

citylink.com.au

Going online is the quickest and most convenient way to:

- Change your personal details
- Pay by credit card or change your payment options
- Update your vehicle details
- View your statements and check your account balance
- Order additional e-TAGs
- Buy CityLink passes
- Check current CityLink toll prices

Telephone: 1300 360 962 (8am to 6pm, Monday to Friday)

Email: comcare@citylink.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



Rental Vehicle

customer service agreement

CityLink Melbourne Limited

Rental vehicle customer service agreement

Consolidated for all amendments as at 1 January 2006

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1. Your agreement with us

This agreement begins when you accept the agreement by:

- providing details of any of your vehicles to be linked to the Rental Account and listed on the Rental Vehicle List;
- signing and returning the Application Form;
- accepting it in writing; or
- any other means of communicating your acceptance.

Before using CityLink, your vehicles must be listed on the Rental Vehicle List.

If you do not accept this agreement, your vehicles will not be listed on the Rental Vehicle List and if any vehicle is detected on CityLink, the driver of the vehicle may commit an offence under the Act and be issued with a Late Toll invoice from us or an infringement notice from an enforcement agency.

The parties have rights and obligations under the Act and the law generally. These rights and obligations are separate and in addition to the operation of this agreement.

2. What to do before using CityLink

You must do the following things before using CityLink:

- complete the Application Form and provide all details required by us (including company name and ABN); and
- provide the Registration Numbers, make, model, year and state of all the vehicles to be linked to the Rental Account. You may only link Rental Vehicles to the Rental Account.

You must provide us with all information required by this clause at least one Business Day before any of your vehicles are used on CityLink.

Rental Vehicle Listing of your vehicles

We agree to list your vehicles on the Rental Vehicle List if you comply with this agreement. We may list your vehicles even if you haven't complied with this clause. Rental Vehicle Listing only takes effect when we actually list a vehicle on the Rental Vehicle List.

You may check whether a vehicle is listed on the Rental Vehicle List by contacting the CityLink Commercial Customer Centre.

If this agreement ends or is terminated or if we send you a notice terminating this agreement then your vehicles will no longer be listed on the Rental Vehicle List (and the vehicle will also not be registered on the CityLink Register).

You acknowledge that:

- if a vehicle is not listed on the Rental Vehicle List and that vehicle is detected on CityLink, the driver of the vehicle may commit an offence under the Act and be issued with a Late Toll invoice from us or an infringement notice from an enforcement agency; and
- we are not able to list any vehicle on the Rental Vehicle List:
 - which is not a Rental Vehicle; and
 - until at least 1 Business Day after you have provided the vehicle's details required by this agreement.

3. The tolling system

Travel on CityLink

We will operate the CityLink electronic tolling system to detect vehicles that make Trips on CityLink by identifying a Nominated Vehicle or Registration Number linked to the Rental Account.

Responsibility for Nominated Vehicles

You are responsible for all Nominated Vehicles linked to the Rental Account and for making sure that all Nominated Vehicles are used in line with this agreement.

You must procure, and are responsible for, the performance of this agreement by any employee or other person who uses a Nominated Vehicle linked to the Rental Account.

Although we may send a letter to the Billing Address to tell you about certain events which affect the Rental Vehicle Listing of a Nominated Vehicle, you are responsible for making sure that no event occurs that would give us the right to remove a Nominated Vehicle from the Rental Vehicle List (and for ensuring that the CityLink Registration of a vehicle is not suspended or cancelled).

4. When you should contact us

You should contact us as soon as possible when:

- (a) a Nominated Vehicle or Number Plate is lost or stolen;
- (b) you want to:
 - i. add or remove a vehicle from the Rental Vehicle List;
 - ii. unlink a Nominated Vehicle from the Rental Account;
 - iii. change the Registration Number of a Nominated Vehicle which is linked to the Rental Account; or
 - iv. link another vehicle to the Rental Account;
- (c) you change Billing Address or other contact details (including the details of the Authorised Customer Contact); or
- (d) you become aware of anything that may or will affect a payment under this agreement.

