

## 「快易通」服務重要提示

按運輸署最新公佈，「易通行」不停車繳費服務將於今年內分階段在政府收費隧道陸續實施，取代人手及自動收費亭。為配合「易通行」服務推出，Autotoll（快易通）的客戶可以參閱以下重要提示，免除服務轉換上的疑慮。

- **申請 Autotoll 和「易通行」服務**

由於「易通行」不停車繳費服務與 Autotoll（快易通）是兩套獨立的系統，在服務應用上並無衝突。駕駛人士可以按其需要同時申請及使用 Autotoll 和「易通行」服務。

另外，快易通已於 2 月初透過電郵及手機短訊邀請現有客戶經指定連結進行「易通行」簡易登記，以繼續使用現有快易通預繳帳戶繳交「易通行」的隧道費。

惟部分客戶帳戶因未有提供電郵地址、香港流動電話號碼資料，或提供的電郵地址、香港流動電話號碼資料不正確而未能聯絡。客人可自行登入快易通帳戶加入上述資料，我們將於稍後再次聯絡並發出「簡易登記易通行」邀請。

**注意：通過快易通參與「簡易登記易通行服務」的客戶，無須另行經易通行網頁或手機應用程式再作登記。**

- **無須急於移除 Autotoll 標籤**

Autotoll（快易通）與「易通行」不停車繳費服務是兩套獨立的系統。當一條收費隧道實施「易通行」後，同一時間只會有「易通行」系統或者 Autotoll 系統。Autotoll 的系統及服務在尚未實施「易通行」的收費隧道仍然維持不變，因此駕駛人士暫時無需急於移除原有 Autotoll 標籤。

- **參閱「易通行」安裝指引**

如您已預先經運輸署申請或即將申請「易通行」，在收妥「易通行」車輛貼後，請先參閱「易通行」車輛貼安裝指引。車輛可同時安裝「易通行」車輛貼、Autotoll（快易通）或其他收費設備，惟需保持至少 10 厘米距離，以避免互相干擾。

感謝您對快易通的支持。如有任何查詢，歡迎聯絡於辦公時間內致電快易通客戶服務熱線 2627 8888。

快易通有限公司謹啟

2023 年 3 月 3 日

## **Important Reminder of Autotoll Service**

According to the latest announcement by the Transport Department, the Free-flow Tolling Service HKeToll will be implemented at the government tolled tunnels by phases this year, replacing the manual and electronic toll booths. To facilitate the launch of HKeToll service, the customers of Autotoll could refer to below important reminder, for the avoidance of doubt on service transition.

- **Application of Autotoll and HKeToll service**

As the Autotoll and the Free-flow Tolling Service HKeToll are two standalone systems, there is no contradiction of the service application. Motorists could register and use the Autotoll and HKeToll service at the same time based on their individual needs.

In addition, the invitation of “Simplified sign-up of HKeToll service” has been sent to current customers by email and SMS in February. Customers can register with the designated link and continue to use current Autotoll ETC Services Prepaid Accounts for “HKeToll” toll payments.

Because of the missing or incorrect email address and mobile phone number, some customers cannot be reached. Customers can login to the Autotoll account and provide the above contact information, we will contact and send out the invitation of “Simplified sign-up of HKeToll service” soon.

**Note: Autotoll customers, who have already joined the “Simplified sign-up of HKeToll service” via Autotoll, can bypass the account sign-up on the HKeToll website or mobile app.**

- **No rush to remove the Autotoll Tag**

Autotoll and the free-flow tolling service HKeToll are two standalone systems. With the implementation of the HKeToll at one tolled tunnel, there will be either HKeToll or Autotoll system attached simultaneously. The service and system of Autotoll remain unchanged at the tolled tunnel that is yet to implement the HKeToll. Hence, there is no rush for the motorists to remove the current Autotoll tag.

- **Reference with the Installation Guide of HKeToll**

If you had prior registered via the Transport Department or soon to register the HKeToll, please refer to the Installation Guide of HKeToll upon receipt of the HKeToll vehicle tag. The vehicle could be installed with HKeToll vehicle tag, Autotoll tag or other payment devices simultaneously, yet it should be kept at least 10cm away from each other to avoid interference.

Thank you for your support to the Autotoll. If you have any enquiry, please contact our customer service hotline in the office hours at 2627 8888.

Autotoll Limited  
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