement is terminated;
EETS Provider:	EETS Provider as referred to in Article 1 of the EETS Directive Implementation Act and legal person registered as referred to in Article 1 of the EETS Directive Implementation Act with whom the Toll Charger enters into an EETS Agreement;
ETS Provider:	ETS Provider as referred to in Article 1 of the Wet TTH and legal person with whom the Toll Charger enters into an ETS

	Agreement;
(E)ETS Provider:	This notation refers both to an EETS Provider and an ETS Provider;
EETS Domain Statement:	this EETS Domain Statement;
EETS Domain Blankenburgverbinding:	EETS Domain as referred to in Article 1 of the EETS Directive Implementation Act for the purpose of the Blankenburgverbinding Toll Collection System;
(E)ETS Agreement:	Agreement between the (E)ETS Provider and the Toll Charger to the template in Annex I and the content of which is specified in this EETS Domain Statement;
Invoice:	statement of services delivered with a price statement and request for payment;
Contracted Holder:	Holder with whom an (E)ETS Provider has entered into a Service Agreement;
Data Management	administrative process and measures regarding the acquisition, validation, storage, protection and processing of data to ensure data accessibility, reliability and accuracy;
Data Protection:	the protection of personal data, referred to in Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (OJEU 2016, L 119), the General Data Protection Regulation Implementing Act and related Laws and Regulations;
Valid Service Agreement	a Service Agreement that is legally in force and has not been suspended or terminated;
Case of Force Majeure:	the circumstance where (Candidate) (E)ETS Provider is unavoidably unable to meet its obligations under this EETS Domain Statement or only by incurring material additional costs, or the Toll Charger is unavoidably unable to meet its

obligations under this EETS Domain Statement and the (E)ETS Agreement, insofar as that circumstance qualifies as a Case of Force Majeure as referred to in Article 6:75 of the Dutch Civil Code, with the exception of the following event or circumstance:

Group Company

(i) conduct of Contracted Holders, or drivers of Motor vehicles;

a legal entity that is part of the same group as referred to in Article 24b of Book 2 of the Dutch Civil Code as the group of which the (Candidate) (E)ETS Provider is part;

Indexing formula:

the formula applied to index the amounts mentioned in this EETS Domain Statement annually on January 1st to express these amounts in the price level of the relevant Calendar Year t .

To this end, the relevant amount is multiplied by qt .

qt is the outcome of the formula which reads as follows: $qt = (jt / j2024)$

in which:

(i) qt = index number for Calendar Year t ;

(ii) jt = Consumer Price Index index for publication period January in Calendar Year t ;

(iii) $j2024$ = Consumer Price Index for publication period January in Calendar Year 2024; and

(iv) index = the Consumer Price Index (all categories, total spending, first published figures as published by Statistics Netherlands, Centraal Bureau voor de Statistiek), which represents the ratio between the value of a quantity in a given publication period and the value of that quantity used by Statistics Netherlands as the base period;

Information security:

measures and controls taken both

	technically and organisationally to secure (digital) information against unauthorised access or loss and to ensure the confidentiality, integrity and availability of (digital) information;
Intellectual Property Rights	all current and future Intellectual Property Rights, in their most comprehensive form, including but not limited to: copyrights, patents, trademark rights, design rights, Domain names, database rights and know-how;
Inspection(s)	announced and unannounced inspections of the Toll Charger at the (Candidate) (E)ETS Provider, referred to in Article 18.2, part (ii) of this EETS Domain Statement;
Calendar Day	a day according to the Calendar from 00:00 to 24:00;
Calendar Year	a twelve-month period from January 1 to December 31;
Calendar Month	a one-month period starting with the first day of the Calendar Month and ending on the last day of the Calendar Month of a Calendar Year;
Calendar Quarter	a three-month period from January 1 to March 31, April 1 to June 30, July 1 to September 30 or October 1 to December 31;
Candidate (E)ETS Provider:	a Service provider wishing to provide toll services to Holders in the EETS Domain Blankenburgverbinding as an (E)ETS Provider but has not yet been issued with a Certificate of Accreditation to that effect;
(Candidate) (E)ETS Provider;	this dotation refers simultaneously to a Candidate EETS Provider, a Candidate ETS Provider, an EETS Provider and an ETS Provider;
Invalid Service Agreement;	a Service Agreement that is not legally effective because it has been suspended or terminated;
Operational Start:	the date Toll Charger on which Blankenburgverbinding Toll Collection

	<p>System is in operation and for the first time actual tolls are due under Article 2 and Article 5(1) of the Wet TTH;</p>
Passage Records:	<p>electronic data file from the Toll Charger to the (E)ETS Provider ("BillingDetails") referred to in Article 31.1 of this EETS Domain Statement, which complies with the requirements referred to in Article 32 of this EETS Domain Statement, in which the Toll Charger makes daily statements to the (E)ETS Provider as referred to in Article 8e, second paragraph of the Wet TTH. Per passage and per Motor vehicle, one Passage Record shall be sent. The Passage Record shall state the passage of a Motor vehicle, the number plate, the Toll Rate and the Calculated Toll;</p>
PIAT	<p>Practical Information Accreditation and Toll services, referred to in Article 40.3 of this EETS Domain Statement;</p>
Performance Discount	<p>The amount as determined under Article 33.2 and Annex VII of this EETS Domain Statement, linked to the failure to meet a key performance indicator, which amount shall be deducted from the fee to be paid by the Toll Charger to the (E)ETS Provider as referred to in Article 37 of this EETS Domain Statement;</p>
RDW:	<p>Dutch Vehicle Authority (Dienst Wegverkeer), a public-law legal entity and independent administrative body established in Zoetermeer, as referred to in Article 4a of the Wegenverkeerswet 1994, registered in the Trade Register of the Chamber of Commerce under number 27374436;</p>
Interest	<p>the statutory commercial interest as referred to in Article 119a of Book 6 of the Dutch Civil Code. The statutory commercial interest is calculated per Calendar Month;</p>
Test Planning	<p>the Test Planning in the Service Plan, referred to in Article 44.1, part (v);</p>
Test Plan	<p>the Test Plan referred to in Article 45.1,</p>

	Motor vehicle of a Contracted Holder;
Laws and Regulations:	all national or international laws, rules, guidelines, regulations, norms, standards, etc. applicable, in force or to come into force in connection with this EETS Domain Statement including but not limited to the EETS Directive Implementation Act, the Wet TTH and EU Implementing Regulation 2020/204;
EETS Directive Implementation Act:	Act of 7 July 2021, laying down rules for the implementation of Directive (EU) 2019/520 of the European Parliament and of the Council of 19 March 2019 on the interoperability of electronic road toll systems and facilitating cross-border exchange of information on the failure to pay road fees in the Union (EETS Directive Implementation Act), <i>Stb.</i> 2021, 418;
Wet TTH:	The Blankenburgverbinding and ViA15 Temporary Toll Collection Act of 2 December 2015, containing rules on the temporary collecting of tolls for the partial funding of the connection between the A15 at Rozenburg and the A20 between Maassluis and Vlaardingen and the connection of the A15 between the Valburg junction and the A12 near Zevenaar (<i>Stb.</i> 2015, 497 and <i>Stb.</i> 2018, 247), as last amended by Act of 8 November 2023 amending the Blankenburgverbinding and ViA15 Temporary Toll Act in regard to the Revised Eurovignette Directive, (<i>Stb.</i> 2023, 419);
Control:	direct or indirect control, that is to say, (i) by holding or owning ordinary shares, or shares of equity, or assets; (ii) through an Agreement; or (iii) otherwise, being able to exercise more than 50% of the voting rights in the general meeting of shareholders; or being able to appoint or remove the directors or members of a similar body or otherwise direct the composition of the board or a similar body; or being able to give binding instructions to the board of directors or individual directors regarding the operational and financial policy.

2. Interpretation rules

- 2.1. Unless this EETS Domain Statement or the (E)ETS Agreement Regulation (EU) 2016/679:
- (i) Article means an Article of this EETS Domain Statement;
 - (ii) day: Calendar Day;
 - (iii) in writing: sent by letter or e-mail, unless it is expressly stated that notice must be given by registered mail.
- 2.2. Unless this EETS Domain Statement or the (E)ETS Agreement explicitly states otherwise, the following shall apply when interpreting this EETS Domain Statement or the (E)ETS Agreement:
- (i) a reference to Laws and Regulations shall be deemed to be a reference to the Laws and Regulations as last amended at the relevant time or, if superseded, to the superseded Laws and Regulations;
 - (ii) the words "including" and "also" mean "including but not limited to"; and
 - (iii) the headings in this EETS Domain Statement and the (E)ETS Agreement do not affect the interpretation of this EETS Domain Statement and the (E)ETS Agreement.

3. Communications

3.1. The Toll Charger and the (Candidate) (E)ETS Provider appoint one person or function representative as representative in matters relating to the implementation of this EETS Domain Statement and the (E)ETS Agreement by means of Agreement with Article 4 of the (E)ETS Agreement.

3.2. The Toll Charger and the (Candidate) (E)ETS Provider may replace the representative appointed by them or appoint one or more additional representative(s) by means of a notification to the other.

3.3. Communication between the Toll Charger and the (Candidate) (E)ETS Provider about this EETS Domain Statement and the (E)ETS Agreement and about their implementation shall take place in the Dutch language, unless this EETS Domain Statement or the Toll Charger explicitly states that communication may take place in the English language.

4. Access to the EETS Domain Blankenburgverbinding

- 4.1. An (E)ETS Provider is granted access to the EETS Domain Blankenburgverbinding, and thus may provide toll services in the EETS Domain and Blankenburgverbinding Toll Domain when it:
- (i) fulfils the obligations and conditions of this EETS Domain Statement

and the (E)ETS Agreement;

- (ii) fulfils the obligations for receiving a Certificate of Accreditation, referred to in Article 39;
- (iii) has received a Certificate of Accreditation from the Toll Charger;
- (iv) has provided a bank guarantee as referred to in Article 36 of this EETS Domain Statement.

4.2. A Candidate (E)ETS Provider wishing to be accredited:

- (i) for this purpose, reports to the Toll Charger in accordance with Article 40 and Article 41; and
- (ii) enters into an (E)ETS Agreement with the Toll Charger in accordance with the template in Annex I of this EETS Domain Statement, before commencement of the Accreditation process as described in Part 3 Accreditation.

4.3. Any general terms and conditions applied by the (Candidate) (E)ETS Provider are not applicable to the (E)ETS Agreement.

4.4. A Service Agreement for the provision of services in the EETS Domain Blankenburgverbinding will under no circumstances enter into force before the Candidate (E)ETS Provider has obtained a Certificate of Accreditation.

5. Prevention of conflicts of interest

5.1. If the (Candidate) (E)ETS Provider, another (legal) person within its group in the sense of Article 24b of Book 2 of the Dutch Civil Code or a third party with whom the (E)ETS Provider cooperates for the purpose of its provision of services as (Candidate) (E)ETS Provider in the EETS Domain Blankenburgverbinding is or becomes involved in the performance of other tasks or roles within the EETS Domain Blankenburgverbinding, the EETS Domain Heavy Goods Vehicle Charge or the EETS Domain ViA15, then regarding the provision of services as an (E)ETS Provider, the (Candidate) (E)ETS Provider shall take all measures necessary to avoid (the appearance of) conflicts of interest or actual conflicts of interest. To this end, the (Candidate) (E)ETS Provider shall ensure at least:

- (i) organisational and personnel separation;
- (ii) administrative separation and separation of (sensitive) information;
- (iii) a financial separation between the provision of services as (E)ETS Provider in the context of this EETS Domain Statement and the (E)ETS Agreement on the one hand, and the other tasks or roles referred to in the first sentence of this Article 5.1 on the other hand;
- (iv) an interest protection plan describing how conflicts of interest will be avoided, how the separations mentioned in Article 5.1 parts (i)

through (iii) will be ensured, how sensitive information will be kept confidential and designating a compliance officer to oversee compliance with the interest protection plan and this Article 5;

(v) That affected employees are notified of the aforementioned interest protection plan and agree to comply with it.

5.2. The Toll Charger may monitor through Inspections the (Candidate) (E)ETS Provider's compliance with the provisions of Article 5.1 and may, at any time, require Inspection of the interest protection plan referred to therein.

6. Working with other people

The (Candidate) (E)ETS Provider shall be liable for damages towards the Toll Charger to the extent that these damages are attributable to the (E)ETS Provider, its agents or other persons whose assistance the (E)ETS Provider makes use of in exercising its rights or in fulfilling its obligations under the EETS Directive Implementation Act, the Wet TTH, this EETS Domain Statement or the (E)ETS Agreement.

7. Liability

7.1 Except to the extent explicitly stated otherwise in the applicable Laws and Regulations, this EETS Domain Statement or (E)ETS Agreement, the parties may exercise legal measures against each other in the way Dutch law allows it.

7.2 The total liability of the Toll Charger towards the (Candidate) (E)ETS Provider, due to contractual, non-contractual, statutory and non-statutory liability is limited to a total amount of € 500,000 per case and in total € 500,000 annually. The (Candidate) (E)ETS Provider can under no circumstances claim compensation for lost profit.

7.3 The total liability of the (Candidate) (E)ETS Provider towards the Toll Charger, due to contractual, non-contractual, statutory and non-statutory liability is limited to a total amount of € 500,000 per case and in total € 500,000 annually.

7.4 The limitation of liability referred to in Articles 7.2 and 7.3, shall not apply to the obligation to pay tolls referred to in Article 34, the penalty Interest rate referred to in Article 35.1, the penalty referred to in Article 16.8, and the Performance Discount, referred to in Article 33.2.

7.5 The (Candidate) (E)ETS Provider cannot invoke the limitation of liability referred to in Article 7.3, in the event of intended or deliberate recklessness on the part of the (Candidate) (E)ETS Provider.

8. Indemnity

The (Candidate) (E)ETS Provider shall, insofar as the claims are not the direct consequence of a shortcoming attributable to the Toll Charger, indemnify the Toll Charger against:

- (i) claims by third parties (including but not limited to Contracted Holders, subcontractors, suppliers and resellers of the (Candidate) (E)ETS Provider), for compensation for damages suffered due to an attributable shortcoming (Dutch: *toerekenbare tekortkoming*) or unlawful act (Dutch: *onrechtmatige daad*) of the (Candidate) (E)ETS Provider, its subordinates or representatives;
- (ii) claims by third parties (including but not limited to Contracted Holders, subcontractors, suppliers and resellers of the (Candidate) (E)ETS Provider), based on an infringement or alleged infringement of Intellectual or industrial property rights in connection with the services and activities of the (Candidate) (E)ETS Provider;
- (iii) fines or penalties imposed on the Toll Charger by a competent authority that result from an attributable shortcoming or unlawful act of the (Candidate) (E)ETS Provider (including but not limited to subcontractors, suppliers and resellers of the (Candidate) (E)ETS Provider); and
- (iv) the costs of legal actions brought against the Toll Charger by third parties (including Contracted Holders, subcontractors, suppliers and resellers) for a shortcoming or unlawful act of the (Candidate) (E)ETS Provider, its subordinates or representatives.

9. Confidentiality

9.1. It is not permitted for the (Candidate) (E)ETS Provider or the Toll Charger, respectively, without the prior and written consent of the Toll Charger or the (Candidate) (E)ETS Provider, respectively, to, either directly or indirectly, such as through an intermediary or a legal entity in which the (Candidate) (E)ETS Provider or the Toll Charger is involved as a shareholder, director or otherwise:

- (i) use any part of Confidential Information other than in the context of Accreditation, or for any purpose other than the meetings about, or the execution of, the (E)ETS Agreement;
- (ii) disclose any part of Confidential Information to third parties, other than those natural or legal persons who, by virtue of their position with, professional relationship with, or direct or indirect contractual relationship with the (Candidate) (E)ETS Provider or Toll Charger, respectively, should have access to Confidential Information. Insofar as the natural or legal persons referred to in this Article 9.1 under (ii), are not bound by legal professional secrecy by virtue of their professional activity and for that reason would not disclose such Confidential Information due to a professional duty, such natural or legal persons shall explicitly declare in writing that they are bound by the obligations of this Article 9. The (Candidate) (E)ETS Provider, and respectively the Toll Charger, shall ensure that the natural or legal persons referred to in this Article 9.1 under (ii), which they involve in the Accreditation and implementation of the (E)ETS Agreement, fulfil and comply with the obligations of this Article 9.