5. If you do not make contact when required

A vehicle may be removed from the Rental Vehicle List if you do not contact us as soon as you become aware of anything that may or will affect a payment under this agreement, and rectify the problem.

We may debit the appropriate CityLink Pass Toll to the Rental Account for each Day when a Nominated Vehicle or its Number Plate is detected on CityLink if you do not contact us:

- when a Nominated Vehicle or the Number Plate of a Nominated Vehicle linked to the Rental Account is lost or stolen; or
- when you sell or change a Nominated Vehicle linked to the Rental Account or change the Registration Number of a Nominated Vehicle.

6. Tolls and CityLink Passes

Automatic CityLink Pass sale

You agree to buy (and we will automatically sell you) a CityLink Pass for each Nominated Vehicle on each Day that we detect the Nominated Vehicle (or its Number Plate) on CityLink, except if you or a third party has bought a CityLink Pass for that Nominated Vehicle which:

- allows that Nominated Vehicle to be used on CityLink at the time of detection; and
- is not a CityLink Pass that we have sold you under this clause.

The Nominated Day for each CityLink Pass sold under this clause will be the Day that we detect the Nominated Vehicle (or its Number Plate) on CityLink.

The CityLink Pass sold under this clause:

- will be a '24 Hour Pass' if the Nominated Day is not a Saturday; or
- will be a 'Weekend Pass' if the Nominated Day is a Saturday and the Nominated Vehicle is a Car or LCV.

The CityLink Pass sold under this clause will be sold subject to the CityLink Passes Customer Service Agreement, with the following exceptions:

- you do not have to tell us your Nominated Day or the type of CityLink Pass that you wish to buy (as these details are

determined by this agreement) or your vehicle's details (as you will have already supplied us with this information);

- there is no annual limit to the number of CityLink Passes that you may buy for your Nominated Vehicles; and
- despite any provision that states that the CityLink Passes Customer Service Agreement is the full agreement between you and us relating to its subject matter (or words of similar effect), this agreement will apply. The CityLink Passes Customer Service Agreement does not replace this agreement but supplements it.

You acknowledge that, if we detect your Nominated Vehicle (or its Number Plate) on CityLink on consecutive Days, we will automatically sell you (and you agree to buy) a CityLink Pass for each of those Days, even though:

- the CityLink Pass that we have sold you for a Day may still apply to that Nominated Vehicle for part of the next Day; and
- the time periods of the CityLink Passes granted on two consecutive Days may overlap.

Other CityLink Pass purchases

You may purchase a CityLink Pass for any Nominated Vehicle independently of this clause by following the CityLink Passes Customer Service Agreement, if you provide us with the necessary details (i.e the vehicle, CityLink Pass and other details required by the CityLink Passes Customer Service Agreement):

- in a single communication for all vehicles that require a CityLink Pass for the same Nominated Day;
- by no later than 5pm on the last Business Day before any Nominated Day for all vehicles that require a CityLink Pass for that Nominated Day; and
- in the same communication for all CityLink Passes that are required for the same short term rental.

You may not purchase a CityLink Pass independently of this clause for any Nominated Vehicles if you do not comply with this clause.

We will debit the appropriate CityLink Pass Toll to the Rental Account if you request us to do so and you comply with this clause.

There is no annual limit to the number of CityLink Passes that we may sell you or a third party (and that you or a third party may buy) for any of your Nominated Vehicles, whether we sell you those CityLink Passes under this clause or they are purchased separately.

Debiting tolls from the Rental Account

We will debit the appropriate CityLink Pass Toll to the Rental Account for:

- each CityLink Pass that we sell you under this clause; and
- every other CityLink Pass where you request that we charge the CityLink Pass Toll to the Rental Account, so long as you have complied with this clause.

We will debit CityLink Pass Tolls to the Rental Account:

- regardless of who is driving the vehicle at the time; and
- whether or not you authorised or were aware of the use of a Nominated Vehicle or the Number Plate of a Nominated Vehicle linked to the Rental Account.

