

Q: What is M-TAG?

A: M-TAG is an electronic sticker placed on the vehicle's front windscreen. It lets you pay motorway tolls automatically, so you don't have to stop at the plaza. It helps make your journey faster and hassle-free.

Q: Why should I get an M-Tag?

A: M-Tag is becoming mandatory, it saves you from paying 50% extra charges, helps you avoid long queues, and all our support services are for M-Tag users only.

Q: How does M-Tag make travel easier?

A: M-Tag makes your journey smooth by allowing automatic toll payment. You don't need to stop, wait in lines, or handle cash. You simply drive through, and your toll is deducted instantly, making your travel faster and hassle-free.

Q: Is M-Tag faster than paying toll manually?

A: Yes, Sir/Madam. M-Tag is much faster because you don't have to stop, pay cash, or wait in long queues. The toll is deducted automatically, so you can pass through the plaza smoothly and save time.

Q: Why is M-Tag important?

A: M-Tag is important because it makes your travel smooth, saves you from long queues, avoids 50% extra charges, and will be mandatory on all motorways.

Q: On which motorway can I not travel without an M-Tag?

A: Currently the Sialkot Motorway requires an M-Tag, and in the future, all motorways will be M-Tag mandatory.

Q: What is the minimum recharge limit?

A: The minimum recharge is 100 rupees. However, the limit may vary slightly from bank to bank.

Q: From which banks can I recharge my M-Tag?

A: You can recharge your M-Tag at any M-Tag center. You can also use JazzCash, Easypaisa, Askari, Nayapay, 1LINK, or link your bank account through the One-Network mobile app.

Q: How can I recharge my M-Tag?

A: You can recharge your M-Tag at any M-Tag center, through mobile wallets like JazzCash or Easypaisa, via participating banks such as Askari or Nayapay, or by linking your bank account in the One-Network mobile app.

Q: Can I pay toll through the One-Network app?

A: Yes, you can link your bank account or M-Tag to the One-Network mobile app and pay tolls directly through it, making your travel smooth and cash-free.

Q: How do I register for an M-Tag?

A: For M-Tag registration you need your original CNIC, original vehicle registration book/card, and your vehicle must be present at the M-Tag center.

Q: What should I do if my M-Tag is not working or damaged?

A: If your M-Tag is damaged, scratched, or your windscreen is broken, you need to visit an M-Tag recharge center to get a new M-Tag issued.

Q: What services are available at an M-Tag center?

A: At an M-Tag center you can recharge your M-Tag, change your vehicle category, replace or register your tag, inquire about tag-related information, check blocked M-Tag details, and access other related services.

Q: How can I cancel my registered M-Tag?

A: You can cancel your M-Tag by calling us from your registered mobile number or through the One-Network mobile app.

Q: Where is the M-Tag sticker placed on the vehicle?

A: The M-Tag sticker is placed on the front windscreen in the designated spot. Please ensure there is no black paper or tint on the windscreen, and once removed, the tag cannot be reused or scanned.

Q: On which motorways is M-Tag currently used?

A: M-Tag is used on all motorways across Pakistan. However, it is currently mandatory on the Sialkot Motorway, and it will become compulsory on all motorways in the near future.

Q: Is the motorway open or closed right now?

A: The motorways are open 24/7, so you can travel anytime.

Q: My vehicle is a car — which category does it fall under?

A: A car falls under the F1 category.

Q: What do F1, F2, F3, F4, F5, and F6 mean in M-Tag categories?

A: M-Tag vehicle types are divided into six categories:

F1: Cars, Jeeps, SUV, Suzuki, and single or double-cabin pickups.

F2: Wagons up to 12 seats and small loading vehicles like Shehzor.

F3: Coasters (13–25 seats), public wagons above 13 seats, mini buses, and mini trucks.

F4: All types of buses.

F5: Trucks such as 2XL and 3XL.

F6: Containers, trailers, and similar heavy vehicles.

Q: My vehicle is a jeep or SUV — which M-Tag type should I select?

A: Jeeps and SUVs also fall under F1 category

Q: Which vehicles are included in F2 category?

A: F2 includes wagons up to 12 seats and small commercial vehicles like Shehzore.

Q: What kind of vehicles are in F3 type?

A: F3 includes coasters with 13 to 25 seats, public wagons above 13 seats, mini buses, and mini trucks.

Q: Which category is for buses?

A: Buses fall under the F4 category.

Q: Trucks fall under which M-Tag category?

A: Trucks fall under the F5 category.

Q: Containers or trailers come under which vehicle type?

A: Containers and trailers fall under the F6 category.

Q: How can I replace my M-Tag?

A: You can replace your M-Tag by visiting any M-Tag center with your original documents and vehicle.

Q: How can I check if my M-Tag is valid or active?

A: You can check the validity or activation status of your M-Tag through the One Network mobile app by visiting the nearest M-Tag center.

Q: What are the different vehicle types for M-Tag?

A: Sir/Madam, the M-Tag vehicle categories are F1, F2, F3, F4, F5, and F6.