- 9.2. The (Candidate) (E)ETS Provider and the Toll Charger shall take all measures necessary to:
- (i) Prevent the disclosure of Confidential Information in breach of this Article 9; and
 - (ii) Ensure and guarantee compliance with the obligations of this Article 9 by each of them and the natural or legal persons referred to in Article 9.1 part (ii).
- 9.3. The confidentiality obligations under Article 9.1 parts (i) and (ii) shall not apply if the information:
- (i) is available to the public without this being the result of an unauthorised disclosure of that information in breach of Article 9 by the (Candidate) (E)ETS Provider or the Toll Charger or by any person to whom either of them has made such Confidential Information available.
 - (ii) was already known to the (Candidate) (E)ETS Provider or Toll Charger at the time that information was provided to it;
 - (iii) was provided to them on a non-confidential basis by a third party who lawfully possesses such information and is entitled to disclose such information;
 - (iv) was provided by the Toll Charger to a Toll Charger from another EETS Domain to optimise the Blankenburgverbinding temporary toll system or the toll collection system in the EETS Domain of the receiving Toll Charger;
 - (v) is subject to the obligation to be disclosed:
 - (a) pursuant to Laws and Regulations;
 - (b) in the context of administrative oversight, parliamentary control or other democratic accountability;
 - (c) pursuant to a court order.
- 9.4. Except in the cases referred to in Article 9.3, the (E)ETS Provider shall consult with the Toll Charger before disclosing Confidential Information.
- 9.5. If the disclosure of Confidential Information by the (Candidate) (E)ETS Provider or the Toll Charger is required under Article 9.3, part (v), then:
- (i) prior to such disclosure, the (Candidate) (E)ETS Provider or Toll Charger shall immediately inform the other in writing of this disclosure obligation and of the requested documents to be disclosed and the (Candidate) (E)ETS Provider and the Toll Charger shall agree on the timing and content of the disclosure;

- (ii) the (E)ETS Provider or the Toll Charger respectively shall disclose only that part of the Confidential Information for which it is required by Law and Regulation, administrative oversight, parliamentary control, other democratic accountability or court order;
 - (iii) the (Candidate) (E)ETS Provider or the Toll Charger respectively shall endeavour to ensure, as far as possible, confidential treatment of the Confidential Information.
- 9.6. The obligations in this Article 9 shall apply during the duration of the (E)ETS Agreement and shall continue to apply after termination of the (E)ETS Agreement, unless explicitly agreed otherwise in the (E)ETS Agreement.

10. Dissolution and termination of (E)ETS Agreement by the Toll Charger

- 10.1. The Toll Charger has no recourse to dissolution (Dutch: *ontbinding*) of the (E)ETS Agreement pursuant to Section 265 of Book 6 of the Civil Code or termination (Dutch: *opzegging*) pursuant to Book 7 of the Civil Code, other than termination on the following grounds. The Toll Charger may terminate the (E)ETS Agreement by written notice to the (Candidate) (E)ETS Provider by the date mentioned in such notice if:
- (i) The conditions precedent specified in Article 1.2 of the (E)ETS Agreement have not been met by the date specified in Article 2.4 of the (E)ETS Agreement;
 - (ii) the (Candidate) (E)ETS Provider does not fulfil any payment obligation towards the Toll Charger within fourteen Calendar Days after the Toll Charger has given the (Candidate) (E)ETS Provider written notice of the shortcoming and demanded fulfilment;
 - (iii) the (Candidate) (E)ETS Provider does not fulfil any other obligation towards the Toll Charger within fourteen Calendar Days after the Toll Charger has given the (Candidate) (E)ETS Provider, written notice of the shortcoming and demanded fulfilment, unless the shortcoming, considering its special nature or minor importance in view of the entirety of the (Candidate) (E)ETS Provider's obligations, does not justify the termination of the (E)ETS Agreement with its consequences;
 - (iv) one or more of the following circumstances occur(s):
 - a. the (Candidate) (E)ETS Provider applies for (provisional) suspension of its payments (Dutch: *surseance van betaling*);
 - b. the (Candidate) (E)ETS Provider is granted (provisional) suspension of its payments;
 - c. the (Candidate) (E)ETS Provider files for bankruptcy;
 - d. the (Candidate) (E)ETS Provider is declared bankrupt;
 - e. it appears that the (Candidate) (E)ETS Provider will not be able to meet a material part of its due obligations under this EETS Domain Statement and the (E)ETS Agreement;
 - f. the (Candidate) (E)ETS Provider's lenders demand early

- payment of a material portion of claims against the (Candidate) (E)ETS Provider;
 - g. the (Candidate) (E)ETS Provider takes steps to achieve its dissolution or liquidation;
 - h. the (Candidate) (E)ETS Provider is dissolved or liquidated; or
 - i. if a circumstance comparable to (a) to (h) above occurs with respect to the (Candidate) (E)ETS Provider in its country of establishment, or any country where the (Candidate) (E)ETS Provider operates;
- (v) there is a transfer of control at the (Candidate) (E)ETS Provider;
 - (vi) there is an unfair commercial practice within the meaning of Directive 2005/29/EC, including where there is an unfair commercial practice against a Holder who is acting in the course of a profession or business;
 - (vii) the (Candidate) (E)ETS Provider abuses the temporary toll system Blankenburgverbinding;
 - (viii) the (Candidate) (E)ETS Provider does not pay the costs for Accreditation referred to in Article 43;
 - (ix) the (Candidate) (E)ETS Provider no longer meets the requirements for Accreditation referred to in Article 39;
 - (x) the (Candidate) (E)ETS Provider, after notice of infringement, in which an additional period of fourteen Calendar Days for compliance is granted, does not comply with one or more of the obligations concerning the bank guarantee, referred to in Article 36;
 - (xi) there is a repeated error with regard to the key performance indicators referred to in Article 33 and Annex VII of this EETS Domain Statement;
 - (xii) a Case of Force Majeure occurs for a continuous period of two months or more;
 - (xiii) the (Candidate) (E)ETS Provider does not adapt its services to changes in Laws and Regulations, such that the (Candidate) (E)ETS Provider does not act in accordance with Laws and Regulations within the fourteenth Calendar Day after an amendment thereof comes into effect, unless the (Candidate) (E)ETS Provider demonstrates that the delay in adapting its services cannot be directly or indirectly attributed to it or is for its account and risk;
 - (xiv) on the basis of a court ruling, or as a result of an amendment, partial repeal or full repeal of the Wet TTH, the EETS Directive Implementation Act or related Laws and Regulations, the Wet TTH or the EETS Directive Implementation Act or related Laws and Regulations can no longer be implemented in a material respect. This does not include a revocation of the Blankenburgverbinding toll

decision referred to in Article 2, third paragraph, of the Wet TTH and Article 13 of this EETS Domain Statement.

- 10.2. If the Toll Charger announces the termination of the (E)ETS Agreement under Article 10.1, parts (i) up to and including (xi) or (xiii) , the Toll Charger may refuse to enter into a new (E)ETS Agreement with the (Candidate) (E)ETS Provider or Group Company, to which the (Candidate) (E)ETS Provider belongs, if the (Candidate) (E)ETS Provider or the Group Company concerned does not demonstrate to the satisfaction of the Toll Charger that reliable remedial measures have been taken by the (Candidate) (E)ETS Provider or the Group Company to which the (Candidate) (E)ETS Provider belongs to prevent similar future events.
- 10.3. Other than in the cases referred to in Article 11, the Toll Charger shall not owe any compensation to the (Candidate) (E)ETS Provider due to termination of the (E)ETS Agreement.
- 10.4. Termination by the Toll Charger does not affect his claim to fulfil obligations that arose prior to or in connection with the termination and his possible claim for compensation for attributable shortcomings of the (Candidate) (E)ETS Provider.
- 10.5. From the date against which the Toll Charger has terminated the (E)ETS Agreement, the right of the (E)ETS Provider referred to in Article 4.1, to provide toll services in the EETS Domain Blankenburgverbinding.

11. Compensation in case of termination of (E)ETS Agreement by the Toll Charger

- 11.1. The Toll Charger shall not be liable to pay any compensation to the (Candidate) (E)ETS Provider if, before the date of signing the (E)ETS Agreement, on the basis of a court judgment, or as a result of an amendment, partial repeal or full repeal of the Wet TTH, the EETS Directive Implementation Act or related Laws and Regulations, or if the Wet TTH or the EETS Directive Implementation Act or related Laws and Regulations can no longer be implemented in a material respect.
- 11.2. In the case of termination as referred to in Article 10.1 section (xiv) the Toll Charger is:
 - (i) only liable to pay a one-off compensation fee to the (Candidate) (E)ETS Provider for costs proven by the (Candidate) (E)ETS Provider up to a maximum of € 100,000, if the (Candidate) (E)ETS Provider has not yet successfully completed any of the tests referred to in Article 45 on the date of termination, regardless of whether the date of termination is prior to the Operational Start;
 - (ii) only liable to pay a one-off compensation fee to the (E)ETS Provider for costs proven by the (E)ETS Provider up to a maximum of € 250,000, if the (E)ETS Provider has, in the opinion of the Toll Charger, successfully completed test phase (ii)¹ referred to in Article 45.1, Section (ii), on the date of termination, regardless of whether

the date of termination is prior to the Operational Start;

- (iii) only liable to pay a one-off compensation fee to the (E)ETS Provider for costs proven by the (E)ETS Provider up to a maximum of € 500,000, if the (E)ETS Provider holds a valid Certificate of Accreditation and the date of termination is prior to the Operational Start; or
 - (iv) only liable to pay a one-off compensation fee to the (E)ETS Provider for costs proven by the (E)ETS Provider up to a maximum of € 500,000, if the date of termination is after the Operational Start and the (E)ETS Provider has a valid Certificate of Accreditation. The one-off compensation fee shall in any case be reduced by € 75,000 for each full Calendar Year from the time that the conditions precedent of Article 1.2 of the (E)ETS Agreement have been met and the (E)ETS Provider has commenced operations. This one-off compensation fee shall be increased by the remuneration referred to in Article 37, which the (E)ETS Provider would receive from the Toll Charger for six Calendar Months, if the termination takes place within one year after the Operational Start and the (E)ETS Provider holds a Certificate of Accreditation. For this purpose, the fee shall be calculated on the basis of the remuneration paid in the twelve months preceding the termination, unless the period between the Service Phase under the (E)ETS Agreement and the termination is shorter than twelve months, in which case the fee shall be calculated on the basis of the average monthly remuneration paid in that shorter period.
- 11.3. Any compensation under Article 11.2 is not cumulative. There can only be compensation on the basis of one of the components mentioned in Article 11.2.
- 11.4. By way of derogation from Article 11.2, the Toll Charger shall not be liable for any compensation fees if an event referred to in Article 10.1 section (xiv) was foreseeable at the time of signing the (E)ETS Agreement.
- 11.5. In the event of termination of the (E)ETS Agreement referred to in Article 10.1 the (Candidate) (E)ETS Provider shall pay the Toll Charger:
- (i) all remaining toll payments due to be paid by the (E)ETS Provider to the Toll Charger in accordance with Article 34 for all Motor vehicle passages until the termination of the (E)ETS Agreement;
 - (ii) all penalties and Performance Discounts not yet offset by the Toll Charger with the regular remuneration. This concerns the penalty Interest referred to in Article 35.1, the penalty referred to in Article 16.8 and the Performance Discount, referred to in Article 33.2; and
 - (iii) except in the case referred to in Article 10.1 section (xiv), a one-off compensation fee of € 20,000 for the costs incurred by the Toll Charger due to the termination of the (E)ETS Agreement.

12. Dissolution and termination of (E)ETS Agreement by the (Candidate) (E)ETS Provider

- 12.1. The (Candidate) (E)ETS Provider has no recourse to dissolution of the (E)ETS Agreement pursuant to Article 265 of Book 6 of the Civil Code. However, the (Candidate) (E)ETS Provider can terminate the (E)ETS Agreement by giving three months' notice in writing to the Toll Charger.
- 12.2. In the event of termination of the (E)ETS Agreement referred to in Article 12.1 the (Candidate) (E)ETS Provider shall not owe any compensation fee to the Toll Charger due to termination of the (E)ETS Agreement.
- 12.3. In the event of termination of the (E)ETS Agreement as referred to in Article 12.1, the (Candidate) (E)ETS Provider shall pay to the Toll Charger:
- (i) all toll payments that are still due by the (E)ETS Provider to the Toll Charger in accordance with Article 34, for all Motor vehicle passages until the moment of termination of the (E)ETS Agreement;
 - (ii) all fines and Performance Discounts that have not yet been settled by the Toll Charger with the regular fee. This concerns the penalty interest referred to in Article 35.1, the penalty referred to in Article 16.8 and the Performance Discount referred to in Article 33.2.
- 12.4. Termination by the (Candidate) (E)ETS Provider shall not affect its claim to any compensation fee for damages due to an attributable failure of the Toll Charger.
- 12.5. From the date on which the termination of the (E)ETS Agreement by the (E)ETS Provider takes effect, the right of the (E)ETS Provider referred to in Article 4.1, to provide toll services in the EETS Domain Blankenburgverbinding ends, and the (E)ETS Provider will no longer have access to the EETS Domain Blankenburgverbinding.

13. Termination of (E)ETS Agreement by operation of law

- 13.1. The (E)ETS Agreement shall end by operation of law on the date on which:
- (i) a decision to revoke the Blankenburgverbinding toll decision referred to in Article 2, third paragraph of the Wet TTH has become irrevocable; and
 - (ii) the Toll Charger has notified the (Candidate) (E)ETS Provider in writing that the (Candidate) (E)ETS Provider has complied with all its obligations under this EETS Domain Statement and the (E)ETS Agreement.
- 13.2. The Toll Charger shall not owe any compensation to the (Candidate) (E)ETS Provider for termination of the (E)ETS Agreement referred to in Article 13.1.
- 13.3. From the date on which the (E)ETS Agreement ends by operation of law, the right of the (E)ETS Provider referred to in Article 4.1 to provide electronic toll services in the EETS Domain Blankenburgverbinding ends, and the (E)ETS

Provider will no longer have access to the EETS Domain Blankenburgverbinding.

14. Information obligation upon termination of the (E)ETS Agreement

- 14.1. Upon termination of the (E)ETS Agreement, the (Candidate) (E)ETS Provider shall immediately inform the Contracted Holders that they can no longer make use of its services in the EETS Domain Blankenburgverbinding, also indicating in which way the Contracted Holders can otherwise meet their obligation to pay tolls.
- 14.2. The Toll Charger shall not be liable for any loss or damage suffered by Contracted Holders as a result of termination of the (E)ETS Agreement and the (Candidate) (E)ETS Provider shall indemnify the Toll Charger against such claims.

15. Amendment EETS Domain Statement

The Toll Charger has the right at any time to modify in writing one or more provisions of this EETS Domain Statement or the (E)ETS Agreement, subject to Article 16.

16. Obligation to implement changes Toll System Blankenburgverbinding

- 16.1. The (Candidate) (E)ETS Provider and the Toll Charger shall proactively keep each other informed of changes in Laws, Regulations and policies.
- 16.2. The (Candidate) (E)ETS Provider shall adapt its services, including electronic tolling systems, at its own expense and risk, in the event of:
 - (i) amendments to this EETS Domain Statement referred to in Article 15;
 - (ii) amendments to Laws and Regulations, including the Wet TTH, the EETS Directive Implementation Act and related Laws and Regulations, regardless of whether the amendment to Laws and Regulations results in an amendment to this EETS Domain Statement or the (E)ETS Agreement;
 - (iii) other changes to the Blankenburgverbinding Toll System, for which a change as referred to in (i) or (ii) is not required;
- 16.3. No later than three Calendar Months before an amendment referred to in Article 16.2, the Toll Charger shall inform the (Candidate) (E)ETS Provider of the modification with a written notification. As far as necessary for the adequate implementation of the change by the (Candidate) (E)ETS Provider, the notification is accompanied by:
 - (i) A detailed technical description of the change;
 - (ii) description of which of the tests listed in Article 45 must be successfully completed again by the (E)ETS Provider to maintain the Certificate of Accreditation;

If, in the opinion of the Toll Charger, it is necessary in view of the planning for the successful re-run of the tests referred to above under (ii), the Toll Charger shall use a longer period than the three Calendar Months referred to in the first sentence of this Article 16.3.

16.4. In the notification referred to in Article 16.3, the Toll Charger shall indicate the deadline by which the (Candidate) (E)ETS Provider:

- (i) must submit a change report as referred to in Article 16.5 to the Toll Charger for approval; and
- (ii) must have adapted its services and systems for electronic tolling. In determining this deadline, the Toll Charger shall in any case take into account the following circumstances:
 - a. planning for the successful completion of the tests referred to in Article 16.3 under (ii);
 - b. in case it concerns a change in Laws and Regulations that does not require a change in this EETS Domain Statement or the (E)ETS Agreement, the (Candidate) (E)ETS Provider's services and systems for electronic tolling shall be adjusted before the change in Laws and Regulations enters into force;
 - c. in case it concerns a change in Laws and Regulations that also requires a change in this EETS Domain Statement or the (E)ETS Agreement, the (Candidate) (E)ETS Provider's service shall be adjusted before the change in this EETS Domain Statement or (E)ETS Agreement enters into force;
 - d. in the case of an amendment to this EETS Domain Statement or the (E)ETS Agreement, the (Candidate) (E)ETS Provider's services and systems for electronic tolling shall be adjusted before the amendment to this EETS Domain Statement or the (E)ETS Agreement enters into force.