If a Nominated Vehicle is also linked to another CityLink Account, and that Nominated Vehicle is detected on CityLink, we may choose which CityLink Account will be debited with the tolls from that Trip, unless you and we agree on which CityLink Account should be used.

If a Nominated Vehicle is lost or stolen

We will not sell you a CityLink Pass or debit tolls to the Rental Account for any Nominated Vehicle if after you have notified both the police and us that:

- (a) your Nominated Vehicle has been stolen, we detect that Nominated Vehicle driving through a Toll Zone;
- (b) a Number Plate of your Nominated Vehicle has been stolen, we detect that Number Plate on a vehicle (if that vehicle is not your vehicle) in a Toll Zone.

We will resume selling CityLink Passes and debiting tolls (as appropriate) to the Rental Account when you notify us, or we become aware, that you have recovered the stolen Nominated Vehicle or stolen Number Plate. You must provide us with a copy of the police report if we request it.

7. Additional fees, payments and rebates

Late Payment Fee

If payment of the Due Payment is not received within 14 days after the end of a Payment Period, we may charge the Late Payment Fee to the Rental Account.

Removal and Re-listing Fees

We may charge the Removal Fee to the Rental Account if we remove any of your vehicles from the Rental Vehicle List, except where you request removal under Clause 12.

We may charge the Re-listing Fee to the Rental Account if, at your request, we re-list a vehicle on the Rental Vehicle List after that vehicle has been removed from the Rental Vehicle List.

Additional payments

We may charge any other fee, tax, charge or amount to the Rental Account if you have agreed to pay or you owe us that fee, tax, charge or amount under this agreement.

Rebates

We may credit the Rental Account with a rebate at any time. Our decision whether to grant a rebate is in our absolute discretion and any rebate that we grant does not create any obligation on us to grant further rebates. Factors that may influence the decision to grant a rebate include whether you have provided the details of vehicles to be linked to the Rental Account or requiring a CityLink Pass in a timely, accurate and efficient manner.

Toll Administration Fee

If you or the driver of one of your vehicles receives a Late Toll invoice you agree to pay any Toll Administration Fee that the Act requires you to pay.

8. Invoices

As soon as practical after the end of each Payment Period, we will send you an invoice.

You may choose to receive the invoices in paper [and/or] electronic form.

The invoice will show the Due Payment and Payment Date for that Payment Period.

You must pay each Due Payment on the Payment Date.

If you have a Standing Authorisation Account, the Due Payment must be paid by Automatic Payment.

If you have any other type of Rental Account (ie not a Standing Authorisation Account), you must pay us the Due Payment by the Payment Date.

9. When is a payment made?

Payments are treated as made when we receive them.

If you are an Automatic Payment customer, we will receive the Automatic Payment when it is credited successfully to our Bank account.

If you are not an Automatic Payment customer, or if the Automatic Payment has failed or you have made other payment arrangements with us, we will receive your payments:

- if by cash or manual credit card, BPAY or eftpos, when the person making the payment:
 - in person, is given a receipt for that payment; or
 - by telephone, is given a receipt number for that payment; or
- if by cheque, when the proceeds of the cheque have been cleared.

If a payment is not made successfully, we will debit the Dishonour Fee to the Rental Account (eg if a cheque or direct debit is dishonoured) unless the unsuccessful payment is our, or our Bank's, fault.

We may at our discretion accept late or part payments or any payment described as being in full or in part settlement of a dispute. If we do so, we will not lose any of its rights under this agreement. We may allocate any such payment against any money you owe us as we deem necessary.

10. Complaints and disputes

If you have a dispute or wish to make a complaint about the Rental Vehicle Listing of a Nominated Vehicle or a payment or an amount debited, credited or not credited to your Rental Account, the Authorised Customer Contact should contact us. A customer service officer will provide a response with reasons as soon as possible.

If you believe that your dispute or complaint has not been properly addressed, you have the right to have the issue reviewed by our customer resolutions group who will provide a response with reasons.

If you are still not satisfied with the response, you may take your complaint to the CityLink Ombudsman.

