

JT

**INDUSTRY STANDARD OF THE
PEOPLE'S REPUBLIC OF CHINA**

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**Customer service specification of network toll collection for toll
highway**

收费公路联网收费客户服务规范

(English Translation)

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Table of Contents

What this standard covers	1
Document data	2

What this standard covers

This standard specifies the general requirements for customer service in toll road network toll collection, including requirements for customer service operations, service channels, customer service systems, and service quality evaluation. This standard applies to customer service in toll road network toll collection nationwide.

Document data

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