16.5. The (Candidate) (E)ETS Provider shall submit a change report for approval to the Toll Charger within the timeframe specified in Article 16.4. This change report consists of a technical description and a description of the consequences for the services and the systems for electronic tolling of the change in question. The guiding principle with the implementation of every change in the (Candidate) (E)ETS Provider's services and systems for electronic tolling is that (i) the , (ii) the Accreditation, and (iii) the Contracted Holders, experience as little disruption as possible as a result of the changes to be implemented. The (Candidate) (E)ETS Provider will take control measures to this end where necessary. The change report describes the control measures.

16.6. The (Candidate) (E)ETS Provider shall adjust its services and systems for electronic tolling:

- (i) after obtaining approval from the Toll Charger on the change report referred to in Article 16.4, section (i) and Article 16.5 and;
- (ii) within the deadline set by the Toll Charger pursuant to Article 16.4, section (ii).

- 16.7. The Toll Charger shall under no circumstances be liable to the (Candidate) (E)ETS Provider for damage resulting from changes, about which the (Candidate) (E)ETS Provider, in accordance with Article 16.3 and Article 16.4 has been duly notified.
- 16.8. For each Calendar Day of delay in the adjustment of the (E)ETS Provider's services and systems for electronic tolling from the expiry of the deadline pursuant to Article 16.4, section (ii), the (E)ETS Provider shall be liable to the Toll Charger for a penalty of € 5,000 for each Calendar Day of delay, whereby each Calendar Day started is considered a full Calendar Day of delay. The penalty shall be without prejudice to other actions and legal remedies available to the Toll Charger, including the right to additional compensation and the right to enforce specific performance.
- 16.9. Before a penalty referred to in Article 16.8 is due, the Toll Charger shall give the (E)ETS Provider the opportunity to remedy the shortcoming referred to in Article 16.8. To this end, the (E)ETS Provider shall submit a recovery plan to the Toll Charger within 2 Calendar Days from the Toll Charger informing the (E)ETS Provider in writing of the shortcoming and demanding the shortcoming be remedied. The Toll Charger shall include in the notification the deadline by which the shortcoming must be remedied.
- 16.10. If the costs for the (E)ETS Provider directly related to the implementation of an amendment referred to in Article 16.2, for each change, exceed 10% of the (E)ETS Provider's annual fee referred to in Article 37.1, with a minimum of € 20,000, then the (E)ETS Provider and the Toll Charger will enter into a dialogue to discuss possible compensation based on a substantiated estimate of the costs, to be provided by the (E)ETS Provider prior to the dialogue. Any compensation to be granted by the Toll Charger to the (E)ETS Provider will be determined on the basis of the actual costs directly related to the implementation of a change, as referred to in the first sentence of Article 16.2. If it is, in the opinion of the Toll Charger, necessary for the dialogue referred to in Article 16.10, the Toll Charger shall extend the deadline referred to in Article 16.4 part (ii) within which the (E)ETS Provider's services must be adapted. Costs relating to the implementation of a change other than those referred to in this Article 16.10, read in conjunction with Article 16.11, are not eligible for compensation.
- 16.11. Costs directly related to the implementation of a change referred to in Article 16.10 are the costs incurred by the (E)ETS Provider in implementing the required technical and administrative changes to the toll systems used by the (E)ETS Provider in the EETS Domain Blankenburgverbinding, excluding costs related to loss of use of the systems, loss of profit, lost savings and administrative handling of the changes in question.
- 16.12. The (Candidate) (E)ETS Provider is not entitled to compensation for any costs or lost revenue resulting from the implementation of changes to the toll rates for the Blankenburgverbinding Toll System as referred to in Article 5, first paragraph of the Wet TTH.

17. Changes by (E)ETS Provider

- 17.1. The (Candidate) (E)ETS Provider shall communicate in writing to the Toll Charger about any change in its back office affecting the electronic message exchange with the Toll Charger, at least three months before the (Candidate) (E)ETS Provider, respectively, envisages the operational implementation of that change. The (Candidate) (E)ETS Provider may implement the change referred to in the first sentence operationally after the Toll Charger has given its permission. In the case of a change referred to in this Article 17.1 that has to be implemented urgently due to circumstances, the Toll Charger and the (Candidate) (E)ETS Provider can agree on a different timeframe than the period of three Calendar Months referred to in the first sentence.
- 17.2. To obtain the permission referred to in Article 17.1, the tests referred to in Article 45 must be successfully completed again. Article 43 applies *mutatis mutandis*. The Toll Charger will refund the costs referred to in Article 43 to the (Candidate) (E)ETS Provider in case of application of this Article 17 after the tests referred to in Article 45 have been successfully completed.
- 17.3. The Toll Charger shall only grant the permission referred to in Article 17.1, if the change does not require a change as referred to in Article 16.2, unless, as a result of the change proposed by the (Candidate) (E)ETS Provider, the Toll Charger decides to implement a change as referred to in Article 16.2.
- 17.4. If the Toll Charger intends not to grant the permission referred to in Article 17.1, the Toll Charger and the (Candidate) (E)ETS Provider shall enter into a dialogue on this matter in order to discuss the reason for not granting permission and whether there is a possibility to still grant permission with the change proposed by the (Candidate) (E)ETS Provider.
- 17.5. As far as (Candidate) (E)ETS Provider proposes changes in its systems or services other than the changes referred to in Article 17.1, the (Candidate) (E)ETS Provider shall inform the Toll Charger in writing of the impact of the intended change on the systems or service of the (Candidate) (E)ETS Provider:
 - (i) at least three Calendar Months prior to the (Candidate) (E)ETS Provider 's anticipated operational implementation of that change; and
 - (ii) insofar as the change relates to the requirements and obligations of this EETS Domain Statement for the Accreditation or the service.
- 17.6. To the extent that, in the estimation of the (Candidate) (E)ETS Provider, a change referred to in Article 17.5 may have a negative impact on the requirements and obligations under this EETS Domain Statement, the (Candidate) (E)ETS Provider may request the Toll Charger to carry out one or more of the changes referred to in Article 45. Article 43 shall not apply.
- 17.7. The guiding principle with the implementation of every change in the (Candidate) (E)ETS Provider's services and systems for electronic tolling is that (i) the Toll Charger, (ii) the Accreditation, and (iii) the Contracted

Holders, experience as little disruption as possible as a result of the changes to be implemented. The (Candidate) (E)ETS Provider will take control measures to this end where necessary.

18. Monitoring and auditing of the (Candidate) (E)ETS Provider

18.1. The (Candidate) (E)ETS Provider shall at all times inform the Toll Charger in a timely, complete and truthful manner about matters that may reasonably be of interest to the Toll Charger in relation to the execution of this EETS Domain Statement, the (E)ETS Agreement, the Wet TTH, the EETS Directive Implementation Act, the provisions under or pursuant to those acts and related Laws and Regulations.

18.2. The (Candidate) (E)ETS Provider shall cooperate with Inspections by the Toll Charger of the (Candidate) (E)ETS Provider's conformity with its obligations under this EETS Domain Statement and the (E)ETS Agreement, as well as its conformity with its obligations towards Contracted Holders. The cooperation of the (Candidate) (E)ETS Provider with the Inspections includes:

- (i) Providing the information that the Toll Charger requests from the (Candidate) (E)ETS Provider for this purpose within a timeframe to be specified by the Toll Charger; and
- (ii) Cooperating with Inspections by or on behalf of the Toll Charger, including providing access to sites where the (E)ETS Agreement is being executed and cooperating in an audit to be conducted by or on behalf of the Toll Charger.

18.3. The Toll Charger shall allow the (Candidate) (E)ETS Provider to attend Inspections. The (Candidate) (E)ETS Provider shall ensure that third parties engaged by it are obliged to allow the Inspections at their premises and to fully cooperate with the Inspections.

18.4. The Inspections by or on behalf of the Toll Charger are only carried out:

- (i) at a time and in a manner in which the Inspections do not unreasonably impede the proper functioning of the Blankenburgverbinding toll system;
- (ii) in accordance with the usual access and security procedures at such Inspections; and
- (iii) in such a way that Confidential Information is handled in accordance with the obligations of Article 9.

19. Reporting requirements

19.1. Within one Calendar Month after the Operational Start or, if the (E)ETS Provider is accredited after the Operational Start, within one Calendar Month after the issuance of the Certificate of Accreditation, the (E)ETS Provider shall apply the measures set out below in Article 19.1 to Article 19.5 for reporting about monitoring data quality and process improvement.

19.2. The (E)ETS Provider shall provide a quarterly report to the Toll Charger no later than five Calendar Days after the end of each Calendar Quarter in the format available for that purpose via the Toll Charger's website (www.e-tol.nl). The quarterly report shall include at least the following information regarding the Calendar Quarter being reported on:

- (i) The number of Contracted Holders;
- (ii) the total toll due by Contracted Holders in the reporting period;
- (iii) Any risks and problems experienced by the (E)ETS Provider in the execution of the (E)ETS Agreement;
- (iv) Whether and, if so, the extent to which Contracted Holders have failed to fulfil Service Agreement obligations;
- (v) Whether and, if so, the extent to which the (E)ETS Provider has fulfilled its obligations under the Service Agreement.

19.3. The (E)ETS Provider shall, at the Toll Charger's request, provide by means of an ad hoc report, within a reasonable timeframe to be determined by the Toll Charger, all data stored in the (E)ETS Provider's systems - in accordance with Laws and Regulations and the data protection requirements referred to in Article 32.

19.4. The (E)ETS Provider shall report:

- (i) per Calendar Month in relation to the KPI Passage Record and Payment Request and the KPI Toll Remittance; and
- (ii) per Calendar Quarter in relation to the KPI Review of Adjustment Requests

to the Toll Charger on how and to what extent the (E)ETS Provider complies with the requirements pursuant to Article 33 and Annex VII of this EETS Domain Statement. The reports referred to in sections (i) and (ii) above will be provided to the Toll Charger no later than five Calendar Days after the end of each Calendar Month or each Calendar Quarter. Reporting shall use a template to be provided by the Toll Charger.

19.5. The (E)ETS Provider shall provide a copy of an assurance statement for the previous Calendar Year to the Toll Charger annually by July 1:

- (i) prepared by an independent external auditor;
- (ii) in accordance with ISAE 3000 standard (type II);
- (iii) in accordance with Appendix VI of this EETS Domain Statement;
- (iv) in accordance with the format available on the website of the Toll Charger (www.e-tol.nl).

When providing the assurance statement to the Toll Charger, the (E)ETS Provider shall simultaneously report the findings and recommendations of the external auditor. Findings shall include possible shortcomings and concerns regarding processes and technology used by the (E)ETS Provider.

- 19.6. To the extent that the reference date of the assurance statement referred to in Article 44.2 is within the Calendar Year to which the assurance statement referred to in Article 19.6 relates, information from the assurance statement referred to in Article 44.2 may be used as far as possible, reused.
- 19.7. Based on the findings and recommendations of the external auditor, the (E)ETS Provider and the Toll Charger shall enter into a meeting on an approach for implementing the proposed improvements and planning and monitoring thereof.
- 19.8. The Toll Charger shall reimburse the (E)ETS Provider for costs incurred by the (E)ETS Provider that are directly related to compliance with Article 19.5 up to a maximum amount of € 50,000 per year, based on substantiation of the actual costs to be submitted by the (E)ETS Provider. Costs other than those referred to in this Article 19.7 that are directly related to compliance with Article 19.5 do not qualify for reimbursement.
- 19.9. Costs directly related to compliance with Article 19.5 are the costs charged by the relevant external auditor to the (E)ETS Provider for the activities of the external auditor for the purpose of preparing an assurance statement as referred to in Article 19.5, excluding costs related to loss of use of the systems, loss of profits, lost savings and administrative handling for compliance with Article 19.5.

20. Consequences of Inspections and taking note of documents

- 20.1. If the Toll Charger carries out an Inspection, he is not obliged to determine any shortcomings of the (Candidate) (E)ETS Provider.
- 20.2. An Inspection does not mean an approval of the obligations of the (Candidate) (E)ETS Provider under this EETS Domain Statement and the (E)ETS Agreement. The (Candidate) (E)ETS Provider remains responsible for meeting its obligations under this EETS Domain Statement and the (E)ETS Agreement.
- 20.3. The fact that the Toll Charger takes note of any document, or that the Toll Charger checks, assesses or approves any document, does not in any way imply liability or responsibility from the Toll Charger for the content thereof, nor is the (Candidate) (E)ETS Provider released from any responsibility under this EETS Domain Statement and the (E)ETS Agreement.

21. Contract consultations

The (Candidate) (E)ETS Provider shall actively participate in consultations initiated by the Toll Charger on the Blankenburgverbinding Toll System and the execution of this EETS Domain Statement and the (E)ETS Agreement. The set-up and frequency

of the contract consultations are determined during the meeting referred to in Article 41.3, part (iii) of this EETS Domain Statement.

22. Contradiction

22.1. In case of any conflict between the sources and documents listed below, a source or document listed below takes precedence over the one listed later:

- (i) Laws and Regulations;
- (ii) this EETS Domain Statement;
- (iii) (E)ETS Agreement.

22.2. To the extent that a translation of this EETS Domain Statement or the (E)ETS Agreement is available, in case of inconsistency between the Dutch EETS Domain Statement and (E)ETS Agreement on the one hand and a translation of this EETS Domain Statement and (E)ETS Agreement on the other hand, the Dutch EETS Domain Statement and (E)ETS Agreement shall prevail over a translation thereof in any other language.

23. Waiver of right of suspension and right of set-off

The (Candidate) (E)ETS Provider shall not be entitled to suspend, on any grounds whatsoever, its obligations arising from, or related to, this EETS Domain Statement and the (E)ETS Agreement in whole or in part, or to set off claims against the Toll Charger in any way against what the (Candidate) (E)ETS Provider owes to the Toll Charger. Without prejudice to the first sentence, this shall apply in particular to the (E)ETS Provider's obligations to collect tolls and pay them to the Toll Charger without delay, in full. As far as legally possible, the (Candidate) (E)ETS Provider irrevocably and unconditionally waives its rights of suspension and set-off.

24. VAT and indexation

24.1. All amounts mentioned in this EETS Domain Statement and in the (E)ETS Agreement are excluding VAT.

24.2. All amounts mentioned in this EETS Domain Statement and in the (E)ETS Agreement are based on the price level per 1 January 2024 and are indexed annually on January 1st according to the indexation formula referred to in Article 1, unless explicitly stated otherwise in this EETS Domain Statement.

25. Competent court and applicable law

25.1. Only Dutch law applies to this EETS Domain Statement and the (E)ETS Agreement, therefore it is with the explicit exclusion of rules of private international law, including the Vienna Sales Convention.

25.2. Disputes concerning this EETS Domain Statement or the (E)ETS Agreement shall be brought before the competent court in The Hague, without prejudice to the right of (Candidate) EETS Providers and the Toll Charger to appeal to the Conciliation Body, which is competent under Article 38(1) of the EETS Directive Implementation Act to intervene in disputes between the Toll

Charger and (Candidate) EETS Providers concerning their contractual relationship or negotiations and shall give its opinion thereon within six months of receipt of the request for mediation.

26. Annexes

The following annexes attached to this EETS Domain Statement form an integral part of this EETS Domain Statement:

- I Model (E)ETS Agreement;
- II Model bank guarantee;
- III Testing process Accreditation;
- IV Data protection;
- V Intellectual Property Rights;
- VI Risk management, Data Management, Information security and assurance statement;
- VII Key performance indicators.

Part 2 Procedural conditions

Section 2.1 Obligations of (E)ETS Provider

27. Service Agreement between (E)ETS Provider and Holders

- 27.1. The ETS Provider(Candidate) (E)ETS Provider shall enter into a Service Agreement with each Holder to whom it will provide electronic toll services that are in accordance with Article 8b (3) of the Wet TTH, the EETS Directive Implementation Act, Article 2 of Commission Implementing Regulation (EU) 2020/204, this EETS Domain Statement and the (E)ETS Agreement. A Service Agreement for the purpose of providing services in the EETS Domain Blankenburgverbinding will under no circumstances enter into force before the Candidate (E)ETS Provider has obtained a Certificate of Accreditation.
- 27.2. The (Candidate) (E)ETS Provider shall explicitly inform the Holder, prior to entering into the Service Agreement, with which legal entity the Holder will be entering into a Service Agreement with.
- 27.3. The (Candidate) (E)ETS Provider shall inform the Holder, prior to entering into the Service Agreement, about the Laws and Regulations concerning the Toll Collection System in the EETS Domain Blankenburgverbinding, with due observance of Article 29, second paragraph of the EETS Directive Implementation Act.
- 27.4. The (Candidate) (E)ETS Provider shall unambiguously inform Contracted Holders how they can invoke their data protection rights.
- 27.5. The (Candidate) (E)ETS Provider shall inform Contracted Holders about new or changed toll rates no later than 10 Calendar Days before they enter into force. The (Candidate) (E)ETS Provider shall further inform the Toll Charger of how and when it has informed Contracted Holders of new or changed toll rates.
- 27.6. The (Candidate) (E)ETS Provider shall provide an invoice with its own name and charge its Contracted Holders in accordance with Article 8b of the Wet TTH.
- 27.7. In addition to Article 8b of the Wet TTH, the Invoice that the (E)ETS Provider sends to the Contracted Holder makes a clear distinction between the costs of the services of the (E)ETS Provider and the toll rate due.
- 27.8. The (Candidate) (E)ETS Provider shall not provide discounts or give the impression of providing discounts of the toll rate to be paid by a Contracted Holder.
- 27.9. The (Candidate) (E)ETS Provider shall make his policy about Service Agreements with Holders, public via electronic means, by publishing it on its website.

