



## YOUR CITYLINK ACCOUNT AND STATEMENT

A detailed monthly statement/tax invoice is mailed to you. Your statement gives full details of your account, including:

- Payments received, the total charged for trips and the GST component.
- A list of fees, charges and adjustments.
- The travel details and toll price for each trip on CityLink.
- The travel details and toll price for each trip on EastLink. Please allow time for charges to appear on your CityLink statement. Charges incurred while travelling on other toll roads are not processed to your CityLink account immediately.

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

## TOPPING UP YOUR ACCOUNT

- **Easiest option:** call CityLink to set up **automatic payment**;
- CityLink website at [citylink.com.au](http://citylink.com.au);
- At the CityLink Customer Centre;
- At the EastLink Customer Centre (top up amount will appear on your account by the end of next business day);
- Use BPAY;
- Use Touch machines at selected Newsagencies and Melbourne Airport;
- Make cash payments at the Depot at Melbourne Airport;
- Visit any Victorian Australia Post outlet.

## WHEN YOU'VE MADE NO ARRANGEMENTS FOR TRAVEL

If you drive a taxi that is not registered to travel or travel without an e-TAG, you may receive one of the following: a Late Toll invoice from CityLink, a Toll invoice from EastLink or an infringement notice from Victoria Police.

This can happen if:

- The taxi vehicle registration number is not registered with CityLink.
- The e-TAG is not inserted in the taxi e-TAG holder.
- Your CityLink taxi driver or account has been suspended or cancelled.

If you receive a Late Toll invoice and believe that you were registered with CityLink at the time, please contact us on 1300 360 962, from 8am to 6pm, Monday to Friday.

If you wish to query an infringement notice you should write to Civic Compliance Victoria (CCV), PO Box 1916, Melbourne 3000, or call (03) 9200 8111.

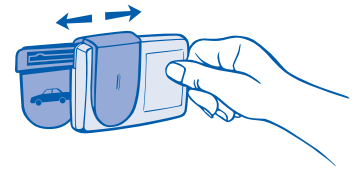
## PLACING YOUR E-TAG IN A TAXI HOLDER

When you first receive your taxi e-TAG, write a unique identifier in the white squares on the front of the e-TAG (for example your driver certificate number), so that you know this is your e-TAG.

1. Hold the e-TAG firmly with one hand.

2. Slide the e-TAG to the right to remove from the holder.

3. **Always remove your e-TAG from the taxi holder when you finish your shift.**



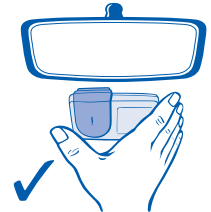
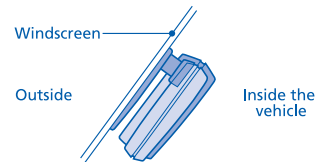
## WHEN YOU USE YOUR TAXI E-TAG:

**A correctly installed e-TAG holder will look like this:**

Place the holder behind the rear view mirror, making sure it will fit there and not obstruct your 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.**



**If you need to remove the holder for any reason, please call CityLink on 1300 360 962.**

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

**To lodge a complaint:** Email us at [comcare@citylink.com.au](mailto:comcare@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 at [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) (for account top-up only)

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

**Phone:** 1300 360 962, from 8am to 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 (CityLink only)

**Interpreter:** 13 14 50 (CityLink only)



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