Unless you tell us that you disagree with the Due Payment within 60 days of the receipt of an invoice, the Due Payment recorded on the invoice will be considered to be correct. Where you dispute the Due Payment, this does not affect your obligation to pay the Due Payment.

Where you dispute the Due Payment, we may (at our discretion):

- credit the Rental Account for all or part of the disputed amount; or
- make other arrangements reasonably necessary to allow for the continued operation of the Rental Account, until the dispute is resolved.

11. Changing this agreement

We may change this agreement (including the amount of any fee or charge) by:

- (a) publishing the changes on CityLink Melbourne's website, the date from which they will apply, and how you may obtain a copy of them; or
 - (b) sending a copy of the changes to Billing Address no later than the next invoice after the effective date of the changes, except when the changes either reduce fees or charges or are as a result of changes in taxes, in which case this is not required.
- We may assign this agreement to another entity responsible for levying tolls on CityLink in the same way.

Changes to this agreement or assignment of this agreement will apply from the date stated on our website or in the copy of the changes.

This clause does not apply to tolls (including CityLink Pass Tolls), which are determined in line with the Act.

12. Rental Vehicle Listing removal

The method by which a vehicle is removed from the Rental Vehicle List is by us recording the vehicle as removed from the Rental Vehicle List. The removal takes effect immediately when this occurs.

We will remove a Nominated Vehicle from the Rental Vehicle List if you request us to do so.

We may remove a Nominated Vehicle from the Rental Vehicle List if:

- (a) the Nominated Vehicle or the Number Plate of the Nominated Vehicle is reported as lost or stolen to both the police and us;
- (b) we consider that you have not told us of a change of the Nominated Vehicle's details (including its Registration Number);
- (c) we are required to do so by law;
- (d) we consider that the Nominated Vehicle is not being used for Rental Vehicle Purposes or is not a Rental Vehicle; or
- (e) for any other reason we reasonably consider that it is necessary to remove the Nominated Vehicle from the Rental Vehicle List.

We may notify you of a vehicle's removal from the Rental Vehicle List by giving notice in any way allowed under this agreement.

If you want to arrange for the use of a vehicle on CityLink after we have removed that vehicle from the Rental Vehicle List, you must first contact us and arrange for us to re-list the vehicle on the Rental Vehicle List.

If you do not arrange for us to re-list the vehicle on the Rental Vehicle List, or make alternative arrangements to pay tolls through another service provider and your vehicle is detected on CityLink after it is removed from the Rental Vehicle List, the driver of that vehicle may commit an offence under the Act and be issued with a Late Toll invoice from us or an infringement notice from an enforcement agency.

If we remove a vehicle from the Rental Vehicle List, we will re-list the vehicle if you:

- (a) fix the problem which caused the removal, to our satisfaction; and
- (b) ask us to re-list the vehicle.

13. Terminating this agreement

Your request

This agreement will end if you request that it end.

When we may terminate this agreement

We may terminate this agreement by sending a notice to you if:

- (a) we remove all the Nominated Vehicles from the Rental Vehicle List;
- (b) payment (including Automatic Payment) of a Due Payment is not made by the Payment Date;
- (c) a Nominated Vehicle is removed from the Rental Vehicle List (other than at your request) for more than one month or on repeated occasions;
- (d) you become bankrupt or appear likely to become bankrupt;
- (e) you become insolvent or have a receiver, manager, administrator or liquidator appointed, or appear likely to do so;
- (f) you are a company and:
 - you pass a resolution for winding up;
 - an application is made for winding up and:
 - it is not dismissed or withdrawn within 30 Business Days; or
 - an order is made for your winding up; or
 - you enter into an arrangement, composition or compromise with any creditors;
- (g) we consider that a material adverse change has occurred in your credit rating;
- (h) you do not comply with this agreement;
- (i) we are required to do so by law;
- (j) we consider that a Nominated Vehicle is not being used for Rental Vehicle Purposes or is not a Rental Vehicle; or
- (k) for any other reason, we reasonably consider it necessary to terminate this agreement.