- 27.10. The (Candidate) (E)ETS Provider shall maintain a customer service for all its Contracted Holders, including a complaint handling procedure as referred to in Article 8b, third paragraph, sub d, of the Wet TTH.
- 27.11. The complaints handling procedure referred to in Article 27.10 shall in any case provide for the substantive handling of complaints about the invoice and the toll rate applied.
- 27.12. For the purpose of handling a complaint from a Contracted Holder, the (E)ETS Provider may request photo material of passages from the Toll Charger through a Vehicle passage image request.

28. Cooperation between (E)ETS Provider and Toll Charger

- 28.1. The (E)ETS Provider shall cooperate with the Toll Charger to ensure that the Wet TTH, the EETS Directive Implementation Act and related Laws and Regulations are complied with by the Contracted Holders and to identify, in accordance with Article 33 of the EETS Directive Implementation Act, the relevant Holder in case of non-compliance. To this end, the Toll Charger may request data from the (E)ETS Provider, which may include at least:
- (i) verification of correct payments;
 - (ii) detection and prevention of fraud;
 - (iii) answering third-party questions about the EETS Domain Blankenburgverbinding or the implementation of toll within it.
- 28.2. If non-payment of toll by a Holder referred to in Articles 1 and 33 of the EETS Directive Implementation Act is suspected or has been noticed, or if an enforcement procedure is initiated against a Holder for non-compliance with Laws and Regulations, the (E)ETS Provider is obliged to assist the Toll Charger at first request by providing data concerning the Holder and the Motor vehicle involved in the suspected or noticed non-payment, including in any case:
- (i) answering whether the relevant Holder has entered into a Service Agreement with the (E)ETS Provider;
 - (ii) providing the name, address and residence or registered office of the Contracted Holder;
 - (iii) providing details of the relevant Motor vehicle;
 - (iv) if applicable, the reasons for suspension or termination of the Service Agreement with that Contracted Holder.

29. Message exchange between Toll Charger and (E)ETS Provider

- 29.1. The (E)ETS Provider shall be able to send from its back office the following messages to the Toll Charger's back office and receive from the Toll

Charger's back office, respectively, in accordance with this Article 29 and Articles 30 up to and including 32 of this EETS Domain Statement:

- (i) sending to the Toll Charger a customer list referred to in Article 30 listing the Contracted Holders in respect of whom there is a Valid Service Agreement ("ExceptionList - whitelist");
- (ii) sending to the Toll Charger a customer list referred to in Article 30, listing the Holders in respect of whom there is an Invalid Service Agreement ("ExceptionList - blacklist");
- (iii) receiving from the Toll Charger of a Passage Record ("BillingDetails") referred to in Article 31, and sending to the Toll Charger an acknowledgment of receipt thereof;
- (iv) receiving from the Toll Charger a Payment Request ("PaymentClaim") referred to in Article 31, and sending to the Toll Charger an acknowledgment of receipt thereof;
- (v) sending to the Toll Charger an Adjustment Request for disputing a billed vehicle passage in response to a complaint from a (Contracted) Holder to the (E)ETS Provider ("Adjustment Request");
- (vi) receiving from the Toll Charger a response to the Adjustment Request with a positive or negative opinion ("Response to Adjustment Request");
- (vii) Requesting from the Toll Charger information about a specific vehicle passage at the request of and with the consent of the Contracted Holder ("Vehicle Passage Information");
- (viii) requesting images from the Toll Charger by means of a Vehicle passage image request, referred to in Article 27.12, ("Vehicle Passage Image Request") and receiving images from the Toll Charger;
- (ix) receiving information from the Toll Charger about when the EETS Domain Blankenburgverbinding is (temporarily) exempted from tolls and about when tolls will be reinstated ("Area Exemption").

29.2. The (E)ETS Provider shall ensure that systems and interfaces, even where not specifically prescribed in this EETS Domain Statement, use open standards for data exchange between the back offices of the (E)ETS Provider and the Toll Charger.

30. Electronic customer list to be maintained by (E)ETS Provider

30.1. The (E)ETS Provider shall prepare, change and maintain the following electronic customer lists and transmit the customer lists to the Toll Charger in accordance with this Article 30 and the requirements referred to in Article 32:

- (i) a customer list ("ExceptionList (whitelist)") that consists of, among other things, with which Contracted Holders the (E)ETS Provider has a Valid Service Agreement and for which Motor vehicles the (E)ETS Provider collects toll. The customer list contains at least the following information about per Service Agreement:
 - a. Number plate and country code of the Contracted Holder's Motor vehicle;
 - b. identification of the Service Agreement and the Contracted Holder;
 - (ii) a list ("ExceptionList (blacklist)") that consists of Invalid Service Agreements.
- 30.2. The (E)ETS Provider shall send the electronic customer list to the Toll Charger immediately after the start of service. The (E)ETS Provider shall send changes to the electronic customer list to the Toll Charger immediately during the Service Phase.
- 30.3. The (E)ETS Provider guarantees the continuous accuracy and completeness of the electronic customer list.
- 30.4. When the electronic customer list is not received or not properly received by the Toll Charger, the (E)ETS Provider shall, at the request of the Toll Charger, resend the electronic customer list for a period of thirty Calendar Days, prior to the request, to the Toll Charger within one Calendar Day of the request.
- 30.5. The Toll Charger shall use the last received electronic customer list from the (E)ETS Provider and shall use the latest received Service Agreement, in accordance with Article 8e, second paragraph, Wet TTH.

31. Passage Record, Payment Request and Adjustment Request

- 31.1. The Toll Charger shall send a daily Passage Record per Motor vehicle and for each individual passage over a road section where toll is charged within the EETS Domain Blankenburgverbinding, to the (E)ETS Provider with whom a Service Agreement has been entered into for the relevant number plate, in order to comply with Article 8e, second paragraph of the Wet TTH. Each Passage Record shall contain a unique identification and shall state the passage of a Motor vehicle over a road section where toll is charged within the EETS Domain Blankenburgverbinding, the number plate and the toll rate charged.
- 31.2. The Toll Charger shall send a daily Payment Request to the (E)ETS Provider. Each Payment Request contains a unique identifier and lists the identifiers of the Passage Records per Calendar Day of number plates for which a Service Agreement has been entered into with the relevant (E)ETS Provider.
- 31.3. The (E)ETS Provider shall check the Passage Records and the Payment Request and acknowledge their receipt to the Toll Charger, in accordance

with the procedures for doing so pursuant to the applicable requirements in Article 32.

- 31.4. To address a complaint from a Contracted Holder about the toll charged, the (E)ETS Provider may submit an Adjustment Request to the Toll Charger, in accordance with the Message Specification Document as published on the Toll Charger's website (www.e-tol.nl). The Toll Charger shall assess the Adjustment Request and if the Adjustment Request is justified, send a new, corrected Passage Record and a new corrected Payment Request.

32. Requirements (E)ETS Provider

- 32.1. In performing its obligations under this EETS Domain Statement and the (E)ETS Agreement, the (E)ETS Provider shall comply with Laws and Regulations, this EETS Domain Statement, the (E)ETS Agreement and requirements, norms and standards, as contained in this Article 32 and the Annexes of this EETS Domain Statement.
- 32.2. The (E)ETS Provider shall comply with the data protection provisions set out in Annex IV of this EETS Domain Statement.
- 32.3. The (E)ETS Provider shall comply with the Intellectual Property Rights provisions set out in Annex V of this EETS Domain Statement.
- 32.4. The (E)ETS Provider shall comply with the Risk management, Data Management, Information security and the assurance statement provisions set out in Annex VI of this EETS Domain Statement and shall have a certification under NEN-EN-ISO/IEC 27001:2017 or an equivalent certification. With the Toll Charger's consent, the (E)ETS Provider may deviate from the aforementioned standards in parts.
- 32.5. Data exchange between the (E)ETS Provider and the Toll Charger shall be in accordance with:
- (i) CEN/TS 16986:2016/19;
 - (ii) the Message Specification Document;
 - (iii) the Toll interface specifications document and the XSD document as provided to the (E)ETS Provider as part of the Practical Information Accreditation and Toll services (PIAT); and
 - (iv) Annexes IV to VI of this EETS Domain Statement.
- 32.6. The (E)ETS Provider shall design its systems in such a way that a differentiation of the toll rate in at least ten different categories can be used (rate category). A tariff category may, for example, be based on (a combination of) vehicle characteristics such as maximum permitted mass or the method for payment of the Toll.
- 32.7. Article 16 shall apply mutatis mutandis if:

- (i) a new or amended version of a norm or standard mentioned in this EETS Domain Statement (e.g. NEN, ISO) becomes available and the (E)ETS Provider must comply with the relevant new or amended version;
- (ii) one or more of the documents mentioned in Article 32.5, parts (ii) and (iii), are amended.

33. Key performance indicators

- 33.1. The (E)ETS Provider shall comply with the key performance indicators set out in Annex VII of this EETS Domain Statement.
- 33.2. In the event that the (E)ETS Provider fails to meet one or more of the key performance indicators, the Toll Charger may apply a Performance Discount of € 2,500 per key performance indicator and per event to the total remuneration referred to in Article 37.1, except where the failure to meet the key performance indicators is the result of Case of Force Majeure or a failure attributable to the Toll Charger. The Performance Discount shall not exceed € 2,500 per Calendar Quarter.
- 33.3. The conditions set out in Article 33.2 shall be due without prior notice of default. In addition to this Performance Discount, the Toll Charger can claim damages from the (E)ETS Provider due to the (E)ETS Provider's failure to meet the key performance indicators, if and insofar as the actual damages suffered by the Toll Charger exceed the amount of the Performance Discount. The aforementioned Performance Discount shall also be without prejudice to the Toll Charger's other rights, including the right to suspend its obligations in relation to other failures by the (E)ETS Provider, other than the failure to meet the key performance indicators.

Section 2.2 Commercial terms and conditions

34. Payment of Calculated Toll to the Toll Charger

- 34.1. The EETS Provider is obliged to remit the Calculated Toll under Article 30 to the Toll Charger on behalf of a Contracted Holder for the period during which there is a Valid Service Agreement with that Contracted Holder, whereby this period:
 - (i) starts when the (E)ETS Provider has notified the validity of the Service Agreement to the Toll Charger on the electronic customer list referred to in Article 30.1, section (i); and
 - (i) ends when the (E)ETS Provider has reported the invalidity of a Service Agreement due to termination to the Toll Charger on the electronic customer list referred to in Article 30.1, section (ii).
- 34.2. No VAT is charged on the Calculated Toll.
- 34.3. The (E)ETS Provider shall have the payment obligation referred to in Article 34.1, regardless of whether the Contracted Holder has remitted the

Calculated Toll by the Toll Charger to the (E)ETS Provider. Any shortcomings of Contracted Holders towards the (E)ETS Provider, including failure to fulfil their payment obligation towards the (E)ETS Provider, shall be solely the responsibility and risk of the (E)ETS Provider.

- 34.4. The (E)ETS Provider shall pay the full amount due pursuant to a Payment Request to the Toll Charger, within a period of four weeks after sending the relevant Payment Request referred to in Article 2d of the Regulation on Temporary Toll Collection Blankenburgverbinding and ViA15 (Regeling TTH).
- 34.5. The incompleteness or inaccuracy of a Passage Record or Payment Request referred to in Article 31, does not exempt the (E)ETS Provider from the obligation to promptly:
- (i) remit the amount of toll due to the Toll Charger, to the extent that the incompleteness or inaccuracy of the Passage Record, or Payment Request, does not pertain to the amount due; or
 - (ii) upon rectification of the incompleteness or inaccuracy, insofar as it does pertain to the amount due, pay the full amount due.

35. Late payment by the (E)ETS Provider

- 35.1. If the (E)ETS Provider does not pay the amounts mentioned in the Payment Request within the period mentioned in Article 34.4, then the Toll Charger is entitled, from three Calendar Days after the expiry of the aforementioned deadline, without prior notice of default, to charge the (E)ETS Provider the penalty Interest, relating to the amount in question or to set it off against the fee, as referred to in Article 37.
- 35.2. In the event of failure to pay the toll within the period specified in Article 34.4, the Toll Charger may have the relevant amount of toll due paid out under the bank guarantee as referred to in Article 36.

36. Bank guarantee toll revenue

- 36.1. Within 14 Calendar Days of obtaining the Certificate of Accreditation and thereafter as often as required by this EETS Domain Statement or the (E)ETS Agreement, the (E)ETS Provider shall provide, as security for its payment obligations to the Toll Charger, an abstract, irrevocable and unconditional bank guarantee, payable to the Toll Charger at its first request and issued by a credit institution of a Member State of the European Union with at least an A rating (Standard & Poor's) or an A2 rating (Moody's) or equivalent, according to the rating system set out in Annex II of this EETS Domain Statement.
- 36.2. The amount of the bank guarantee shall be equal to the total amount of the toll, plus interest, that the (E)ETS Provider is expected to pay to the Toll Charger on average per Calendar Month during the Calendar Year, or the remaining part thereof, in which the (E)ETS Agreement is signed. The Toll Charger shall determine this amount taking into account the number of Contracted Holders and the toll expected to be paid in that respect according

- to the estimates in the (E)ETS Provider's Service Plan referred to in Article 44.1, part (i).
- 36.3. By way of derogation from the provisions of Article 36.2 it is the case that if a new (E)ETS Agreement is signed with an (E)ETS Provider that also had an (E)ETS Agreement in the entire previous Calendar Year, the amount of the bank guarantee is equal to the total amount of the toll, plus interest, that the (E)ETS Provider had to pay to the Toll Charger on average per Calendar Month in the previous Calendar Year.
- 36.4. The validity of the bank guarantee does not end before 31 January of the Calendar Year following the Calendar Year in which it was issued, so that if the bank guarantee comes into effect in Calendar Year x, it can be withdrawn until at least 31 January of Calendar Year x+1.
- 36.5. Before 15 October of each Calendar Year, the (E)ETS Provider shall provide the Toll Charger with a statement of the total amount of the toll, plus interest, that the (E)ETS Provider was required to pay to the Toll Charger on average per Calendar Month in the period up to and including 1 October of the relevant Calendar Year, with an estimate of the average amounts to be paid per Calendar Month in October, November and December of the same Calendar Year.
- 36.6. On the basis of the information provided in Article 36.5, the Toll Charger shall determine the amount of the bank guarantee to be provided by the (E)ETS Provider by 1 January of the following Calendar Year at the latest. The amount of the bank guarantee shall be equal to the total amount of toll, plus interest, the (E)ETS Provider had to pay to the Toll Charger on average per Calendar Month in the preceding Calendar Year. The Toll Charger shall communicate the amount so determined to the (E)ETS Provider within one month of receiving the information referred to in Article 36.5.
- 36.7. No later than 1 January of each Calendar Year in which the (E)ETS Agreement is in force, the (E)ETS Provider shall provide a bank guarantee that meets the requirements of Articles 36.1 and 36.4 and the amount of which is determined in accordance with Article 36.6. If the Toll Charger has not determined the amount of the bank guarantee in accordance with Article 36.6, the (E)ETS Provider shall determine the amount of the bank guarantee itself on the basis of the information referred to in Article 36.5. This does not affect the (E)ETS Provider's obligation to provide information referred to in Article 36.10.
- 36.8. If the (E)ETS Provider does not provide the bank guarantee in accordance with the provisions of Article 36.7, the Toll Charger may give written notice to the (E)ETS Provider to fulfil its obligations within ten Calendar Days. If the (E)ETS Provider does not provide the required bank guarantee within this period, the Toll Charger is entitled to withdraw the full amount of any bank guarantee previously provided by the (E)ETS Provider and to offset claims referred to in Article 36.11 against it. Offsetting is without prejudice to other actions and legal measures available to the Toll Charger.
- 36.9. Within fourteen Calendar Days after the expiry of a period of a Calendar

Quarter and within fourteen Calendar Days after the expiry of a period of six Calendar Months after issuance of the Certificate of Accreditation, the (E)ETS Provider shall provide an overview of the total amount of the toll, plus interest, that the (E)ETS Provider had to pay to the Toll Charger on average per Calendar Month for the period from entry into force of the (E)ETS Agreement until the expiry of the period of three or six Calendar Months as referred to in the first sentence of this Article 36.9. If the total amount of the toll, plus interest, which the (E)ETS Provider had to pay to the Toll Charger on average per Calendar Month during the relevant period is 10% or € 50,000 or more higher than the amount of the bank guarantee then in force, the Toll Charger may require the (E)ETS Provider to provide a new bank guarantee within fourteen Calendar Days that meets the requirements of Articles 36.1 and 36.4 and the amount of which is determined in accordance with the provisions of Article 36.6. If the (E)ETS Provider does not comply with this, Article 36.8 shall apply accordingly. If the abovementioned average monthly amount is 10% or more lower than the amount of the applicable bank guarantee, the (E)ETS Provider may issue a new guarantee that meets the requirements of Articles 36.1 and 36.4 and the amount of which is determined in accordance with the provisions of Article 36.6. Under no circumstances shall the applicable bank guarantee end before the new guarantee is made in accordance with these requirements.

