

Commercial Account

Fact sheet

Features and benefits

- Simplicity of one account, one e-TAG Australia-wide.
- One e-TAG per vehicle (minimum of four e-TAGs).
- Add and remove vehicles for FREE as often as you like.
- Move e-TAGs between vehicles as required.
- Vehicle details can include fleet identifier for account reconciliation.
- Toll price is capped for a single continuous one-way travel.
- Monthly invoice allows you to pay after travel – 14 day payment terms.
- Monthly invoice includes detailed travel summary.
- Electronic invoicing is available FREE of charge.
- Transurban Invoice Management (TIM™) tool – available FREE of charge to all e-Invoice accounts.
- Payments can be made by direct debit, Electronic Funds Transfer, cheque or credit card.
- Dedicated Commercial Call Centre on 1300 360 962.

Getting started with your e-TAG® devices

Labelling and grouping your e-TAGs

Your e-TAGs are individually labelled and grouped together according to vehicle class and windscreen angle. Your e-TAGs can be allocated by logging into your account at citylink.com.au and selecting the 'Add new vehicle' function. Alternatively, download the Commercial Account Maintenance Form on our website by following the 'Brochures/Forms' link located under 'Quick Links', or email comcare@citylink.com.au for a copy.

To allocate your e-TAGs using the TAG Allocation Form:

- Assign each e-TAG to a vehicle of the appropriate class and windscreen angle. The second last digit of the 2 digit e-TAG serial number determines the correct e-TAG classification: **2=Car 3=Light Commercial Vehicle (LCV) 4=Heavy Commercial Vehicle (HCV).**
- Beside the e-TAG serial number, complete the relevant details of the vehicle it has been assigned to including registration number, state, vehicle make, model and fleet ID (optional).
 - Vehicle details can also include fleet identifier for account reconciliation – useful for cost centres and drivers.
- Once complete, please email or fax to Commercial Customer Care on (03) 8656 8525.

If you have too many e-TAGs, please return the sealed packs to: CityLink, Locked Bag 28, South Melbourne, Victoria 3205.

Dormant e-TAGs allocated to your account may attract the minimum annual payment of \$27.50 per e-TAG.

Vehicle classifications

Car: includes cars towing a trailer or caravan.

Light commercial vehicle: any cab chassis 1.5 – 4.5 tonne GVM, two axles.

Heavy commercial vehicle: includes rigid trucks with three or more axles or over 4.5 tonnes GVM; buses with 13 or more seats including driver; articulated trucks.

While you may obtain multiple e-TAGs and swap these between vehicles, you must ensure that each e-TAG belongs to the same class of vehicle it is linked to and that each registration number is registered with CityLink. You should notify CityLink of any changes immediately.

If your vehicle is over 4.6 metres in height, you must call the CityLink traffic control room on (03) 9674 2001 prior to travel. You will receive specific travel instructions for your vehicle, a written consent to travel, or if necessary, alternative options.

Adding vehicles to your account

Visit citylink.com.au where you can add or change up to 20 vehicles at a time. If you have spare e-TAGs you can allocate new vehicles to each one.

Alternatively, you can use the Commercial Account Maintenance form to maintain your account. To download a copy of the form, visit citylink.com.au and follow the 'Brochures/Forms' link located under 'Quick Links', or simply email comcare@citylink.com.au for a copy.

Ordering more e-TAGs

- Email comcare@citylink.com.au
- Visit citylink.com.au and login to your account
- Call Commercial Customer Care on 1300 360 962
- Visit CityLink Customer Centre

What do e-TAG 'beeps' mean?

Each time a driver passes through a toll point, their e-TAG will 'beep'.

One beep: means the e-TAG has been detected, and the toll debited from your organisation's account.

Four beeps: mean your vehicle's registration has been suspended or cancelled, and you may receive a Late Toll invoice. Please call 1300 360 962.