Termination notice

We may notify you of this agreement's termination by giving notice in any way allowed under this agreement.

What happens when this agreement is terminated or ends

If we send a notice to you terminating this agreement or you request that this agreement end, then:

- we will immediately remove all of the Nominated Vehicles from the Rental Vehicle List; and

- within 10 Business Days of requesting that the agreement end or of receiving our termination notice, you must pay any debit Rental Account Balance and any other amount you owe us.

We will refund any Remaining Account Balance within 10 Business Days of you completing your obligations under this clause.

14. When this agreement ends

This agreement will end 20 Business Days after you request that it ends or we send a notice to you terminating this agreement.

The ending or termination of this agreement for any reason does not affect any rights that either you or we have against each other which arose at or before the end or termination of this agreement.

15. Liability

To the maximum extent permitted by law, we are not liable (whether in contract, tort, under statute or otherwise) for any loss (including consequential loss or loss of profit), damage or expense that you, your employees, agents, contractors or your customers or any other person incur arising directly or indirectly from the use of CityLink, or anything else in connection with this agreement.

As between us and you, you will be solely responsible for any loss of profit, damage or expense incurred, sustained or suffered by any person using CityLink in a Nominated Vehicle.

This agreement does not affect any rights, liabilities and responsibilities arising at law, unless otherwise provided under this agreement.

16. General

This agreement is the entire agreement

Subject to clause 6, this agreement is the full agreement between us about the Rental Vehicle Listing of your Nominated Vehicles, the Rental Account and all other matters covered by this agreement. The only enforceable obligations and liabilities of you and us about the subject matter are those arising out of the provisions of this agreement, the CityLink Passes Customer Service Agreement or at law.

This agreement replaces all previous representations, communications and agreements on the subject matter.

To the maximum extent permitted by law, the provisions of the Trade Practices Act 1974 (Cth) and the Fair Trading Act 1985 (Vic.) are excluded. CityLink Melbourne's liability for a breach of any term or warranty under the Trade Practices Act and the Fair Trading Act which by law cannot be excluded from this agreement is limited to the maximum extent that the law allows.

Privacy Code

We will give you a copy of the Privacy Code when you ask for a copy. The Privacy Code is available on our website.

Notices

Notices (which include any written communication or statement) to you may be:

- given personally to the Authorised Customer Contact;
- left at your Billing Address;

- sent to your Billing Address;
- sent by fax to the fax number last notified to us;
- sent by e-mail to the e-mail address last notified to us;
- sent by SMS message to the mobile phone number last notified to us; or
- given in any other way the law allows.

A notice given to you is taken to be also given to the Authorised Customer Contact and drivers and owners of the Nominated Vehicles.

Notices to CityLink Melbourne may be sent or delivered:

- to our address;
- by fax to our fax number; or;
- by e-mail to our e-mail address.

Our contact details are on the back page of this agreement.

Notices take effect from the time they are received unless a later time is specified.

If Notices are sent by a fax machine which prints a transmission report showing that the fax was fully sent, they are taken to be received at the time shown in a transmission report which shows that the whole fax was sent. If notices are sent by post, they are taken to be received on the expiration of 3 Business Days after the date of posting. If notices are delivered personally or left at your address, they are taken to be received on the day of delivery if delivered before 4 pm on a Business Day and otherwise on the next Business Day. If notices are sent by e-mail or SMS, they are taken to be received on the next day after the date of sending. Where we agree to send you a notice under this agreement, we will not be in breach of this agreement if that notice is not delivered to you or is not delivered to you in a readable form for reasons that we cannot control.

If any part of this agreement is illegal or unenforceable it will not apply

Any provision of this agreement must be read down to the extent necessary to prevent that provision or this agreement from being invalid, voidable or not enforceable in the circumstances. If the provision is still invalid, voidable or not enforceable, the relevant word, words or the provision will be deleted and the rest of this agreement will continue to be fully enforceable.

Interest

You will not earn interest on any credit Rental Account Balance or amount you pay us under this agreement.