- 36.10. The (E)ETS Provider shall provide the Toll Charger with all information necessary to determine the amount of the bank guarantee in a timely manner. If the (E)ETS Provider does not provide complete, correct information despite repeated requests by the Toll Charger to do so, the Toll Charger shall unilaterally determine the amount of the bank guarantee.
- 36.11. The Toll Charger may draw under the bank guarantee any amount receivable from the (E)ETS Provider under, or in connection with, this EETS Domain Statement or the (E)ETS Agreement. The Toll Charger may make such withdrawals without any notice, summons or similar declaration, except in cases where this EETS Domain Statement or the (E)ETS Agreement states otherwise. If the Toll Charger makes any withdrawal from a bank guarantee, the (E)ETS Provider shall, within ten Calendar Days of such a withdrawal, provide a new bank guarantee that complies with Articles 36.1 and 36.4 and the amount of which is determined in accordance with the provisions of Article 36.6. Article 36.8 shall apply *mutatis mutandis*. Only at the time this new guarantee is issued will the bank guarantee under which a withdrawal was made be allowed to end.
- 36.12. If the Toll Charger withdraws foregone tolls from the bank guarantee and this foregone toll are subsequently paid to the Toll Charger by the (E)ETS Provider, the amount equal to these tolls recovered minus interest shall be refunded to the (E)ETS Provider within a period of fifty Calendar Days from the receipt of payment by the Toll Charger.
- 36.13. Upon termination of the (E)ETS Agreement, the Toll Charger may withdraw all that it is due from the (E)ETS Provider under the bank guarantee. After the Toll Charger has made that withdrawal, the Toll Charger shall, within 14 Calendar Days of a written request by the (E)ETS Provider to the issuer, declare in writing that the bank guarantee has ended and return the original

of the bank guarantee to the issuer.

37. Remuneration to (E)ETS Provider

- 37.1. The Toll Charger shall pay remuneration to the (E)ETS Provider for the services provided by the (E)ETS Provider to the Toll Charger, consisting of the following components:
- (i) a one-off fixed fee in the amount of € 10,000, payable after the end of the first Calendar Quarter after the start of the Service Phase;
 - (ii) a periodic fixed fee of € 2,500 per Calendar Quarter after the start of the Service Phase, payable after the end of the relevant Calendar Quarter;
 - (iii) a periodic variable fee of 2.5% of the amount of toll revenue actually remitted to the Toll Charger in the previous Calendar Quarter, payable after the end of the Calendar Quarter in question.
- 37.2. The remuneration referred to in Article 37.1, section (i), is payable by the Toll Charger to the (E)ETS Provider only if the (E)ETS Provider in the first quarter after the start of service has remitted a total of € 10,000 or more in tolls over the aforementioned quarter to the Toll Charger.
- 37.3. The fee referred to in Article 37.1, section (ii), is payable by the Toll Charger to the (E)ETS Provider only if:
- (i) the (E)ETS Provider claims the variable fee referred to in Article 37.1, section (iii); and
 - (ii) the fee referred to in Article 37.1, section (iii), cumulative over the relevant Calendar Quarter on which the fee referred to in Article 37.1, section (iii) refers to, is equal to or exceeds € 10,000.
- 37.4. The total fee referred to in Article 37.1 shall be reduced, as applicable, by the Performance Discount referred to in Article 33.2, and the penalty interest referred to in Article 35.1.
- 37.5. The fee referred to in Article 37.1, section (iii), shall not be indexed.
- 37.6. An amendment to this Article 37, does not apply to an (E)ETS Provider with whom an (E)ETS Agreement has been entered into no more than three years prior to the relevant modification, unless the relevant modification leads to an increase of the remuneration referred to in Article 37.1. The previous sentence does not apply if a change in this Article 37 is the result of a change in Laws and Regulations. The exception pursuant to this Article 37.6, expires on January 1st of the Calendar Year in which three years have passed after the signing of the (E)ETS Agreement.

38. Billing

After payment of the remuneration referred to in Article 37, has become due, the (E)ETS Provider may send a digital invoice for the relevant amount to the Toll Charger for payment of the relevant remuneration.

Part 3 Accreditation

39. Accreditation

The Candidate (E)ETS Provider fulfils the requirements for obtaining a Certificate of Accreditation when:

- (i) a Candidate EETS Provider is registered as referred to in Article 4 of Directive (EU) 2019/520. The Toll Charger shall verify the registration;
- (ii) the final Service Plan submitted by the Candidate (E)ETS Provider has been assessed as complete by the Toll Charger;
- (iii) the Candidate (E)ETS Provider and the Toll Charger have entered into an (E)ETS Agreement; and
- (iv) the tests referred to in Article 45 have been successfully completed by the Candidate (E)ETS Provider.

40. Disclosure of interest

- 40.1. Prior to applying for Accreditation, a Candidate (E)ETS Provider shall express its interest via the interest form on the Toll Charger's website (www.e-tol.nl).
- 40.2. Following the expression of interest by a Candidate (E)ETS Provider, the Toll Charger shall invite the Candidate (E)ETS Provider for an interest meeting.
- 40.3. Following the interest meeting and after signing a non-disclosure Agreement, the Candidate (E)ETS Provider will receive from the Toll Charger the PIAT, consisting of at least:
 - (i) the Toll interface specifications document;
 - (ii) the XSD document;
 - (iii) the contact details of one or more representatives of the Toll Charger for Accreditation purposes;
 - (iv) the payment information for paying the costs for the Accreditation process referred to in Article 43; and
 - (v) payment information for the purposes of payment of tolls by the (E)ETS Provider to the Toll Charger referred to in Article 34.

41. Application for Accreditation

- 41.1. A Candidate (E)ETS Provider shall apply for Accreditation via the Toll Charger's website (www.e-tol.nl).

- 41.2. When applying, the Candidate (E)ETS Provider shall provide the following information in Dutch or English:
- (i) if it is an EETS Provider, the certificate of registration referred to in Article 4 of Directive (EU) 2019/520;
 - (ii) A draft Service Plan for the provision of toll services in the EETS Domain Blankenburgverbinding subject to Article 44 and according to the format available for this purpose via the Toll Charger's website (www.e-tol.nl);
 - (iii) an Agreement to this Article 41; and
 - (iv) the contact details of a representative of the Candidate (E)ETS Provider for the purpose of communicating about the Accreditation.
- 41.3. Upon receipt of application for Accreditation from a Candidate (E)ETS Provider:
- (i) the Toll Charger shall assess whether the application contains all the information referred to in Article 41.2;
 - (ii) the Toll Charger shall acknowledge receipt of the completeness of the application for Accreditation; and
 - (iii) the Toll Charger shall invite the Candidate (E)ETS Provider for a meeting leading up to signing the (E)ETS Agreement and determining the schedule and duration of Accreditation.
- 41.4. If the application for Accreditation does not contain all of the items listed in Article 41.2, the Toll Charger shall give the Candidate (E)ETS Provider the opportunity to complete the data within a period of 14 Calendar Days. If within this period the data has not been completed as requested by the Toll Charger, the Toll Charger shall disregard the application.
- 41.5. If, during the meeting referred to in Article 41.3, section (iii), the Toll Charger requests completion of the data submitted by the Candidate (E)ETS Provider during Accreditation, the Toll Charger shall give the Candidate (E)ETS Provider the opportunity to complete the data within fourteen Calendar Days. If the data has not been completed in accordance with the Toll Charger's request within this period, the Toll Charger will reject the application.

42. Indicative duration of Accreditation

The indicative duration of the Accreditation process is three to five Calendar Months from the date of confirmation by the Toll Charger of receipt of the complete application for Accreditation by the Candidate (E)ETS Provider. No rights can be derived from this indication.

43. Cost of Accreditation

- 43.1. The following costs apply to the Candidate (E)ETS Provider with regard to

tests as part of the Accreditation:

(a) Back office conformity	€ 2,500
(b) Back office interfaces	€ 7,500
Total	€ 10,000

- 43.2. No VAT is charged over the costs referred to in Article 43.1.
- 43.3. The Candidate (E)ETS Provider shall fulfil the complete payment of the costs referred to in Article 43.1 in one lump sum to the Toll Charger no later than 14 Calendar Days and prior to the start of Accreditation. Upon receipt of the payment by the Toll Charger, the Toll Charger shall invite the Candidate (E)ETS Provider to start the Accreditation.
- 43.4. In case of application of Article 45.4, the Candidate (E)ETS Provider shall again pay the costs for the relevant test that needs to be re-run to the Toll Charger prior to the start of the re-run of the test.
- 43.5. If the Candidate (E)ETS Provider withdraws from the Accreditation process, it shall notify the Toll Charger in writing. The Candidate (E)ETS Provider shall not be entitled to a refund of the Accreditation fee paid to the Toll Charger.

44. Service Plan

- 44.1. The Service Plan shall include at least the following information on the period from application by the relevant Candidate (E)ETS Provider to two years after the anticipated start of the Service Phase:
- (i) the expected number of passages per year by Motor vehicles of all Holders to which the Candidate (E)ETS Provider expects to offer toll services in the EETS Domain Blankenburgverbinding, including existing or future Service Agreements in the EETS Domain Blankenburgverbinding;
 - (ii) a description of the Candidate (E)ETS Provider's existing back office system, including the implementation of CEN/TS 16986:2016/19, the hosting and the implementation of any other interfaces with the Toll Charger back offices. This should also describe any planned updates to implement the Blankenburgverbinding Toll System, as well as any other updates planned during the Accreditation testing process for other toll systems;
 - (iii) a description of any testing facilities available to the Candidate (E)ETS Provider for the purpose of completing the tests referred to in Article 45;
 - (iv) a Test plan, containing a description of the manner and schedule by which the Candidate (E)ETS Provider will carry out the tests referred

to in Article 45 and a description of the roles and responsibilities of the Candidate (E)ETS Provider;

- (v) where applicable, indication of whether and, if so, which of the conditions set out in Article 45 have been successfully passed previously by the Candidate (E)ETS Provider, in which case the test results shall be provided to the Toll Charger. The Candidate (E)ETS Provider shall include an explanation, in writing, thereby explaining why a previously completed test would eliminate or reduce the need for retesting for the purpose of the Blankenburgverbinding Toll System;
- (vi) an organisation chart of the Candidate (E)ETS Provider's own organisation not older than one month showing, as far as applicable, the cooperation of the (E)ETS Provider within a group or with other legal entities for the provision of services in the EETS Domain Blankenburgverbinding;

44.2. In addition to the information referred to in Article 44.1, the Service Plan shall contain a copy of an assurance statement:

- (i) prepared by an independent external auditor;
- (ii) in accordance with ISAE 3000 standard (type I);
- (iii) that states that the Candidate (E)ETS Provider complies with Appendix VI of this EETS Domain Statement;
- (iv) over the previous Calendar Year;
- (v) in accordance with the format available on the website of the Toll Charger (www.e-tol.nl).

44.3. In addition to the information referred to in Article 44.1, the Service Plan of a Candidate ETS Provider shall contain at least the following information covering the period from the application by the Candidate ETS Provider concerned until two years after the anticipated start of the Service Phase:

- (i) A detailed description of the Candidate ETS Provider's knowledge and skills with electronic toll services or competence in other Domains relevant to the intended service over the last three financial years;
- (ii) the latest annual report and annual accounts, which are not older than two years, of the Candidate ETS Provider or, where applicable, of the entity that is the financial guarantor as well as, where Article 393 of Book 2 of the Civil Code applies, the auditor's report referred to in Article 393(5) and (6) of Book 2 of the Civil Code;
- (iii) a letter of intent issued by a credit institution of a European Union Member State with at least an A rating (Standard & Poor's) or an A2 rating (Moody's) or equivalent, showing that the Candidate ETS Provider will receive a bank guarantee as referred to in Article 36 of this EETS

Domain Statement; and

- (iv) an EN ISO 9001 certificate awarded to the Candidate ETS Provider or a copy of an equivalent Accreditation with proof of registration of the certifying body and a comparison between the requirements set out in EN ISO 9001 and the equivalent Accreditation.
- 44.4. The Candidate (E)ETS Provider shall submit a final Service Plan to the Toll Charger no later than 14 Calendar Days prior to the signing of the (E)ETS Agreement.
- 44.5. If the final Service Plan includes all the elements mentioned in Article 44.1 and, where applicable, Article 44.2, the Toll Charger shall confirm this in writing to the Candidate (E)ETS Provider. The Candidate (E)ETS Provider cannot start with the execution of the tests referred to in Article 45 before the Toll Charger has issued this written confirmation.
- 44.6. At a reasonable time set by the Toll Charger in the (E)ETS Agreement, the Candidate (E)ETS Provider shall submit an updated Service Plan, which includes all the elements mentioned in Article 44.1, and where applicable Article 44.3, are updated.

45. Testing

- 45.1. The Candidate (E)ETS Provider must complete the following tests for the purpose of Accreditation, applying Annex III of this EETS Domain Statement:
- (i) submission of a Test Plan for assessment by the Toll Charger, in accordance with the template made available for this purpose on the Toll Charger's website (www.e-tol.nl);
 - (ii) conformity tests, consisting of:
 - 1) determining the conformity of the back office of the Candidate (E)ETS Provider by the Toll Charger.
 - (iii) compatibility tests, consisting of:
 - 1) conducting several interface tests with the back office of the Candidate (E)ETS Provider.
- 45.2. To the extent that the Candidate (E)ETS Provider has provided information when applying for Accreditation on the extent to which the requirements in Article 45.1 have previously been successfully completed, the Toll Charger shall assess, on the basis of the test results previously obtained, the need to complete the tests referred to in Article 45.1 again. If the Toll Charger considers that there is no need to retest, it shall communicate this in writing to the Candidate (E)ETS Provider.
- 45.3. The Candidate (E)ETS Provider and the Toll charger may, by mutual Agreement, decide on a different order and schedule of the testing process than the order included in Article 45.1 and Annex III of this EETS Domain

Statement, to allow multiple Candidate (E)ETS Providers to go through the testing process in parallel.

45.4. If, in the opinion of the Toll Charger, a Candidate (E)ETS Provider does not successfully complete one of the tests referred to in Article 45.1 in accordance with the Test Planning and the Test Plan, then:

- (i) the Candidate (E)ETS Provider must retake all or part of the relevant test. The Toll Charger shall determine which tests or parts thereof the Candidate (E)ETS Provider must retake; and
- (ii) the Toll charger may, if and to the extent necessary in the Toll Charger's opinion, unilaterally modify the Test Planning and the Test Plan.

45.5. Article Test Plan 45.4 does not apply if the Candidate (E)ETS Provider does not meet the Test Planning and the Test Plan for other reasons than his own fault.

46. Certificate of Accreditation

Within fourteen Calendar Days after the Toll Charger considers that the Candidate (E)ETS Provider meets the requirements for a Certificate of Accreditation referred to in Article 39, it shall be accredited as an (E)ETS Provider. In confirmation thereof, the Toll Charger shall issue a written Certificate of Accreditation to the (E)ETS Provider. The Certificate of Accreditation contains a brief description of the course of the tests referred to in Article 45.

Part 4 Toll context data

47. EETS Domain Blankenburgverbinding and Motor vehicles subject to tolls

The Holder of a Motor vehicle referred to in Article 1 of the Wet TTH is liable to pay toll for passing with that Motor vehicle a road section or part of a road section within the EETS Domain Blankenburgverbinding.

48. Technology used

When a Motor vehicle passes a road section or part of a road section within the EETS Domain Blankenburgverbinding, the Toll Charger shall record and process data, in accordance with Article 4 and Article 4a of the Wet TTH, relating to the passage of that Motor vehicle using *automatic number-plate* recognition (ANPR) technology.

49. Toll principles and Motor vehicle classification parameters

The amount of the applicable toll rate depends on the maximum permissible weight in kilograms of the vehicle, referred to in Article 2 of the Regeling TTH.

