

Bakwena Frequently Asked Questions

1. Question:

Can I use my Gauteng Open Road Tolling e-tag when passing through Bakwena Tolls?

Answer:

Yes. You would have received a communication advising that participation is available through accepting the new Terms and Conditions. After accepting the new T's and C's you would have received communication confirming your participation. Should you not have received this communication, you may participate by contacting us through our e-toll call centre 0800 SANRAL (726 725) to accept the new T's and C's.

2. Question:

Will the Bakwena price range be similar to Gauteng Open Road Tolling?

Answer:

No. The toll tariffs on N1 N4 were agreed with SANRAL at the start of their concession contract in 2001 and have increased annually by CPI in line with all toll tariffs in the country. These increased toll tariffs are published in the Government Gazette.

3. Question:

Can you link a Bakwena tag to an e-toll tag, and if so, how?

Answer:

It is not possible to link two tags. The system is designed to have one tag which will operate on both Gauteng Open Road Tolling and Bakwena e-toll roads. In future other toll roads will be linked to the e-toll Transaction Clearing House (TCH) and process e-tag transactions.

4. Question:

When we return faulty or damaged Bakwena tags at the customer service outlets will the customers be refunded the R90 fee they paid initially?

Answer:

No. The R90 will not be refunded, however the tag may be exchanged for an e-tag which carries no cost and is free.

5. Question.

As an e-tag holder, do the discounts applied on Gauteng Open Road Tolling (GORT) apply to the Bakwena tolls?

Answer:

No. You will need to apply at Bakwena in person to qualify for any discount using the Bakwena roads. Each toll road in South Africa has specific unique discounts which apply and are managed by the toll agencies.

6. Question:

Do Bakwena road users have two discounts. 1 at Bakwena and the other with Gauteng Open Road Tolling (GORT)? In this regard what if they choose to use a credit card at Bakwena and then a Direct Debit for Gauteng Open Road Tolling?

Answer:

No. The road user will make use of one account only. The Bakwena account will be closed by Bakwena once the customer has registered with the e-toll Transaction Clearing House (TCH).

7. Question:

What is Bakwena's customer care line?

Answer:

0800 BAKWENA (2259 362)

8. Question:

Is it possible for us to transfer funds from the e-tag Account to the Bakwena Account?

Answer:

No, it is not possible to transfer funds from an e-tag Account to a Bakwena Account as the Bakwena Account will fall away once an e-toll Account is opened with the Transaction Clearing House (TCH).

You may however use the funds in your e-toll Account to pay for toll passages in the Bakwena roads.

9. Question

How will Bakwena customers be billed?

Answer:

The customer will receive one Account that will consolidate all e-toll Transactions from Bakwena. Once registered with the e-toll Transaction Clearing House (TCH) & upon commencement Bakwena customers will be billed according to the Account and means of payment chosen upon registration

For Pre-pay, Pre-pay rules will apply.

For Credit Card Settlement. Credit Card Settlement rules will apply.

The detailed breakdown of all transactions will be sent via the preferred means of contact and will be available on the website.

10. Question:

If a Bakwena tag holder travels through the Bakwena toll a lot are these tolls going to be calculated in the R450 cap or is only our Open Road Tolling counted towards the cap?

Answer:

Bakwena is responsible for their own tariffs and discounts. e-toll TCH only processes their transactions. Therefore the R450 cap, tag discount, time of day discount and frequent user discount (all of which are published in the Gazette) will only apply to Gauteng Open Road Tolling & not Bakwena. Customers would still need to apply at Bakwena in person for any discounts available at Bakwena.

11. Question:

How does Bakwena's fee structures work and do they have the same fee structures as Gauteng Open Road Tolling?

Answer:

No they do not have the same fee structures & is not linked or related to Gauteng Open Road Tolling structures in any way. Road users have to apply at Bakwena to qualify for any discount/s at Bakwena Toll Plaza's and any approved application will expire in 12 months. It is the road users responsibility to re-apply for any discount/s which have expired.

The following discounts are available to Bakwena users:

- **Social Discounts:** Bona fide residents of Hammanskraal / Themba area qualify for the Social Discount.
- **Local Discount:** Local discounts are granted to bona fide residents of Zeerust, Swartruggens and Groot Marico
- **Public Transport Discounts:** in the Urban Tshwane area public transport vehicles (busses and mini bus taxi's) qualify for discounts at Zambesi, Carousel and Pumulani Plaza's.

12. Question:

Do road users who registered an account initially with the Gauteng Open Road Tolling network automatically qualify for the Bakwena discounts?

Answer:

No, Bakwena is responsible for their own discounts and tariffs as a toll agency. Road Users have to apply for discounts at Bakwena and will have to meet Bakwena's criteria in order to qualify. Road users who have registered with the e-toll TCH will qualify for discounts on Gauteng Open Road Tolling only if they make use of a tag & would still need to apply at Bakwena for any discounts offered by Bakwena.

13. Question:

What or who is Bakwena Toll/ Agency?

Answer:

Bakwena has a concession contract for the N1 N4 and is a conventional toll plaza that accepts electronic toll collection as a means of payment. It has contracted into the e-toll Transaction Clearing House (TCH) in order to utilise its processing services for electronic toll collection.

14. Question

What are Bakwena Routes?

Answer:

N1 (North)- Tshwane to Bela-Bela. N4 (West)- Tshwane to Botswana



The N1 Route

The N1 portion of the Bakwena Corridor is a 95km dual carriage way linking Tshwane (Pretoria) and Bela-Bela (Warmbaths)

The N1 also connects Witbank at the Proefplaas Interchange with the new N4 Platinum Toll Road to Botswana at the Doornpoort Interchange.

The N4 Route

A new dual carriageway on the northern side of Pretoria, between the N1 and K67 (Akasia), dramatically reducing the travel time to Rustenburg and the surrounding area.

The new road has opened Pretoria and reduces travelling time from the N1 to Pretoria North-West by more than 30 minutes.

The N4 is easily accessible from Johannesburg by travelling on the R511 or R512 to Haartebeespoortdam and joining the N4 Toll road at Road 980 or P160-1 (indicated on the strip map)

15. Question:

What will happen to Bakwena tags?

Answer:

Customers currently making use of Bakwena will be able to migrate to the e-toll Transaction Clearing House (TCH) using the same tag they are currently using at Bakwena. This is possible because all tags have been uploaded into the e-toll Transaction Clearing House (TCH) tag management system.

Upon Toll commencement all tags issued by Bakwena will operate at both Bakwena Toll plaza's and Gauteng Open Road Tolling gantries. (All toll passages generated at both Toll Agencies will be sent to the Transaction Clearing House (TCH) for processing)

All tags issued by Bakwena may be returned to e-toll Customer Services (via Customer Service Centres or) upon closure of accounts or when damaged (please refer to the e-toll T's and C's). Tags lost or stolen will be replaced by e-toll Customer Services. All customer account related issues including tags will be referred to e-toll Customer Services if the customer has registered with the e-toll Transaction Clearing House (TCH).

16. Question

What are the Tariffs and Discounts?

Answer:

Bakwena will remain for tariffs and discounts on the N1 N4 road sections Bakwena is contracted to maintain. Road users have to apply at Bakwena to qualify for any discount/s at Bakwena Toll Plaza's & any approved application will expire in 12 months. It is the Road User's responsibility to re-apply for any discounts which have expired.

General Note

The Bakwena customer services will be phased out after Toll Commencement, all registered road users will be e-toll Transaction Clearing House (TCH) road users.