

# Access Account

## Fact sheet

### Features and benefits

- No need to travel with an e-TAG® device;
- Link a maximum of four vehicles to your account;
- If you don't travel you don't pay anything (no minimum monthly charges); and
- Access to unlimited travel on CityLink and EastLink.

### Easy access to CityLink

A CityLink Access account is the perfect way to travel on CityLink if you only need to use it now and then. There's no need to organise a pass each trip, or get an e-TAG.

CityLink has advanced video tolling system that recognises your vehicle's registration number and automatically records tolls. There's no need to slow down or stop to pay tolls.

### Driving around Melbourne toll roads

Your CityLink Access account will cover all travel made on both CityLink and EastLink. When travelling on EastLink we will pass on their tolls and fees such as their Image Processing Fee (the CityLink equivalent is our Vehicle Matching Fee) to your account. There will be no additional charge from CityLink for the convenience.

You will receive one easy to read statement from us, detailing trips made on CityLink as well as EastLink. There is no need to manage and pay multiple toll account providers.

Once you've set up your CityLink Access account, you're all ready to go and have unlimited use of CityLink and EastLink.

**Please note:** A CityLink Access account is only for use on CityLink and EastLink. It cannot be used on any interstate toll roads.

### Managing and controlling your account

Your Access account comes with features and fees that are important to know.

**Start Up Fee:** Once off start up fee, of \$5.50, to open your Access account.

**Link all vehicles before travel:** Always register your vehicles to your account prior to travel. Add and remove vehicles for FREE as often as you like on [citylink.com.au](http://citylink.com.au)

Travel on CityLink or EastLink using unregistered vehicles may incur a fine. On CityLink, unregistered vehicles may receive a Late Toll invoice which, if left unpaid, may result in an infringement notice from Victoria Police. For more information about unregistered travel on CityLink, email [lti@citylink.com.au](mailto:lti@citylink.com.au)

**Vehicle matching fee:** For each trip on CityLink you are charged a vehicle matching fee of \$0.75 plus the tolls for the sections travelled. This fee covers the costs to match the vehicle registration number back to your account.

**Please note:** For each trip on EastLink, we will pass on their tolls and fees such as EastLink's Image Processing Fee to your account. Contact EastLink for EastLink's tolls and fees.

**Paying for your travel:** Each month we will debit your nominated bank or credit card account. If you don't travel you don't pay anything (no minimum monthly charges apply).

**Stolen vehicle or number plate:** When you sell your vehicle or the registration number plates are stolen, it is important that you call us immediately. We can stop charges being applied to your account.

**Automatic account expiry:** Your Access account expires 12 months after the date of your last trip. You will receive a letter if your account is about to expire. If you want to continue or extend your account call 13 26 29, or simply travel on CityLink and/or EastLink to reactivate your account.

**For further details and a full list of fees, refer to your Access account Customer Service Agreement.**

### CityLink statement options

**Online statements:** Are issued monthly FREE of charge showing full details of all your trips. Online statements save you paper, space and time; better for you and the environment. Visit [citylink.com.au](http://citylink.com.au) and login to your account to access your statements.

**Summary statements:** Can be mailed to you monthly FREE of charge when trips, fees or charges have been applied to your account.

**Detailed statements:** Can be mailed to you on a monthly basis for a fee of \$2.75 per month. Shows you full details of all your trips.

**Please review and inspect your Statements for any errors.** You must tell us promptly of any discrepancies (including trips, fees and charges) on your Statement within ninety (90) days after receipt of the Statement. **Please note** that if we are not notified by you within this period, we will assume that this Statement is correct.



## Your rights

**Privacy code:** CityLink respects your right to privacy and is committed to security of personal information and privacy protection. For a copy of our privacy code, visit [citylink.com.au](http://citylink.com.au)

**To lodge a complaint:** Email us at [assist@citylink.com.au](mailto:assist@citylink.com.au), visit the CityLink Customer Centre or call 13 26 29.

If you are not satisfied with the outcome, email the CityLink Customer Resolutions group [resolve@citylink.com.au](mailto:resolve@citylink.com.au) or write to CityLink Customer Resolutions group, Locked Bag 28, South Melbourne, VIC 3205.

If you are still not satisfied, you can contact the Tolling Customer Ombudsman, visit [www.tollingombudsman.com.au](http://www.tollingombudsman.com.au), email [admin@tollingombudsman.com.au](mailto:admin@tollingombudsman.com.au) or call 1800 145 009.

## Contact us

**Web:** [citylink.com.au](http://citylink.com.au)

**Email:** [assist@citylink.com.au](mailto:assist@citylink.com.au)

**Phone:** 13 26 29 (open 24/7)

### CityLink Customer Centre

67 Lorimer Street, Docklands 3008 (Melway: 2E G10)

8am – 6pm Monday to Friday

9am – 5pm Saturday

Closed Sundays and Public Holidays

**TTY:** 1300 134 132

**Interpreter:** 13 14 50