Annexes

I. Model (E)ETS Agreement

THE UNDERSIGNED:

1. the **State of the Netherlands** (Ministry of Infrastructure and Water Management), based in The Hague, registered in the Trade Register of the Chamber of Commerce under number 52766179, on behalf of which the Dutch Vehicle Authority (RDW), a public-law legal entity and independent administrative body based in Zoetermeer, registered in the Trade Register of the Chamber of Commerce under number 27374436, on the basis of the RDW Mandate, Power of Attorney and Authorisation for Temporary Toll Collection Decree (*Stcrt.* 2021, 36029 and *Stcrt.* 2023, 13581) is authorised to enter into this Agreement on behalf of the State of the Netherlands, duly represented in this Agreement by the [General Director / Director of Operations] [Ms [●] / Mr [●]], hereinafter referred to as "**Toll Charger**";

and

2. [●] [legal form, name, registered office at (place) and having its registered office at (postcode and place) at (address), in this instance validly represented by (name of authorised director/authorised director), hereinafter referred to as the "**(E)ETS Provider**"]
ETS Provider

Hereinafter each individually also referred to as "Party" and collectively as "Parties";

HAVING CONSIDERED:

That the EETS Domain Statement Blankenburgverbinding (version 1.1 dated 6 February 2024, *Government Gazette* 2024, 3124), hereinafter the "**EETS Domain Statement**") establishes the legal, financial and technical requirements of Accreditation and service provision in the Blankenburgverbinding Toll Collection System;

That the EETS Domain Statement consists of four parts: '**Part 1 General Conditions**' (Articles 1 to 26), "**Part 2 Procedural Conditions**" (Articles 27 to 38), "**Part 3 Accreditation**" (Articles 39 to 46 and the "**Part 4 Toll Context Data**" (Articles 47 to 49), including the annexes integral to the EETS Domain Statement;

[that [●] is registered as an EETS Provider pursuant to the decision taken on [date and place [Member State] by [competent authority];]

that [●] through www.e-tol.nl applied on [date] for the Accreditation referred to in Article 39 of the EETS Domain Statement, subject to Article 40 and 41 of the EETS Domain Statement;

that [●] now enters into this (E)ETS Agreement with the Toll Charger to achieve Accreditation of [●] and to subsequently provide electronic toll services in the EETS

Domain Blankenburgverbinding in accordance with the provisions of the EETS Domain Statement and other applicable Laws and Regulations.

HAVE AGREED AS FOLLOWS:

Part 1 General provisions

1. Entry into force/ Conditions precedent

- 1.1. This Agreement shall enter into force on the date this Agreement is validly signed by both parties and shall be of unlimited duration.
- 1.2. Article 4.1 (EETS Domain Blankenburgverbinding Access), Section 2.1 (Obligations of (E)ETS Providers) and Section 2.2 (Commercial Conditions) of the EETS Domain Statement shall apply between the parties under the conditions precedent that the (E)ETS Provider has:
 - a. received a Certificate of Accreditation from the Toll Charger; and
 - b. provided the Toll Charger with a bank guarantee which complies with the provisions of Article 36 of the EETS Domain Statement.

2. Object

- 2.1. Without prejudice to the provisions of Article 1 of this Agreement, all provisions, obligations and requirements contained in the EETS Domain Statement shall be deemed to form an integral part of this Agreement and definitions shall have the meaning ascribed to them in the EETS Domain Statement.
- 2.2. Without prejudice to the provisions of Article 1 of this Agreement, the (E)ETS Provider undertakes to comply with all provisions of the EETS Domain Statement.
- 2.3. In case of inconsistency or discrepancy between this Agreement and the EETS Domain Statement, the provisions of the EETS Domain Statement shall prevail.
- 2.4. If the conditions set out in Article 1.2 of this Agreement are not fulfilled to the satisfaction of the Toll Charger by [date], the Toll Charger shall be entitled to terminate this Agreement by a single written notification to the (E)ETS Provider.
- 2.5. The Toll Charger is at all times entitled to transfer its rights and obligations to the (E)ETS Provider under this Agreement by means of contract transfer (Article 159 of Book 6 of the Dutch Civil Code) to another (public law) legal entity, by means of a joint written notification from the Toll Charger and the other legal entity to the (E)ETS Provider. The (E)ETS Provider agrees in advance to this transfer of contract and will co-operate, as far as is necessary, in bringing it about.
- 2.6. The provisions of Articles 400 to 413 of Book 7 of the Dutch Civil Code do not apply to this Agreement.

3. Entire Agreement

The EETS Domain Statement and this Agreement constitute the entire agreement between Parties with respect to the EETS Domain Statement and this Agreement and supersede all prior agreements related thereto.

4. Representatives

The Parties appoint the following persons as representatives in matters relating to the implementation of the EETS Domain Statement and this Agreement:

Toll Charger

[●]
PO Box 30000
9640 RA Veendam
e-mail [●]

(E)ETS Provider

[●]
PO Box [●]
[●]
e-mail [●]

5. Applicable law and competent court

- 5.1. This (E)ETS Agreement is governed by Dutch law, with the exception of the rules of Dutch international private law, which rules shall not apply.
- 5.2. Disputes arising out of this (E)ETS Agreement shall in the first instance be submitted to the competent court with seat in The Hague, without prejudice to the right of EETS Providers and the Toll Charger to turn to the Conciliation Body, which on the basis of Article 38, first paragraph of the EETS Directive Implementation Act is authorized to intervene in disputes between the Toll Charger and the EETS Provider regarding their contractual relationship or negotiations, and provides advice on this within six Calendar Months after receipt of the mediation request.

Part 2 Procedural Conditions

6. Bank guarantee and reimbursement of the (E)ETS Provider

- 6.1. No later than 14 Calendar Days after receiving the Certificate of Accreditation, the (E)ETS Provider shall provide the bank guarantee referred to in Article 36 of the EETS Domain Statement. The amount of that bank guarantee shall be determined in accordance with the provisions of Article 36.2 of the EETS Domain Statement and amounts to € [●].
- 6.2. The method for determining the (E)ETS Provider's fee is set out in Article 37 of the EETS Domain Statement and is identical for all (E)ETS Providers. The fee will be reviewed or adjusted if and to the extent permitted by the EETS Domain Statement.

Part 3 Accreditation

7. Accreditation obligations

- 7.1. The date and time when the Candidate (E)ETS Provider shall submit an update to its Service Plan, referred to in Article 44.6 of the EETS Domain Statement is [date] and [time].

Signed at [PLACE] on [DATE].

For

[●][●]

For

[●][●]

II. Model bank guarantee

THE UNDERSIGNED:

[NAME BANK], established in [PLACE], also having its registered office in [PLACE], hereinafter referred to as the 'Bank'

CONSIDERING THAT:

- [NAME (E)ETS-PROVIDER] established in [PLACE], hereinafter referred to as the 'Contractor', and the State of the Netherlands, a legal person under public law established in The Hague, duly represented in this matter by the Minister of Infrastructure and Water Management, on behalf of which the Road Transport Agency, duly represented by [NAME/FUNCTION DEPARTMENT RDW], hereinafter referred to as the 'Client' on [DATE], have entered into an Agreement with a view to determining the rights and obligations of, on the one hand, the Contractor and, on the other hand, the Client, regarding the provision of services within the framework of the implementation of the toll collection as referred to in Article 5, first paragraph and Article 7, first paragraph of the Temporary Toll Collection Act (Wet Tijdelijke tolheffing Blankenburgverbinding en Via15), hereinafter referred to as 'the (E)ETS Agreement';
- the Client requires a guarantee as additional security for the timely fulfilment by the Contractor of its contractual obligations arising from the (E)ETS Agreement;
- Contractor under Article 36 of the EETS Domain Statement Blankenburgverbinding (version 1.1 dated 6 February 2024, *Government Gazette* 2024, 3124, hereinafter: the "**EETS Domain Statement**") and Article 6.1 of the (E)ETS Agreement, is obliged to "provide a guarantee as security for its collection and remittance obligations, in the form of an abstract, irrevocable and unconditional bank guarantee, payable on first demand by the Beneficiary, issued by a credit institution of a Member State of the European Union with at least an A rating (Standard & Poor's) or an A2 rating (Moody's) (or equivalent)",
- the Bank is prepared to provide the relevant bank guarantee in favour of the Client under conditions to be stated below;

DECLARATION:

hereby irrevocably guarantee, up to a maximum amount of € [AMOUNT IN NUMBERS] (in words: [AMOUNT IN WORDS] euro), without any conditions other than those set out below, by way of independent obligation and not as surety, for the Contractor towards the Client as security for the fulfilment of all that the Contractor owes or will owe to the Client under the (E)ETS Agreement. This bank guarantee is an abstract call guarantee. Under no circumstances shall the Bank have any recourse to the underlying legal relationship between the Client and the Contractor as contained in the (E)ETS Agreement.

The Bank undertakes at the first written request of the Client, in which the Client submits all of the following to the Bank:

- (i) a notification that, in its opinion, the Contractor is in breach of its obligations under the (E)ETS Agreement; and

- (ii) a statement of what they, in their opinion, can claim from the Contractor on account of the above; and
- (iii) requests the Client to pay the specified amount, subject to the aforementioned maximum amount.

With each payment under this guarantee, the maximum amount is reduced by this amount.

This guarantee will end as soon as the Contractor has fulfilled its contractual obligations arising from the (E)ETS Agreement, which will be evidenced to the Bank by:

- (i) a written statement received directly from the Client stating that this guarantee may end, preferably accompanied by the original guarantee;
- (ii) receipt by the Bank of the aforementioned written statement received from the Client through third parties preferably accompanied by the original guarantee.

However, this guarantee will end in any case, if a Payment Request meeting the requirements of this guarantee has not reached the Bank no later than twenty-four months after

- (i) termination of the (E)ETS Agreement pursuant to Article 10 or Article 12 of the EETS Domain Statement; or
- (ii) termination by operation of law of the (E)ETS Agreement, as referred to in Article 13 of the EETS Domain Statement,

at the address: [address Bank].

Any Payment Requests meeting the requirements of this guarantee should reach the Bank within the validity period of the guarantee at [contact and address details Bank stating contact person].

This guarantee and the rights resulting from it cannot be transferred or pledged.

This guarantee is governed by Dutch law with exclusive jurisdiction of the competent Dutch court.

[PLACE], [DATE] [NAME OF BANK]

III. Testing process Accreditation

1. Testing process

Part 3 Accreditation of the EETS Domain Statement Blankenburgverbinding sets out the requirements for the Accreditation of the Candidate (E)ETS Provider. Part of the Accreditation involves going through a number of tests. Article 45 of the EETS Domain Statement specifies the tests to be completed. This annex provides a description of the different stages of testing and includes the specific requirements for testing.

Pursuant to Article 41.2 of the EETS Domain Statement, the Candidate (E)ETS Provider shall submit a draft Service Plan to the Toll Charger when applying for Accreditation. The content of the Service Plan is prescribed in Article 44 of the EETS Domain Statement and is intended, inter alia, to allow the planning of the tests to be completed to suit the specific situation of the Candidate (E)ETS Provider concerned.

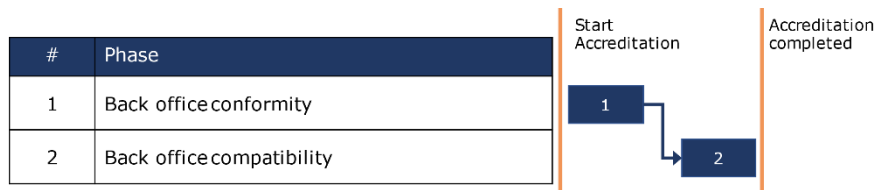
In accordance with Article 45.1 of the EETS Domain Statement, the Candidate (E)ETS Provider shall submit a Test Plan to the Toll Charger. The Test Plan shall describe the proposed Test Planning, the test environments and any equipment or other facilities required. The Test Plan shall also indicate, for each component of the system to be used by the Candidate (E)ETS Provider, whether it has been previously tested in a similar application for the purpose of service provision in a similar toll system. The Toll Charger may use that information when evaluating the test results.

The testing process can be divided into two phases.

Phase 1 concerns *conformity testing*. The purpose of the conformity tests is to give confidence to the Candidate (E)ETS Provider that all technical parts of the system proposed by the Candidate (E)ETS Provider conform to the requirements imposed on it and are in a suitable state of development to qualify for Stage 2 compatibility tests.

Phase 2 concerns *compatibility tests*. The purpose of these tests is to demonstrate that the Candidate (E)ETS Provider's system works properly with the Toll Charger's systems.

The figure below provides an overview of the different tests to be completed as part of the Accreditation referred to in Part 3 Accreditation of the EETS Domain Statement, as well as the relationship between the different test phases:



The purpose of the tests is to verify that the technical and process and system requirements pursuant to Article 32 of the EETS Domain Statement are met. In addition, the tests aim to verify that the (E)ETS Provider's operational processes for

the provision of services in EETS Domain Blankenburgverbinding are in order. This involves verification of the following key operational processes:

- communicating data from the EETS Provider's back office to the Toll Charger's back office,
- communicating data from the Toll Charger's back office to the EETS Provider's back office,
- remitting amounts collected from the toll to the Toll Charger,
- properly preparing the customer list,
- the functional business processes based on *use cases*.¹²

Within the Blankenburgverbinding Toll System, no on-board equipment is used to record the passage of a Motor vehicle.

Below, phase 1 (chapter 2) and phase 2 (chapter 3) are discussed in more detail.

2. Phase 1: Back office conformity

For the purpose of Phase 1, the Candidate (E)ETS Provider shall provide to the Toll Charger all documentation demonstrating that the interfaces to be established by the Candidate (E)ETS Provider are compliant with the data exchange requirements as stated in Article 32.5 of the EETS Domain Statement. If the Candidate (E)ETS Provider wishes any test results in the context of service provision in similar toll systems to be included in the Accreditation, the Candidate (E)ETS Provider shall submit all test reports and interface specifications and standards. The requirements of CEN/TS 16986:2016/19 shall be the framework within which the documentation submitted by the Candidate (E)ETS Provider shall be assessed.

The conformity check by the Toll Charger shall only cover the interface from the back office of the Candidate (E)ETS Provider to the back office of the Toll Charger and vice versa.

3. Phase 2: Back office compatibility

Phase 2 of the Accreditation concerns the compatibility of the back office for use and covers the back office interface tests of the Candidate (E)ETS Provider with a so-called "test-harness".¹³ The execution of these interface tests takes place on the basis of the Test Plan and test scenarios approved by the Toll Charger. The purpose of the interface tests is to demonstrate that the system of the Candidate (E)ETS Provider interacts properly with the Toll Charger's systems. This is achieved when the technical components of the Candidate (E)ETS Provider's system actually function correctly and according to technical specifications set by the Toll Charger in a test environment and then in actual use within the system.

In phase 2, the interfaces to be tested include the customer list ("ExceptionList"), Passage Records ("BillingDetails") and Payment Request ("PaymentClaim")

¹² A *use case* refers to a specific case consisting of a sequence of events that an actor may encounter and which is used to test the functionality of a system and its processes.

¹³ A test-harness, or test framework, refers to a test environment, consisting of software and test data that is set up to allow automated testing of systems or parts thereof under various conditions and to monitor their behaviour and output.

interfaces between the Toll Charger and Candidate (E)ETS Providers. The interfaces being tested in this test phase are:

- (i) sending the customer list ("ExceptionList - whitelist") to the Toll Charger containing the Contracted Holders in respect of whom the (E)ETS Provider is responsible for toll collection;
- (ii) sending the customer list ("ExceptionList - blacklist") to the Toll Charger listing the Contracted Holders in respect of whom the (E)ETS Provider is no longer responsible for toll collection;
- (iii) receiving a Passage Record ("BillingDetails") from the Toll Charger and acknowledging its receipt;
- (iv) receiving a Payment Request ("PaymentClaim") from the Toll Charger and acknowledging its receipt;
- (v) sending an Adjustment Request to the Toll Charger for disputing an invoiced vehicle passage following a complaint from a (Contracted) Holder to the (E)ETS Provider ("Adjustment Request");
- (vi) receiving a positive or negative response to the Adjustment Request ("Response to Adjustment Request");
- (vii) requesting information from the Toll Charger on a specific vehicle passage at the request of and with the consent of the Contracted Holder ("Vehicle Passage Information");
- (viii) requesting information from the Toll Charger of images by means of a Vehicle Passage Image Request, referred to in Article 27.12 ("Vehicle Passage Image Request") and receiving images from the Toll Charger;
- (ix) receiving information from the Toll Charger regarding the moment when the Blankenburgverbinding EETS Domain is exempted from the toll obligation and regarding the moment when tolls will be charged again ("Area Exemption").

Finally, the integration between the above interfaces is tested to demonstrate that they function correctly and interact properly with the Toll Chargers processes.

4. Test scenarios

For the purpose of performing the tests referred to in Article 45 of the EETS Domain Statement, the Toll Charger shall use the following test scenarios.

