


CityLink e-TAG[®] accepted Australia wide

Australia wide roaming fact sheet

With a CityLink account, you can manage your travel expenses efficiently and easily. With interstate roaming, you can use your e-TAG device on all toll roads in New South Wales and Queensland, and on EastLink in Victoria.

Keep your e-TAG in the correct position, and your EastLink and interstate trip charges and fees will be billed directly to your CityLink Account, at no extra cost from us. When driving on interstate toll roads, use the lanes clearly marked with the electronic toll lane symbol – a large red E on a yellow sign .

Managing your account with CityLink:

- One CityLink e-TAG that covers all travel, Australia-wide.
- Your e-TAG is detected and tolls are billed directly to your CityLink account.
- The convenience of one account, itemising all local and interstate travel.
- For each trip on EastLink, and in New South Wales or Queensland, you are charged the tolls and fees applicable from the toll road.
- Only CityLink trips in Victoria are deducted from the minimum annual payment (MAP) of \$27.50 per e-TAG.

For further details and a full list of fees, refer to your Everyday or Commercial account Customer Service Agreement.

Toll charges

Vehicle classifications and toll charges differ from state to state. For example, the Westlink M7, in New South Wales, charges on a distance basis regardless of vehicle classification. The New South Wales M1, M2, M4 and M5 motorways, the Queensland Gateway and Logan motorways, and EastLink in Victoria all charge tolls based on your CityLink e-TAG classification.

Please note: Please allow time for charges to appear on your CityLink statement/invoice. Charges incurred while travelling on other toll roads are not always processed to your CityLink account immediately.

Avoid being charged twice: If you currently hold devices from more than one toll road operator, please leave only one device in your vehicle to ensure you are only charged once.

Toll roads in Australia

Please turn over for maps.

e-TAG beeps

When travelling, make sure your e-TAG is installed correctly on your windscreen. For a set of instructions on how to install your e-TAG, you can download the guide from citylink.com.au

Your e-TAG should emit the familiar beep under each toll point. Each 'beep' means the relevant tolls are charged to your account by the toll road operator.

If your e-TAG is not detected you may receive a toll notice from the interstate toll road operator. You will need to supply your CityLink account number and e-TAG serial number to the toll road operator within the period they specify to avoid an infringement. If you don't hear your e-TAG beep on consecutive trips, please contact us.

If you receive a late toll invoice from CityLink, and you believe that your vehicle was covered for travel by your CityLink e-TAG account, you should contact us immediately so that we can investigate this for you.

For each trip on EastLink, in New South Wales or Queensland, your e-TAG should emit:

One beep: To indicate that your account is in credit above the recommended level, or

Four beeps: You need to contact us immediately.

No beeps: Check that your e-TAG is positioned correctly. If it is positioned correctly and still not beeping, call us immediately.

Contact us

Web: citylink.com.au

Email: assist@citylink.com.au

Telephone: **13 26 29** (24 hours a day, 7 days a week)

Interstate Roaming

Telephone: **1300 134 754** (24 hours, 7 days a week)

Email: interstatetravel@transurban.com.au

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 service for hearing impaired: 1300 134 132

Interpreter service: 13 14 50



