

CityLink Access Account - summary of Customer Service Agreement

Vehicles which are registered by CityLink Melbourne Limited ("CityLink Melbourne") on the CityLink Register may use CityLink and EastLink. A CityLink Access account is only for use on CityLink and EastLink. It cannot be used on any other toll roads (e.g. NSW toll roads).

You must provide us with required personal information, details of any vehicle to be linked to your Account, pay the opening amount and make sure your vehicle is actually registered on the CityLink Register, before using CityLink or EastLink. We will inform you when your vehicle is registered (as required by the Act).

If any of your vehicle(s) travel on CityLink or EastLink and that vehicle's Registration has been suspended or cancelled you may commit an offence and receive a Late Toll invoice from CityLink, a Toll invoice from EastLink or receive an infringement notice from an enforcement agency. You must contact us before using CityLink or EastLink.

You must also contact CityLink Melbourne when:

- your vehicle or Number Plate is lost, stolen or destroyed;
- you change vehicles, your Address or other details; or
- you wish to change your payment arrangements.

TOLLS CHARGED TO YOUR ACCOUNT

Tolls will be charged to your Account when your vehicle is detected using CityLink.

EastLink will send Trip data and the relevant tolls to us so we can charge those tolls (and any EastLink fees if applicable) to your CityLink Access Account.

Tolls will not be charged to your Account if your vehicle is stolen, you have told the police and provided CityLink Melbourne a copy of the police report.

VEHICLE MATCHING FEE

For each Trip your Nominated Vehicle/s make on CityLink you will be charged a Vehicle Matching Fee plus the tolls for the sections travelled.

STATEMENTS

You will be sent a free summary statement for each quarter your Account has been used. More detailed statements are available free online or mailed on the payment of a fee.

PAYMENTS

The total balance of your Account must be paid each month after you have travelled.

You accept responsibility for each vehicle which is linked to your Account.

QUESTIONS AND COMPLAINTS

You may raise any issue or complaint about payments with us by visiting a CityLink Customer Centre or by calling 13 26 29. You must continue to make payments under the Customer Service Agreement until any dispute is resolved.

SUSPENSION OR CANCELLATION OF ACCOUNT

We may suspend or cancel the CityLink Registration of vehicles linked to your Account in certain circumstances (e.g. non-payment). If you wish to use CityLink after suspension or cancellation, you must contact us and fix the problem which caused the suspension or cancellation. If you do not you may receive a Late Toll invoice from CityLink or an infringement notice from an enforcement agency and be liable for payment of tolls, Toll Administration Fee or a fine.

LIABILITY AND LAWS

We are not responsible for any loss connected to your use of CityLink. You must comply with all laws when you use CityLink.

Note: The above is only a summary of some important aspects of the Customer Service Agreement. It does not form part of the contract. You should read all of the terms and conditions of your Customer Service Agreement to fully understand it.