If an e-TAG does not beep at all, it may be malfunctioning. Please call 1300 360 962.

© Transurban is a registered a trade mark of Transurban Limited, ABN 96 098 143 410.

© CityLink is a registered trade mark of Transurban Limited, ABN 96 098 143 410.

© e-TAG is a registered trade mark of CityLink Melbourne Limited, ABN 65 070 810 678.

™TIM is a trade mark of Transurban Limited, ABN 96 098 143 410.

How to install and remove your e-TAG

Instructions are on page 4.

Important information about your e-TAG

Damaged/Faulty/Lost e-TAG: Contact us immediately to organise a new e-TAG; otherwise travel on eligible toll roads may attract fees. Lost tags may attract a non-return fee of \$55 per e-TAG.

Stolen e-TAG: May be replaced at no cost providing you notify the Police and provide CityLink the Police Incident Number; otherwise stolen e-TAGs may attract fees.

Returning your e-TAG: Your e-TAG is battery powered and will run down eventually. When that time comes, return your e-TAG so we can dispose of it in a responsible manner. e-TAGs that are not returned may incur a non-return fee of \$55 per e-TAG.

Managing and controlling your account

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

Annual account fee: \$71.50 per year to open and maintain your account.

Minimum Annual Payment (MAP) fee: During the first three years of an e-TAG being linked to your account a fee will apply if less than \$27.50 worth of CityLink tolls is incurred in respect of that e-TAG during a year.

To manage this payment effectively, you should transfer e-TAGs that are used less frequently to other high travelling vehicles.

Refer to 'Adding vehicles to your account' on page 1.

Link all vehicles before travel: Always register your vehicles to your account prior to travel, so that even if there is no e-TAG you will not receive a toll violation notice. Travel on eligible toll roads using unregistered vehicles may incur a toll violation notice. 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 comcare@citylink.com.au

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

Primary, secondary and invoice contacts

You can nominate primary, secondary and invoice contacts. Your primary contact (one per account) has full access to account maintenance functions and is the only person who may add or remove other contacts, or close the account. If your primary contact leaves your organisation, written authorisation is required on a company letterhead or email advising us of the primary contact change.

The invoice contact receives all invoices and can change the invoicing address. If you don't nominate an invoice contact, your primary contact will carry out these functions.

Secondary contacts can handle day-to-day account management, but cannot add or replace contacts, change the invoicing address or close the account. Secondary contacts can be changed by emailing comcare@citylink.com.au or calling 1300 360 962.

CityLink invoices

Commercial accounts receive a detailed monthly invoice that must be paid in full within 14 days of the issue date. This invoice is sent to you electronically to your inbox. This invoice is sent to you electronically to your inbox when you sign up to electronic invoicing.

Your monthly invoice gives you extensive information:

- Amounts charged to your account are broken down by fleet identifier, registration number, e-TAG number and the number of trips each vehicle made.
- Any fees incurred such as MAP or No Tag In Vehicle Fees.
- An account summary, which includes payments received and the total charged for trips.

Suspension and cancellation

If payments are not made under the customer service agreement of your CityLink account, your nominated vehicles may be suspended from the CityLink register. Once all outstanding charges on your account are paid, re-registration may cost \$5.50 per vehicle.

If registration is suspended and vehicles continue using CityLink, you may receive a Late Toll invoice or an infringement notice from Victoria Police.

Charging CityLink passes to account

Passes can be charged to your Commercial account to cover vehicles that are not registered to travel on CityLink. Passes can be purchased after travel, up to three days from first trip. You can purchase up to 12 passes per vehicle per year. You should remove e-TAGs from vehicles covered by a pass, so that tolls are not also charged to the account.

Travelling on toll roads

You can use your e-TAG on all tollways in New South Wales, Queensland and Victoria.

When travelling with a CityLink e-TAG on New South Wales and Queensland tollways, simply drive through the specially marked electronic tolling lanes, identified with the **E** symbol.