Waiving breaches of this agreement

Unless otherwise expressly provided by this agreement, a party does not waive a right, power or discretion just because it:

- fails to exercise it;
- only exercises part of it; or
- delays in exercising it.

A waiver of one breach of a provision of this agreement does not operate as a waiver of another breach of the same provision or any other provision.

A right of CityLink Melbourne created under this agreement may only be waived by us in writing signed by us.

Representations and warranties

You represent and warrant to us that you have the power, authority and capacity to enter into this agreement.

Consent to use and disclose information

You consent to us using or disclosing any information that you provide to us if the information is used or disclosed for the purposes of this agreement (including the exercise of any rights or the performance of any obligations under this agreement).

You consent to any information you provide to us being disclosed by us to credit reporting agencies.

Recovery of costs

You must pay us an amount equal to any costs (including legal costs) incurred by us in recovering a debt from you.

17. Interpretation

In this agreement unless the contrary intention appears:

- (a) a reference to this agreement includes any variation to it;
- (b) the singular includes the plural and the plural includes the singular;
- (c) person includes a firm, a body corporate, an unincorporated association or an authority;
- (d) an obligation imposed on 2 or more parties binds them jointly and severally;
- (e) a reference to a time or date is a reference to that time or date in Melbourne;
- (f) a provision of this agreement must not be interpreted against us just because we prepared the agreement;
- (g) a reference to any legislation or subordinate legislation includes any future modifications or changes;
- (h) headings in this agreement have been inserted for convenience and do not affect the interpretation of this agreement; and
- (i) this agreement and the transactions contemplated by this agreement are governed by Victorian Law.

18. Definitions

Act	The Melbourne City Link Act 1995 (Vic).
Application Form	The application form or letter as provided by us for the Rental Account.
Authorised Customer Contact	Your authorised representative as notified to us by you.
Automatic Payment	A standing authorisation given by you to us over a credit card account or other account held by you at a Bank for the Due Payment.
Bank	Any bank or financial institution, including a credit card provider, authorised to carry on banking or financial business within Australia.
Billing Address	The last mailing address advised to us by you.
Business Day	Any day which is not a Saturday, Sunday or public holiday in Melbourne.
Car	A "Car" as defined in the Toll Calculation Schedule of the Concession Deed which is the first schedule of the Act.
CityLink	The Link road and Extension road as defined in the Act, and any part of those roads.
CityLink Account	Any account with CityLink Melbourne, including the Rental Account.
CityLink Melbourne, we, our or us	CityLink Melbourne Limited (formerly Transurban City Link Limited) ABN 65 070 810 678 and its successors, contractors, assignees, employees, agents, and nominees.
CityLink Pass	"CityLink Pass" has the meaning given in the CityLink Passes Customer Service Agreement.
CityLink Passes Customer Service Agreement	The CityLink Melbourne CityLink Passes customer service agreement or terms and conditions, as amended from time to time.
CityLink Pass Toll	"CityLink Pass Toll" has the meaning given in the CityLink Passes Customer Service Agreement.
CityLink Register	The register of vehicles established and maintained by us under section 73A of the Act.
CityLink Registration	The registration by us of your vehicles on the CityLink Register.
Concession Deed	The agreement between CityLink Melbourne, the State and others attached to the Act.
Customer, you or your	The company, entity, person or person acting on behalf of the company or entity who has opened the Rental Account with us and who carries on the business in Victoria of offering Rental Vehicles to third parties.
Day	A 24 hour consecutive period commencing at 12 midnight.
Due Payment	In respect of any Payment Period, the amount stated in the invoice for that Payment Period as the total of the Rental Account Balance and any other amount that you owe us at the end of that Payment Period.

