

Everyday Account

Fact sheet

Features and benefits

- Link a maximum of four vehicles to your account;
- Add and remove vehicles for FREE as often as you like on citylink.com.au;
- Prior to any travel, link vehicles to your account and use the one e-TAG for travel in any linked vehicle to avoid vehicle matching fees; and
- One easy statement for all your toll road use in Victoria, NSW and Queensland.

Getting to know your e-TAG® device

What do e-TAG 'beeps' mean?

Each time you pass under a CityLink toll point, your e-TAG should beep.

One beep: Your account is in credit above the recommended level.

One beep followed by two short beeps: Your account balance is low and a top up payment is required.

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.

On other toll roads, 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.

Important information about your e-TAG

Vehicle class: Your e-TAG matches the class of your vehicle; i.e. car, light commercial vehicle or heavy commercial vehicle. While you can share your e-TAG amongst four vehicles, each must be of the same class and registered to your account before travel.

Damaged/Faulty/Lost e-TAG: Contact us immediately to organise a new e-TAG; otherwise travel on eligible toll roads may attract fees.

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.

How to install and remove your e-TAG

Instructions are on the back.

Managing and controlling your account

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

Minimum Annual Payment 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.

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 fine. Travel on eligible toll roads 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

Automatic top-up facility: One of the easiest methods to keep your account balance in credit is to select our automatic top-up facility. If your account falls into arrears, it may be suspended or cancelled, and if you continue using CityLink you may receive a Late Toll invoice which, if left unpaid, may result in an infringement notice from Victoria Police. To set up an automatic payment facility visit citylink.com.au or call 13 26 29.

Monthly account fee: If your account is set up as Pay-As-You-Go, a monthly fee of \$2.75 per e-TAG linked to your account is applicable.

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

Travelling on toll roads

Your Everyday account gives you access to all toll roads in Victoria, NSW and Queensland. 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 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.

Your Everyday account gives you one easy statement for all your toll road use. 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 more information, email interstatetravel@transurban.com.au

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 and login to your account to access your statements.

Summary statements: Can be mailed to you FREE of charge when trips, fees or charges have been applied to your account. Shows you all your trips grouped by e-TAG number, date of travel, number of trips and the cost.

Detailed statements: Can be mailed to you for a monthly or quarterly fee of \$2.75 to receive a monthly or quarterly statement respectively. Shows you full details of all your trips.

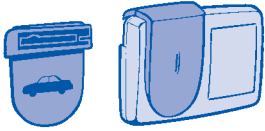
Please review and inspect your Statements for any errors. You must tell us promptly of any discrepancies (including trips, fees and charges) on your Statement within ninety (90) days after receipt of the Statement. **Please note** that if we are not notified by you within this period, we will assume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

Installing your e-TAG

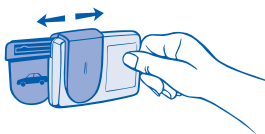
If you have difficulty installing your e-TAG, call CityLink on 13 26 29 or 1300 360 962 for commercial account customers.

Please ensure that you install your e-TAG holder correctly.

For cars and light commercial vehicles



1. Insert the e-TAG into the holder provided. Firmly slide the e-TAG until you hear a 'click'.



2. As it is difficult to remove the holder after sticking it to your windscreen, trial fit the e-TAG and the holder on your windscreen without removing the adhesive backing.

For cars and light commercial vehicles

- Place the holder behind the rear view mirror, making sure it will fit there and not obstruct the driver's vision.
- The e-TAG should be mounted either above or below the rear view mirror.
- Mounting to the left of the mirror will not allow you to remove the e-TAG from its holder.

For heavy commercial vehicles

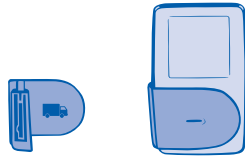
- Place the e-TAG in the centre of the windscreen a few centimetres above the dashboard.
- Make sure your e-TAG is straight and doesn't block the driver's vision.
- Make sure that there is at least 7cm clearance between the e-TAG and any objects.

There must be no objects near, and no objects attached to, the e-TAG other than the holder.

IMPORTANT: DO NOT use sharp or metallic objects to remove an existing e-TAG holder on your windscreen. Visit citylink.com.au and under 'Quick Links' follow the 'Brochures/Forms' link for information on how to remove your old e-TAG holder.

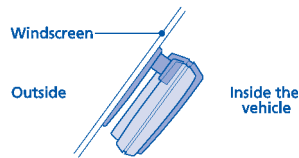
3. Use a standard household window cleaner to clean the windscreen where the holder will be placed. **Please ensure the surface is dry before attaching the holder.**
4. Peel the adhesive backing from the holder.

For heavy commercial vehicles

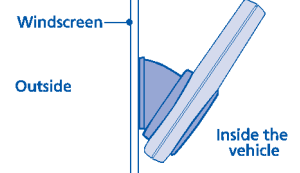


5. Making sure that the holder is straight and that the adhesive surface of the e-TAG faces outwards, carefully position the e-TAG and the holder, and hold firmly for one minute. **Do not attempt to remove the e-TAG from the holder for at least 24 hours.**
6. When correctly installed, the adhesive surface of the holder will face outwards.

For cars and light commercial vehicles



For heavy commercial vehicles



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

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.

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 brochure.

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: Email us at 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 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, email admin@tollingombudsman.com.au or call 1800 145 009.

Contact us

Web: citylink.com.au

Email: 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