When you pass under a toll point on any toll road, your e-TAG should emit a 'beep'. Each 'beep' means the relevant tolls are charged to your account by the eligible toll road operator. You must carry only one tag device maintained correctly in your vehicle when travelling on an eligible toll road.

When a vehicle registered to your account is detected travelling on a toll road without an e-TAG, your account will be charged the tolls plus any relevant vehicle matching fee from the eligible toll road operator. The additional fee covers the costs to match the registration number to your account.

Interstate travel will appear itemised on your CityLink monthly invoice. Some charges incurred on toll roads other than CityLink may not get processed to your CityLink account immediately. CityLink and the eligible toll road operator exchange and validate your trips before CityLink applies them to your account. For accuracy, these checks are not immediately shown on your account.

For motor trader customers

With a Commercial account:

- You can register as many vehicles as you like to your account.
- You may receive four or more e-TAGs which can be used across your registered fleet of vehicles.
- You can swap e-TAGs around your fleet of vehicles provided that the e-TAG is used in the same vehicle class.
- You don't need to tell us which e-TAG is linked to which vehicle.
- You are required to advise CityLink of your LMCT number.

When you dispose of a vehicle, it is important that you remove the vehicle details from your account or you may be liable for future CityLink charges.

To avoid the possibility of toll violation notice, we advise that you ensure your entire vehicle fleet is registered to your CityLink account. To assist you with this process, a tailored Account Maintenance form is available (in Excel format) and can be emailed to you on request.

For rental vehicle customer

There are four options to choose from for rental car companies or for organisations who rent vehicles that will be used on CityLink.

Option 1: Rental Link-Up Pass

- Drivers can utilise a Rental Link-Up Pass for each day that they rent a vehicle from the rental company.
- Drivers pay an additional charge and can have unlimited use on CityLink.
- A Rental Link-Up Pass only covers trips made on CityLink.

Option 2: CityLink Pass

Drivers can buy a 24 Hour Pass, a Weekend Pass or a Tulla Pass for travel on CityLink only.

Drivers can buy a CityLink Pass from:

- citylink.com.au;
- Touch machines at Melbourne Airport;
- Any Australia Post Office in Victoria;
- Selected newsagents;
- CityLink Customer Service on 13 26 29; and
- CityLink Customer Centre.

Option 3: Driver to use their personal CityLink account

Driver needs to:

- Call CityLink on 13 26 29 prior to travelling. We will link the registration number of the rental vehicle to the driver's CityLink account.
- If an e-TAG is used, the e-TAG must match the vehicle class of the rental vehicle.
- Advise CityLink to remove the vehicle from their account at the end of the rental period. Otherwise, any future charges incurred by the rental vehicle may be charged to their account.

A CityLink Account will cover the driver on all toll roads Australia-wide.

Option 4: Melbourne Pass

Drivers can buy a Melbourne Pass and travel on all Victorian toll roads (CityLink and EastLink).

Drivers can buy a Melbourne Pass from:

- citylink.com.au or
- CityLink Customer Service, on 13 26 29.

CityLink safety and tunnels

Safety is our number one priority. We have advanced safety systems incorporated into the CityLink road system.

CityLink safety precautions mean that vehicles carrying placarded loads of dangerous goods or hazardous substances are prohibited in tunnels. Exits are available just before the Domain and Burnley tunnels.

In CityLink tunnels we use electronic message boards to communicate in the event of an emergency.

It's important to know that a message may tell you to 'turn on your radio'.

Please observe the variable speed limits for safety.

Please watch the message boards as they will also provide you with instructions on what to do during the emergency.

The most important thing to do is follow these instructions.

For more information about road tunnel safety, contact us for our tunnel safety guide. Alternatively, you may visit our website and download a copy of the guide. This can be done by following the 'Brochures/Forms' link located under 'Quick Links'.