TI: Technical interface testing			
	Proof of technical interface connection from (E)ETS Provider to Toll Charger		
Id	Name	Description	Purpose
T.1	Sending an empty Exception list (Whitelist)	The (E)ETS Provider sends an empty Whitelist to the Toll Charger. The Toll Charger acknowledges a technically successful receipt and sends a technical acknowledgement (Technical Acknowledgement) to the (E)ETS Provider.	A successful transmission of a Whitelist including synchronisation and confirmation has been demonstrated.
T.2	Sending an empty Exception List (Blacklist)	The (E)ETS Provider sends an empty Blacklist to the Toll Charger. The Toll Charger acknowledges a technically successful receipt and sends a technical acknowledgement (Technical Acknowledgement) to the (E)ETS Provider.	A successful transmission of a Blacklist, including synchronisation and confirmation, has been demonstrated.
T.3	Sending an Information Request (Vehicle Passage Image Request)	The (E)ETS Provider sends an empty information request to the Toll Charger. The Toll Charger acknowledges a technically successful receipt and sends a technical acknowledgement (Technical Acknowledgement) to the (E)ETS Provider.	A successful transmission of an information request, including synchronisation and confirmation, has been demonstrated.
T.4	Sending a blank Adjustment Request (Adjustment Request)	The (E)ETS Provider sends a blank Adjustment Request to the Toll Charger. The Toll Charger acknowledges a technically successful receipt and sends a Technical Acknowledgement (Technical Acknowledgement) to the (E)ETS Provider.	A successful sending of an Adjustment Request, including synchronisation and confirmation, has been demonstrated.
FI: Functional interface testing			
	Proof of functional correctness of the interfaces from (E)ETS Provider to Toll Charger and from Toll Charger to (E)ETS Provider		
Id	Name	Description	Purpose
FI.1	Sending a new Service Agreement to the (E)ETS Provider (Whitelist)	The (E)ETS Provider sends 10 separate Whitelists, each with a different number plate, to the Toll Charger. The Toll Charger sends a functional confirmation to the (E)ETS Provider.	It has been demonstrated that a successful transmission of a Whitelist, including synchronisation and confirmation of functional correctness, has taken place.
FI.2	Sending a terminated Service Agreement to the (E)ETS Provider (Exceptionlist (Blacklist))	The (E)ETS Provider sends 2 separate Blacklists each with a different number plate (randomly chosen from the list used in scenario FI.1) to the Toll Charger. The Toll	It has been demonstrated that a successful transmission of a Blacklist, including synchronisation and confirmation of functional correctness, has taken place.

		Charger sends a functional confirmation to the (E)ETS Provider.	
FI.3	Sending an Vehicle Passage Image Request	The (E)ETS Provider sends a list Vehicle Passage Image Requests to the Toll Charger. The Toll Charger confirms a technically successful receipt and sends a functional confirmation to the (E)ETS Provider.	It has been demonstrated that a successful transmission of a Vehicle Passage Image Request, including synchronisation and confirmation of functional correctness, has taken place.
FI.4	Sending an Adjustment Request	The (E)ETS Provider sends an Adjustment Request to the Toll Charger. The Toll Charger confirms a technically successful receipt and sends a functional confirmation to the (E)ETS Provider.	It has been demonstrated that successful transmission of an Adjustment Request, including synchronisation and confirmation of functional correctness, has taken place.
FI.5	Receiving the Response to an Adjust Request	After the (E)ETS Provider has sent an Adjustment Request to the Toll Charger, it will be assessed by the Toll Charger and the result will be reported back to the (E)ETS Provider.	It has been demonstrated that a successful transmission of the Response of an Adjustment Request to the (E)ETS Provider has taken place and that a functional confirmation has been received by the Toll Charger.
FI.6	Receiving the Billing Details	The Toll Charger sends the Billing Details to the (E)ETS Provider.	It has been demonstrated that a successful transmission of Billing Details to the (E)ETS Provider has taken place and a functional confirmation has been received by the Toll Charger.
FI.7	Receiving an area exemption (Area Exemption)	The Toll Charger will send an Area Exemption with a start date and time to the (E)ETS Provider. After correct receipt, the Toll Charger will send an Area Exemption with end date and time to the (E)ETS Provider.	It has been demonstrated that a successful transmission of the start and the end of an Area Exemption was sent to the (E)ETS Provider and a functional confirmation was received by the Toll Charger.
FI.8	Receipt of a Payment Request	The Toll Charger sends a Payment Request to the (E)ETS Provider.	It has been demonstrated that a successful transmission of the Payment Request to the (E)ETS Provider has taken place and a functional confirmation has been received by the Toll Charger.
EE: End-to-End testing			
Proof of functional correctness of the interfaces from (E)ETS Provider to Toll Charger			
Proof of overall functional correctness of the system between (E)ETS Provider and Toll Charger			
Id	Name	Description	Purpose

EE.1	Basic End-to-end test with Service Agreements with an (E)ETS Provider.	The (E)ETS Provider sends 10 separate whitelists, each with a different number plate, to the Toll Charger. Upon successful receipt of these whitelists, the (E)ETS Provider sends 2 different blacklists (randomly selected from the list provided earlier in this test) to the Toll Charger. After this, the Toll Charger adds passage information to the selected number plates and sends the passage data to the (E)ETS Provider.	This scenario shows that by signing on and off different Service Agreements, passages can be properly assigned to the (E)ETS Provider.
EE.2	Testing Adjustment Request with correction of Billing details	The (E)ETS Provider starts submitting the Vehicle Passage Image Requests to the Toll Charger for 2 number plates from the whitelist (randomly chosen from the list used in scenario EE.1). After this, the (E)ETS Provider sends 2 Adjustment Requests for these 2 number plates to the Toll Charger with 2 different reasons, 1 of which includes a requested attachment. After evaluation, the Toll Charger sends 2 functional confirmations of the Adjustment Requests to the (E)ETS Provider in which 1 is accepted and 1 is refused. The accepted Adjustment Request will be processed in the billing details which will be sent to the (E)ETS Provider.	This scenario shows that after submitting a Vehicle Passage Image Request, 2 Adjustment Requests with the correct reason and an attachment can be submitted. After evaluation by the Toll Charger, the (E)ETS provider can see with which reason an Adjustment Request has been rejected and that the accepted Adjustment Request results in an adjustment in the billing data.

IV. Data protection

1. Under Section 10b of the Wet TTH, the (E)ETS Provider has been designated as a data controller for the processing of personal data. The Toll Charger and the (E)ETS Provider exchange personal data between themselves in the performance of their duties and responsibilities under the Wet TTH. The Toll Charger and the (E)ETS Provider are both separately responsible for the processing of personal data processed under their own management.
2. The (E)ETS Provider shall ensure that data of parties involved in the implementation of the EETS Domain Statement Blankenburgverbinding and the (E)ETS Agreement, including personal data of customers (Holders or authorised representatives of the Holder), are collected, processed and provided by itself or by others it calls upon for that purpose, in such a way that all current and future applicable privacy legislation, including but not limited to relevant fundamental rights, are complied with, the Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) and Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) and relevant implementing and implementing laws including but not limited to the Act of 16 May 2018, laying down rules implementing Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data and repealing Directive 95/46/EC (General Data Protection Regulation) (OJEU 2016, L 119) (General Data Protection Implementation Act) (collectively: applicable privacy legislation). Where in this Annex IV terms are not defined separately, they should be understood as defined in the applicable privacy legislation.
3. The (E)ETS Provider shall ensure that the provision of personal data of affected parties to the Toll Charger is in line with applicable privacy laws, including but not limited to ensuring that (i) the personal data of affected parties provided by the (E)ETS Provider to the Toll Charger are adequate, relevant and limited and will be limited to what is necessary for the purposes of data processing as defined in the Wet TTH; (ii) where the personal data is obtained by the (E)ETS Provider from the relevant parties, the relevant parties have been informed of the purposes for which and the manner in which such personal data will be processed by the (E)ETS Provider and the Toll Charger, in line with Article 14 of the General Data Protection Regulation; and (iii) in order to prevent the loss or unlawful processing of the personal data referred to in Art.1 of this Annex III referred to, the (E)ETS Provider undertakes to implement appropriate technical and organisational security measures as referred to in Article 32 of the General Data Protection Regulation.
4. The (E)ETS Provider shall, in support of the Toll Charger's and, if necessary, other relevant authorities' own responsibility, provide assistance to the Toll Charger and other relevant authorities, where necessary, to comply with applicable data protection legislation under the EETS Domain Statement

Blankenburgverbinding, the (E)ETS Agreement and its contractual relationship with the Contracted Holders. As part of that assistance, the (E)ETS Provider shall; (i) anticipate, proactively address and inform the Toll Chargers and/or those relevant authorities of potential risks or breaches regarding the processing of personal data; and shall (ii) make available to the Toll Charger any information necessary to answer the queries of data protection authorities.

5. The (E)ETS Provider undertakes to appoint a special contact person for the benefit of the Toll Charger and, if necessary, other relevant authorities, for all data protection related questions. This special contact person may be the data protection officer of the (E)ETS Provider.
6. The processing and storage of personal data of both the (E)ETS Provider and any third parties with which the (E)ETS Provider cooperates should take place within the European Union (EU) or the European Economic Area (EEA).
7. The customer contact centre or other processing of personal data may be located in the United Kingdom as long as there is a valid adequacy decision in respect of the United Kingdom within the meaning of Article 45 of the General Data Protection Regulation. In the event that there is no longer a valid adequacy decision, the (E)ETS Provider shall ensure, in a timely manner and at its own expense and risk, that the obligations under the General Data Protection Regulation for transfer of personal data to the United Kingdom (by other means) are demonstrably complied with, or that the customer contact centre is transferred to a country within the EEA or a country outside the EEA for which an adequacy decision is in force.

V. Intellectual Property Rights

1. Toll Charger's Intellectual Property Rights

- 1.1. The (E)ETS Provider acknowledges that, notwithstanding the provisions of the EETS Domain Statement, the (E)ETS Agreement or any other contractual arrangements between the Toll Charger, on the one hand, and the (E)ETS Provider, on the other hand, all Intellectual Property Rights, including but not limited to copyrights, rights in software, database rights, trademark rights and know-how, in programmes, systems, hardware and software, databases, or any other technology that the Toll Charger makes available to the (E)ETS Provider under the (E)ETS Agreement or any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand, made available to the (E)ETS Provider or communicating with the (E)ETS Provider's own programmes, systems, hardware and software, or other technology, are protected by Intellectual Property Rights which are and shall remain the exclusive property of the Toll Charger and, if necessary, its suppliers (hereinafter the "Toll Charger Intellectual Property Rights").
- 1.2. Neither the EETS Domain Statement, the (E)ETS Agreement nor any Agreement entered into between the (E)ETS Provider and the Toll Charger grants the (E)ETS Provider any rights to the Toll Charger's Intellectual Property Rights other than rights of use as named in Article 2.2 of this Annex V. Nor does the EETS Domain Statement, the (E)ETS Agreement or any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand imply any assignment or waiver of the Intellectual Property Rights to the (E)ETS Provider.
- 1.3. The (E)ETS Provider commits himself to respect the Toll Charger Intellectual Property Rights and not to perform any action that could damage or affect them in any way. This includes, but is not limited to, that the (E)ETS Provider shall not use any of the programs, systems, hardware and software, or technology or works used by the Toll Charger in the context of the EETS Domain statement, the (E)ETS Agreement or any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand are made available to the (E)ETS Provider or with its own programs, systems, hardware and software, or technology of the (E)ETS Provider, may reproduce, reproduce, modify, publish, translate, process, rent, exploit or commercialise it, or otherwise use it, in whole or in part, in original or adapted form, for commercial or non-commercial purposes. commercial purposes other than to the extent necessary for the implementation of the EETS Domain statement and the (E)ETS Agreement. The (E)ETS Provider will also not decompile the hardware or software or gain access to them without the permission of the Toll Charger or its suppliers.
- 1.4. From the time of transmission by the (E)ETS Provider of the data of Contracted Holders to the Toll Charger, the Toll Charger is the exclusive owner of that data and any Intellectual Property Rights that would rest on the (database of collected) data.

2. Data exchange

- 2.1. The communication between the Toll Charger's programmes, systems, hardware and software or other technology and the programmes, systems, hardware and software or other technology deployed and used by the (E)ETS Provider in the implementation of the EETS Domain Statement, the (E)ETS Agreement or in the implementation of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand, will only take place through data exchange prescribed, monitored and approved in advance by the Toll Charger.
- 2.2. All Intellectual Property Rights to the items listed in Article 2.1 referred to in Article 2.1 shall remain the exclusive property of the Toll Charger or its licensors. The Toll Charger grants to the (E)ETS Provider a personal, non-transferable right to use the data exchange for the correct, efficient and optimal execution of the EETS Domain Statement, the (E)ETS Agreement or in the execution of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand. The (E)ETS Provider shall not use the data exchange for any purpose other than for the implementation of the EETS Domain Statement, the (E)ETS Agreement or in the implementation of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand. The right for the (E)ETS Provider to use the data exchange expires when the (E)ETS Agreement is terminated.
- 2.3. All Intellectual Property Rights (including but not limited to copyrights, rights to software, database rights and trademark rights) of the (E)ETS Provider to the programmes, systems, hardware, software or other technology deployed and used by the (E)ETS Provider in the implementation of the EETS Domain Statement, the (E)ETS Agreement or in the implementation of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand, are and shall remain the property of the (E)ETS Provider or its licensors.

3. Declarations, warranties and indemnification by the (E)ETS Provider

- 3.1. The (E)ETS Provider represents and warrants that:
 - (i) the programmes, systems, hardware and software or other technology that the (E)ETS Provider deploys and uses, as appropriate, in the implementation of the EETS Domain Statement, the (E)ETS Agreement or in the implementation of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand do not infringe the Intellectual Property Rights of third parties;
 - (ii) the (E)ETS Provider has obtained all necessary permissions from Holders of Intellectual Property Rights to the programmes, systems, hardware, software or other technology deployed and used by the (E)ETS Provider in the implementation of the EETS Domain Statement, the (E)ETS Agreement or in the implementation of any other Agreement between the Toll Charger on the one hand and the

(E)ETS Provider on the other hand, for use in the context of the Blankenburgverbinding Toll System.

- 3.2. The (E)ETS Provider shall indemnify the Toll Charger against all costs and damages incurred by the Toll Charger in the event that they should be sued by third parties on the basis of the assertion that the programmes, systems, hardware and software or other technology deployed and used by the (E)ETS Provider in the implementation of the EETS Domain Statement the (E)ETS Agreement or in the execution of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand, would infringe the Intellectual Property Rights of third parties. In such a case, the (E)ETS Provider shall reimburse all costs incurred by the Toll Charger in the context of any settlement or legal proceedings that might be conducted against the Toll Charger.
- 3.3. If a court finds that the programmes, systems, hardware and software or other technology deployed and used by the (E)ETS Provider in the implementation of the EETS Domain Statement, the (E)ETS Agreement or in the implementation of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand, infringes the Intellectual Property Rights of third parties, the (E)ETS Provider shall, without cost to the mentioned co-contractors at the discretion of the (E)ETS Provider, (a) obtain a licence from the third party or parties concerned or (b) replace or adapt its own programmes, systems, hardware and software or other technology deployed and used by the (E)ETS Provider in the execution of the EETS Domain Statement, the (E)ETS Agreement or in the execution of any other Agreement between the Toll Charger on the one hand and the (E)ETS Provider on the other hand, so that the infringement is brought to an end.

VI. Risk management, Data Management, Information security and assurance statement

This Annex to the EETS Domain Statement Blankenburgverbinding contains the requirements that the services of (E)ETS Providers must meet in terms of Risk management, Data Management and Information security and sets out the requirements for the assurance statements referred to in Article 19.5 and Article 44.2 of the EETS Domain Statement.

1. Assurance statement

- 1.1. The assurance statements referred to in Article 19.5 and Article 44.2 of the EETS Domain Statement, shall in any case cover the elements mentioned in Article 2 and Article 3 of this Annex VI.
- 1.2. Except for the compensation fee referred to in Article 19.8 of the EETS Domain Statement, the costs for the assurance statements referred to in Article 19.5 and Article 44.2 of the EETS Domain Statement, as well as the costs of reporting findings and points of interest resulting from (external) audits and Inspections to be carried out as quickly as possible and in coordination with the Toll Charger, at the expense of the (E)ETS Provider.
- 1.3. If the (E)ETS Provider does not have an assurance statement referred to in Article 19.5 of the EETS Domain Statement, the (E)ETS Provider shall have an assurance statement as referred to in Article 19.5 of the EETS Domain Statement no later than six Calendar Months after the start of its services.
- 1.4. To verify the assurance statements, referred to in Article 19.5 and Article 44.2 of the EETS Domain Statement, the Toll Charger reserves the right to carry out for Inspections. If the (E)ETS Provider does not cooperate with the Inspections as required, the Toll Charger shall have the right, after prior written notice with a deadline of at least 30 Calendar Days and no more than once per Calendar Year, to have an authorised party perform an Inspection on behalf of the Toll Charger at the (E)ETS Provider.
- 1.5. In case the Toll Charger deems it necessary to perform penetration tests on the (E)ETS Provider's services to verify Information security, the (E)ETS Provider shall provide a signed indemnification declaration prior to the penetration tests.

2. Data management

With respect to Data Management, the (E)ETS Provider shall, as a minimum:

- (i) create an overview of the data (or data objects and data attributes) it records in relation to its services in the EETS Domain Blankenburgverbinding, by recording at least the following for each piece of data:
 - (a) definition;
 - (b) business process(es) for which this data is necessary;

- (c) data format;
- (d) whether the data is optional or mandatory;
- (e) if applicable, reference dates or a control mechanism applied for this data;
- (f) classification of the sensitivity of the data with respect to privacy, fraud and competition;
- (g) Who or what roles have access to this data, as well as what rights this person or role is given;
- (h) How long this data may be kept under applicable Laws and Regulations;
- (i) reference to standards relevant to this data (e.g., ISO, NEN, etc.);
- (ii) ensure that when entering data into its systems, the actual mandatory data is entered in accordance with the correct data format, including the use of reference data or control mechanisms;
- (iii) Conduct a data impact analysis for each system change that re-evaluates and updates previous points;
- (iv) Periodically check data to determine its quality through the use of data formats, obligations, standards, reference data and control mechanisms.

