

# Highway Process in France

AEFR cannot send RSA with an AEFR provider on Highways.

AEFR is not responsible for highway delays, prices or any damages. Highway process is the same for all French SP. Club should make clean questions to the customer to identify if highway process should be applied.

Foreign SP sends the case through Sparx mentioning in the remark field "HW". This will block the automatic missioning of AEFR's provider. At the same time informs the customer of the highway process (how to get RSA). Asks the customer to call them back at the end of the intervention. Then they send an email to AEFR to proceed with the coverage of costs and further instructions. If no Sparx, just exclude Sparx procedure.

AEFR has the possibility to pay the highway RSA if the highway company accepts AEFR's coverage.

If not, the customer has to pay and claim reimbursement to his SP.

If the car needs towage, AEFR organises the towage. AEFR will inform Club if any GOP needed to cover the storage costs. After receiving the GOP AEFR will organise the towage. Documents and keys should remain available at the highway company. Customer should not stay and sleep in his car. No need the driver to be present.

AEFR has no agreement with highway companies about storage fees and they can be very expensive. Possibility to get the car out of the highway: there is always a parking at the exit of French highway, and AEFR sends his own provider for the towing. Highway companies can ask the customer to stay out of the depot.

## Operations for Troubleshooting, Towing, and Vehicle Evacuation on Highways

Operations for troubleshooting, towing, and vehicle evacuation on highways are strictly regulated. These services are provided by companies approved by the highway authorities or state organizations. Only authorized companies are permitted to operate on highways or expressways.

## Regulated Pricing

The tariffs for these services are regulated and set by the state.

## In Case of a Breakdown on the Highway

1. Turn on your hazard lights.
2. Carefully park on the hard shoulder.
3. Move as far to the right as possible to avoid encroaching on the traffic lane while leaving enough space to open the passenger-side door.
4. Take your safety vest and put it on before exiting the vehicle.
5. The vest should be stored in your glove compartment or in an easily accessible location.
6. The vest increases your visibility day and night.
7. Exit the vehicle from the passenger side and have all passengers exit from the right side as well.
8. Ensure all passengers are safe behind the safety barrier.
9. Do not remain on the hard shoulder, even inside the vehicle.

## Reporting a Breakdown on the Highway

- **Nearest Emergency Call Box:** Walk to the nearest emergency call box behind the safety barrier. Never cross the lanes to reach a box on the opposite side. Pressing the call button connects you directly to highway monitoring services, which can locate you and dispatch assistance immediately. This call is free. Return to your vehicle while waiting for help.
- **SOS Autoroute App:** Available for free on Android and iOS.
- **Call 112:** Provide your location, including the highway number, direction of travel, and any reference points on the central reservation or roadside.
- **For Deaf/Mute Individuals:** Communicate with emergency services via SMS to 114.

## Safety Precautions

Occupants should stay together, always protected behind the safety barrier.

**IMPORTANT:** On highways, forget about using a warning triangle! It is not mandatory and poses a danger due to traffic.

## Response Time

The tow truck must arrive within thirty minutes of the emergency call.

## Types of Interventions and Pricing

Different types of interventions with annually set prices are distinguished between light vehicles (<3500 kg) and heavy vehicles (≥3500 kg). If the repair takes more than 30 minutes, the vehicle must be towed to the nearest parking area for repair, the tow truck's workshop, or any other location requested by the driver.

### Four Types of Possible Interventions:

1. **On-Site Repair:** Includes the arrival of the intervention vehicle and a 30-minute repair.
2. **Towing and Repair at a Rest Area:** Includes the arrival of the intervention vehicle, time spent at the breakdown location, towing to a rest area, and a 30-minute repair at the rest area.
3. **Towing to the Tow Truck's Workshop:** Includes the arrival of the intervention vehicle, time spent at the breakdown location, and towing to the tow truck's workshop regardless of the distance.
4. **Towing to a Location Chosen by the Driver:** Includes the arrival of the intervention vehicle, time spent at the breakdown location, and towing to a location chosen by the driver within 5 km after the highway exit. Beyond this, the towing company's rates apply.

## **Requirements for Authorized Tow Companies**

To obtain approval, tow companies must:

- Have a garage near highway access points.
- Provide 24/7 phone service.
- Have sufficient equipment to evacuate the vehicle and its occupants.
- Employ qualified personnel for towing and repairs.
- Be able to ensure proper reception and guidance for motorists (waiting area, telephone, assistance with procedures, finding a taxi or hotel, etc.).

Approval can be suspended or permanently revoked in case of complaints or if the company performs too few on-site repairs.

## **Heavy Vehicle Towing Rates**

For vehicles over 3.5 tons, towing rates are not regulated. Authorized "Heavy Duty" towing companies charge higher rates than those for light vehicles.

## **Basic and Increased Rates**

The basic rate applies for services between Monday to Friday, from 8:00 AM to 6:00 PM. The increased rate (50% higher) applies from Monday to Friday, from 6:00 PM to 8:00 AM, and on Saturdays, Sundays, and public holidays.

## **Additional Charges**

Services not covered by the basic package are subject to additional charges, such as parts supply, extra labor time beyond the 30 minutes included in the package (for on-site repairs), and towing beyond 5 km after the nearest highway exit unless towing to the tow truck's workshop.

## **Tariff Display and Billing**

Tow companies must visibly and legibly display their rates (packages and supplements) in their intervention vehicles. They must also provide a detailed invoice for the services rendered.

## **Complaint Procedures**

For any overcharging by the tow company, contact the local CCRF (Consumer Protection Office) where the towing company is located.

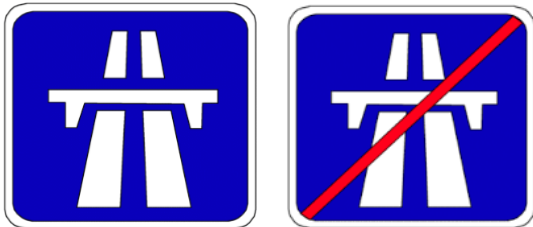
## Contact for Complaints:

- **DGCCRF Complaint Platform:** <https://signal.conso.gouv.fr/fr>
- **DGCCRF - National Highway Controls Unit**
  - **Mailing Address:** Service national des enquêtes Cellule nationale des contrôles sur autoroutes 59, boulevard Vincent Auriol Télédocus 032 75703 PARIS cedex 13
  - **Email:** [sne@dgccrf.finances.gouv.fr](mailto:sne@dgccrf.finances.gouv.fr)

Arc Europe can support in case of need.

## Recognizing a Highway or Regulated Road

Signage for highway entry and exit points is clearly marked.



## Highway Traffic Information

### *Presence of Toll Booths*

Highways often have toll booths (péages) where vehicles are required to pay a fee for using the road.



### Highway Identification Signs

Highways are marked with blue signs displaying the highway number, typically in the format "Axx" (e.g., A1, A20).



### Entrance and Exit Signs for Regulated Roads

Regulated roads have clear signs indicating entrances and exits, ensuring drivers are aware of the regulations that apply.



### Presence of Emergency Call Boxes

Emergency call boxes are strategically placed along highways. These boxes allow drivers to contact highway monitoring services in case of a breakdown or emergency. They are often marked and easily accessible, typically located behind the safety barrier.