It's important to install your e-TAG

If your e-TAG isn't installed according to the directions provided in this guide it may not work and you risk receiving a toll violation notice, which may include an extra administration fee.

Don't forget, you can order extra e-TAG holders and swap your e-TAG between vehicles of the same class as long as you've advised us of the vehicle details.

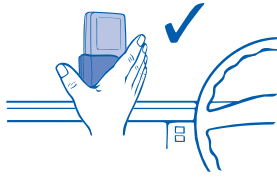
You must only carry the one e-TAG in your vehicle when you travel on any toll road.

Instructions on how to install your e-TAG are on page 4.

Installing your e-TAG on your windscreen

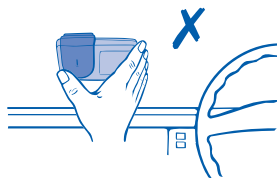
Please ensure that you install your e-TAG correctly.

1. Insert your e-TAG into the holder. Trial fit the e-TAG and the holder vertically on your windscreen **without removing the adhesive backing**.

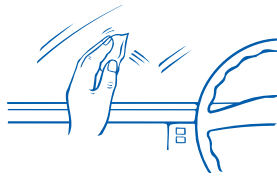


Place the e-TAG in the centre of your windscreen a few centimetres above the dashboard.

Make sure your e-TAG is straight and doesn't block your vision. You also need to make sure that there is at least 7cm clearance between the e-TAG and any objects.



2. When you are happy that you have identified an appropriate position on your windscreen, use a standard household window cleaner to clean the windscreen where the holder will be placed.



Please ensure the surface is dry before attaching the holder.

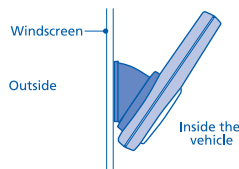
3. Peel the adhesive backing from the holder.



4. Making sure that the holder is straight and that the adhesive surface of the e-TAG faces outwards, carefully position the e-TAG and the holder, and hold firmly for one minute.

Do not attempt to remove the e-TAG from the holder for at least 24 hours.

5. When correctly installed, the adhesive surface of the holder will face outwards.



Please note: If your vehicle has a metallic windscreen, you will need to place the e-TAG holder in a certain position on the windscreen to enable proper detection or you may be charged a vehicle matching fee per trip. Your vehicle manufacturer or distributor should be able to advise where to place the e-TAG holder.

Suggested placement of the e-TAG on the inside of the windscreen. (As viewed from outside the vehicle).

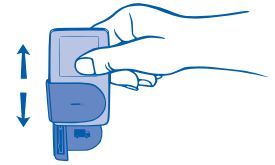
You must carry only one e-TAG in your vehicle for your travel.



Moving your e-TAG in and out of the holder

You can use your e-TAG device in a different vehicle, provided the vehicle is in the same vehicle classification (car, LCV or HCV), is linked to your CityLink account and is registered to drive on CityLink. Additional e-TAG device holders are available from CityLink.

1. Hold the e-TAG firmly with one hand.
2. Slide the e-TAG up to remove from the holder.
3. To replace your e-TAG in the holder firmly slide it down until you hear a 'click'.



IMPORTANT: DO NOT use sharp or metallic objects to remove the e-TAG holder.

If you have difficulties following these instructions, please call 13 26 29 or visit the CityLink Customer Centre.

Disclaimer: CityLink and its agents and contractors will not be liable for any damage caused to you, to other persons or to property if you fail to follow the removal instructions in this guide.

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.

To lodge a complaint: Please contact Commercial Customer Care on 1300 360 962 or email comcare@citylink.com.au

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

If we still haven't resolved your concern, you can contact the Tolling Customer Ombudsman, visit www.tollingombudsman.com.au, email admin@tollingombudsman.com.au or call 1800 145 009.

Contact us

Web: citylink.com.au

Email: comcare@citylink.com.au
rental@citylink.com.au

Phone: 1300 360 962 (8am – 6pm Monday to Friday)

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