3. Risk management and Information security

- 3.1. The (E)ETS Provider shall comply with the requirements in this Article 2 and implements the requirements set out in this Article 2 regarding Risk management and Information security, taking into account the further specification in Article 3.8, Table 1, of this Annex VI.
- 3.2. If and to the extent that the (E)ETS Provider uses third party services, then the requirements and obligations to implement measures pursuant to this Article 2 shall also apply to the relevant third parties. The (E)ETS Provider shall ensure that the relevant third parties comply with the requirements and obligations to implement measures pursuant to this Article 3.
ETS ProviderETS ProviderETS Provider
- 3.3. The (E)ETS Provider shall implement measures that ensure the availability of the service in accordance with the requirements referred to in Article 32 of the EETS Domain Statement is ensured. These measures shall be tested periodically but at least once per Calendar Year and in case of relevant changes.
- 3.4. The (E)ETS Provider shall ETS ProviderToll ChargerToll ChargerETS ProviderETS ProviderToll Chargertest, at least once per Calendar Year, the interfaces with the Toll Charger’s back office and underlying IT components

for the existence of vulnerabilities by means of penetration tests. The (E)ETS Provider shall remedy findings following the penetration tests as soon as possible. The (E)ETS Provider shall report to the Toll Charger on the status and progress of the follow-up and remedial actions.

- 3.5. The (E)ETS Provider shall require that the employees to be deployed by it provide a Certificate of Good Conduct (in Dutch: Verklaring omtrent Gedrag, "VOG"), or a certificate with an equivalent status in the case of employees who are not Dutch nationals. The VOG must have been issued for the purpose of the position to be held by the relevant employee within the operations of the (E)ETS Provider and the associated job description. The VOG must not be older than six months from the date of commencement of employment of the employee concerned with the (E)ETS Provider.
- 3.6. The (E)ETS Provider takes appropriate technical and organisational measures for Data Protection through design and default settings, as referred to in Article 25 of the General Data Protection Regulation.
- 3.7. The (E)ETS Provider shall take measures to ensure that reporting on key performance indicators pursuant to Article 19.4 of the EETS Domain Statement is accurate, complete, timely and in accordance with Annex VII of the EETS Domain Statement.
- 3.8. The (E)ETS Provider shall comply with the requirements in Table 1 below (Digital security requirements and measures).

Table 1 Digital security requirements and measures

Reference	Category	Claim
ID.AM.02	Asset Management	The (E)ETS Provider shall keep a register of all components and systems used, linking them to a system owner. The (E)ETS Provider shall provide periodic insight to the Toll Charger regarding this register.
PR.CM.3	Configuration Change control	The (E)ETS Provider shall have a change management process that ensures a controlled way of implementing changes.
ID.RM	Risk management Strategy	Risk management processes shall be established and implemented to identify, assess and manage risks within the toll chain.
ID.SC	Supply chain Risk management	Risk management processes shall be established and implemented to identify, assess and manage risks related to (sub)contractors within the toll chain.
ID.AM.02	Asset Management	The (E)ETS Provider shall implement measures to periodically (at least monthly) install patches on IT components to prevent vulnerabilities.
PR.AC	Identity Management	User accounts and (secret) authentication credentials shall be issued, managed,

	and Access Control	verified, revoked and monitored for authorised devices, users and processes.
PR.AC.01	Identity Management and Access Control	The (E)ETS Provider shall use strong keys according to current valid algorithms and key lengths used in communication between systems in different domains, and shall adequately secure access to these keys.
PR.AC.02	Identity Management and Access Control	The (E)ETS Provider shall have a set of minimum security requirements for creating, exchanging and storing keys, which comply with 'Webtrust for Certification Authorities' or with 'ETSI TS 101 456 Policy requirements for certification authorities issuing qualified certificates'.
PR.AC.03	Identity Management and Access Control	The (E)ETS Provider shall follow the specifications in the security framework ISO/TS 19299:2015 for setting up key management.
PR.AC.07	Identity Management and Access Control	The (E)ETS Provider shall ensure that the authorisation management, is configured to comply with NEN-ISO/IEC27001:2017.
PR.AC.08	Identity Management and Access Control	The (E)ETS Provider shall set requirements for how authorisation management is designed, e.g. through specifications of roles, authorisation matrix and password policy.
PR.AC.09	Identity Management and Access Control	The (E)ETS Provider shall specify for each component in the (E)ETS Provider's system: - how access is determined - - when access is revoked
PR.AC.10	Identity Management and Access Control	All user accounts and privileges for all components in the chain shall be analysed periodically. Here, access shall be arranged in such a way that the principle of least privilege and separation into function and/or roles is met.
PR.AC.11	Identity Management and Access Control	The (E)ETS Provider shall ensure that each system grants access to the stored data only after authorisation.
PR.AC.12	Identity Management and Access Control	The (E)ETS Provider shall ensure that access to the stored data is only granted via established procedure and via approved interfaces.
PR.AT	Awareness and Training	All staff and all partners of the (E)ETS Provider shall be periodically trained on cybersecurity.
RC.RP	Recovery Planning	Recovery processes and procedures shall be implemented and maintained to ensure successful recovery.

RC.CO	Recovery Communications	Recovery processes and procedures shall be coordinated and communicated to internal and external stakeholders.
RC.IM	Recovery Improvements	Recovery processes and procedures shall be improved from current and previous cybersecurity activities.
PR.MA	Maintenance	Equipment shall be properly maintained to ensure its continuous availability and integrity.
PR.MA.01	Maintenance	The (E)ETS Provider shall organise the management and maintenance processes according to the best practices defined in [NIST Cyber Security Framework] or NEN-ISO/IEC 27002:2013.
PR.DS	Data Security	Confidentiality, integrity and availability of data shall be ensured.
PR.DS.01	Data Security	The (E)ETS Provider shall ensure that for all (temporarily) stored data: - the data remain unchanged; - the confidentiality of the data is guaranteed when access is granted; - the origin of the data is traceable at all times.
PR.DS.04	Data Security	The exchange of data shall take place over a channel for which: - the availability is reliable; - the confidentiality of the data is guaranteed; - the content of the data remains unchanged; - the identity of the sender is established; - it is indisputable that the data has been received or sent respectively; - both parties have verified each other prior to the exchange; - resent messages are detected; - large amounts of non-arrived data (such as toll declarations or billing details) are detected (to protect against interface errors).
PR.DS.16	Data Security	The (E)ETS Provider shall verify the origin of the toll data received before accepting the received data.
PR.DS.17	Data Security	The (E)ETS Provider shall provide the Toll Charger with the cryptographically signed exception list.
PR.DS.18	Data Security	The (E)ETS Provider shall provide a cryptographically signed acknowledgement of receipt of the toll data to the Toll Charger.
PR.DS.24	Data Security	The (E)ETS Provider enables users to check the accuracy of invoices.

PR.IP	Information Protection Processes and Procedures	Cybersecurity processes and procedures are established, managed and implemented to secure information systems and components of the (E)ETS Provider.
PR.IP.01	Information Protection Processes and Procedures	The (E)ETS Provider establishes guidelines for secure configurations of all IT components in the chain and to be implemented before they may be used in the Netherlands.
PR.IP.14	Information Protection Processes and Procedures	The (E)ETS Provider stores all sensitive data (at rest) adequately encrypted.
PR.IP.15	Information Protection Processes and Procedures	The (E)ETS Provider shall transmit customer lists exclusively in encrypted form. Here, at least TLS1.3 based on Public-Key-Infrastructure (PKI) shall be used.
PR.IP.22	Information Protection Processes and Procedures	Besides encrypting communications based on TLS1.3 based on Public-Key-Infrastructure (PKI), the (E)ETS Provider additionally encrypts invoices and registrations before sending them.
PR.PT	Protective Technology	Technical security measures are implemented and managed to ensure the security of systems and components, in accordance with policies, procedures and Agreements.
PR.PT.02	Protective Technology	The (E)ETS Provider shall establish technical specifications and additional security measures for the secure establishment of communication flows between two actors.
PR.PT.05	Protective Technology	The (E)ETS Provider shall ensure that the level of security does not decrease when implementing and integrating external products or services.
DE.AE	Anomalies and Events	Data breaches and other suspicious events are detected and handled properly.
DE.CM	Security Continuous Monitoring	The (E)ETS Provider's information systems and components are monitored to identify cybersecurity events.
DE.CM.01	Security Continuous Monitoring	The (E)ETS Provider shall set up logging and monitoring on (administrative) user access.
DE.DP	Detection Processes	Detection processes and procedures are maintained and tested to provide insight into cybersecurity events and incidents. The (E)ETS Provider takes measures to receive and assess notifications of security risks by external bodies.
DE.DP.01	Detection Processes	The (E)ETS Provider and subcontractors set up processes to prevent, detect and handle cybersecurity incidents within 24 hours.

RS.RP	Response Planning	Cyber-response activities are implemented and maintained to ensure timely response to an incident.
RS.CO	Communications	Cyber-response activities are coordinated and communicated to internal and external stakeholders.
RS.CO.03	Communications	The (E)ETS Provider shall report a detected cybersecurity incident to the Toll Charger within 24 hours. Security incidents in which consequences for the Toll Charger cannot reasonably be excluded, will be reported to the Toll Charger immediately.
RS.AN	Analysis	Analyses on cybersecurity events and incidents are conducted to support cyber-response activities.
RS.MI	Mitigation	The handling of cybersecurity events is done in collaboration between internal and external stakeholders.
RS.MI.02	Mitigation	The (E)ETS Provider supports in the event of an incident concerning cybersecurity support those responsible for resolving these events.
RS.IM	Improvements	Cyber-response activities are enhanced from current and previous cybersecurity activities.
ID.GV.05	Governance	The (E)ETS Provider and subcontractors of the (E)ETS Provider shall prepare and submit its own cybersecurity policy to the Toll Charger. This cybersecurity policy shall comply with the standard NIST Cybersecurity Framework or NEN-EN-ISO/IEC27001:2017.
ID.GV.07	Governance	The (E)ETS Provider and its subcontractors shall periodically report the status of cybersecurity to the Toll Charger.
ID.GV.08	Governance	The (E)ETS Provider and its subcontractors shall establish guidelines for the safe use of components in toll chain. These guidelines should be followed by any administrator with authorised access to components.

VII. Key Performance Indicators

1. Key Performance Indicators (KPIs).

1.1 KPIs

The Toll Charger uses the following KPIs to measure the quality of service provided by the (E)ETS Provider:

1. KPI Passage Record and Payment Request;
2. KPI Review of Adjustment Requests;
3. KPI Remittance of tolls.

Performance on the KPIs is determined during service, in accordance with the minimum performance requirements and measurement requirements as described below for each KPI.

1.2 Repeated errors

A repeated error occurs when an (E)ETS Provider fails to meet a certain KPI more often than the frequency specified for the relevant KPI within a Calendar Year. In case of a repeated error, the Toll Charger has the right to terminate the (E)ETS Agreement, as referred to in Article 10.1, section (xi), of the EETS Domain Statement.

2. KPI Passage Record and Payment Request

2.1 Description KPI Passage Record and Payment Request

The KPI Passage Record and Payment Request concerns the ability of the (E)ETS Provider to receive and process Passage Records ("BillingDetails") and Payment Requests ("PaymentClaims") sent by the Toll Charger to the (E)ETS Provider.

Processing in this Article 2 means that the technical acknowledgement ("Acknowledgement") from the (E)ETS Provider to the Toll Charger, has been sent to the Toll Charger within 60 seconds after the receipt of the Passage Record or Payment Request by the (E)ETS Provider.

2.2 Monitoring and recording KPI Passage Records and Payment Requests

The (E)ETS Provider

- (i) Shall actively monitor during the Service Phase the receipt and processing of Passage Records and Payment Requests; and
- (ii) records the numbers of messages and the corresponding messages that could not be processed immediately.

2.3 Establishment of KPI Passage Records and Payment Request

The (E)ETS Provider shall determine the performance of the KPI Passage Records and Payment Requests every month. The KPI Passage Records and Payment Requests is determined by dividing the number Passage Records, and respectively Payment Requests received and processed by the (E)ETS Provider by the total number of Passage Records and respectively Payment Requests sent by the Toll Charger and multiplying the result by 100%.

2.4 Required performance KPI Passage Record and Payment Request

The required performance is:

- (i) in at least 99.0% of cases, a Passage Record has been processed in a timely manner; and

(ii) in at least 99.0% of cases, a Payment Request has been processed in a timely manner.

2.5 **Performance Discount KPI Passage line and Payment Request**

If in any month the level of performance achieved is lower than the required level of performance, a Performance Discount of € 2,500 is imposed.

2.6 **Repeated error**

A repeat error occurs if the (E)ETS Provider, regarding the KPI Passage Record and Payment Request:

- (i) fails to achieve two consecutive Calendar Months; or
- (ii) fails three times in one Calendar Year.

3. KPI Assessment of Adjustment Requests

3.1 **Description KPI Assessment of Adjustment Requests**

A Contracted Holder can file a complaint regarding a passage (tariff, was or was not present at the toll road that moment, vehicle stolen, etc.) and can request the (E)ETS Provider to apply a correction to the toll charged. In response to the request, the (E)ETS Provider may request the images of the vehicle passage to which the Contracted Holder's complain relates from the Toll Charger, and then, after assessing the images, declares the request founded or unfounded. In case the (E)ETS Provider declares the request founded, the (E)ETS Provider shall submit an Adjustment Request to the Toll Charger. The Toll Charger shall evaluate the Adjustment Request from the (E)ETS Provider. The Toll Charger shall notify the (E)ETS Provider whether the Adjustment Request is accepted or rejected. In case of rejection of the Adjustment Request, the Toll Charger's message shall include the reasoning. In the case of granting an Adjustment Request, the Toll Charger shall send the (E)ETS Provider an adjusted Passage Record and Payment Request.

The KPI Assessment of Adjustment Requests refers to the percentage of cases for which the Toll Charger determines that the (E)ETS Provider incorrectly submitted an Adjustment Request and rejects an Adjustment Request.

3.2 **Establishment of KPI Assessment of Adjustment Requests**

The (E)ETS Provider shall determine the performance on the KPI Assessment Adjustment Requests at the end of each Calendar Quarter. The performance on the KPI Assessment Adjustment Requests is determined by dividing all Adjustment Requests of the (E)ETS Provider rejected by the Toll Charger, in the Calendar Quarter reported, by the total number of Adjustment Requests of the (E)ETS Provider submitted by the Toll Charger in the Calendar Quarter reported and multiplying the result by 100%.

3.3 **Required performance KPI Assessment of Adjustment Requests**

The required performance for the KPI Assessment of Adjustment Requests is that:

- for Contracted Holders with a Dutch number plate: **a maximum of 5%** of Adjustment Requests submitted by (E)ETS Provider have been rejected by Toll Charger;
- For Contracted Holders with a foreign licence plate: **a maximum of 15%** of Adjustment Requests submitted by the (E)ETS Provider have been rejected by the Toll Charger.

3.4 **Performance Discount KPI Assessment of Adjustment Requests**

If, in a Calendar Quarter, one or both assessed performances – respectively Dutch or foreign licence plates - exceeds the performance requirement, a Performance Discount of € 2,500 is imposed.

3.5 **Repeated error**

A repeated error occurs if the (E)ETS Provider fails the KPI Assessment of Adjustment Requests twice in one Calendar Year.

4. KPI Remittance of tolls

4.1 **Description KPI Remittance of tolls**

It is of great importance to the Toll Charger that tolls are remitted to the Toll Charger on time and in full. The remittance of tolls must have been transferred to the Toll Charger's bank account within the legal deadlines.

4.2 **Determination of KPI Remittance of tolls**

The (E)ETS Provider shall monitor monthly whether all amounts, with a due date in the reporting Calendar Month, are complete and transferred to the Toll Charger's bank account, including the payment reference, within the payment period referred to in Article 34 of the EETS Domain Statement from the date of dispatch specified in the Payment Request.

4.3 **Required performance KPI Remittance of tolls**

The required performance for the KPI Remittance of tolls is that 100% of all payments have been transferred to the Toll Charger's bank account, including the appropriate payment reference, in accordance with the amounts specified in the Payment Requests, and within the payment period referred to in Article 34 of the EETS Domain Statement.

4.4 **Performance KPI Remittance of tolls**

For any payment not made, or incompletely paid, within the payment period referred to in Article 34 of the EETS Domain Statement, a Performance Discount of € 2,500 will be imposed.

4.5 **Repeated error**

A repeated error occurs if the (E)ETS Provider fails the KPI Remittance of tolls twice in one Calendar Year.