Hire Car	Has the same meaning as in section 86 of the <i>Transport Act 1983</i> .
Late Toll invoice	A request for payment (or further request for payment) issued by us, which may include tolls payable by you and a Toll Administration Fee.
LCV	A "Light Commercial Vehicle" as defined in the Toll Calculation Schedule of the Concession Deed.
Nominated Day	"Nominated Day" has the meaning given in the CityLink Passes Customer Service Agreement.
Nominated Vehicle	A vehicle which is listed on the Rental Vehicle List (as identified by the vehicle's Registration Number, make, model and colour) and is linked to the Rental Account and also includes a vehicle which you ask us to link to the Rental Account.
Number Plate	The physical plate which contains the vehicle's Registration Number.
Payment Date	The date fourteen days after the end of a Payment Period.
Payment Period	The period agreed between us and you for the billing of the Rental Account (eg weekly, fortnightly, monthly). We will not agree to a Payment Period that is greater than monthly. The first Payment Period begins on the Start Date.
Privacy Code	CityLink Melbourne's privacy code.
Registration Number	The combination of numbers, letters, or numbers and letters on the Number Plate of your Nominated Vehicle, as assigned to that vehicle by the relevant registration authority (eg. VicRoads).
Remaining Account Balance	The total of any credit Rental Account Balance you have left after all outstanding fees, taxes, tolls, charges and any other amounts you owe us are deducted.
Rental Account	Your rental vehicle account with CityLink Melbourne.
Rental Account Balance	The total of all tolls, taxes, fees and charges (less any rebates) which we have debited (or credited) to the Rental Account since the end of the last Payment Period (or for the first Payment Period since the earliest State Date) and any other amounts which you owe us which have not been paid by you.
Rental Vehicle	One of your vehicles which is solely used and available for Rental Vehicle Purposes. (We may ask you to provide proof that a vehicle is solely available and used for Rental Vehicle Purposes). Hire Cars and Special Purpose Vehicles registered with the Victorian Taxi Directorate are not Rental Vehicles.
Rental Vehicle List	The list of rental vehicles linked to rental vehicle accounts that is established and maintained by us (vehicles are classified as cars, light commercial vehicles, heavy commercial vehicles and motorcycles).
Rental Vehicle Listing	The listing by us of your vehicles on the Rental Vehicle List.

Rental Vehicle Purposes	The short term rental of a vehicle by any third party pursuant to a rental agreement with you, whereby that third party is the driver of the vehicle for the duration of the rental agreement. Rental Vehicle Purposes does not include hiring a Hire Car.
Special Purpose Vehicle	Has the same meaning as in section 86 of the <i>Transport Act 1983</i> .
Standing Authorisation Account	A Rental Account which allows you to pay the Rental Account Balance by Automatic Payment.
Start Date	The later of: <ul style="list-style-type: none"> the date that the Rental Account is opened; and 3 January 2000. <p>Note: we cannot open the Rental Account until you provide all the information that we need to do so.</p>
Toll Administration Fee	A toll administration fee fixed under section 71(1A) of the Act. This fee may be payable if you receive a Late Toll invoice.
Toll Zone	A part of CityLink specified to be a toll zone under the Act.
Trip	The driving of a vehicle in one direction in one or more Toll Zones uninterrupted by exit and subsequent re-entry of CityLink other than travel directly between the Southern Link and the Western Link.

Amounts, Fees and Charges (inclusive of GST where applicable)

	Description	Amount, Fee or Charge
Administration Fee	This is the amount that will be debited to your account to cover our administration costs.	\$0.75
Account Keeping Fee	This is the amount you must pay us annually to open and maintain your account.	\$71.50
Dishonour Fee	This is the amount that is debited to your Rental Account if your payment is not successfully made, unless the unsuccessful payment is our or our Bank's fault.	The charge imposed on us by our Bank as a result of your unsuccessful payment.
Late Payment Fee	This is the amount you must pay if payment of an amount you owe us is more than 5 days late.	\$5.50 plus 1.5% of the amount which was not paid on time.
Re-listing Fee	This is the amount you must pay if we have removed your vehicle(s) from the Rental Vehicle List and, at your request, we re-list the vehicle on the Rental Vehicle List.	\$5.50 per vehicle
Removal Fee	This is the amount you must pay if we remove one of your vehicles from the Rental Vehicle List, except when you request to remove that vehicle.	\$5.50 per vehicle