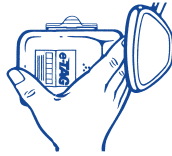


Removal of existing e-TAG holder

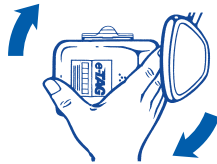
To see a 30 second instructional video on how to remove your old e-TAG holder go to citylink.com.au

To remove your e-TAG holder from your windscreen please follow the instructions on this page.

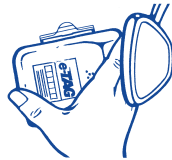
1. With the e-TAG device still attached to the holder, hold onto the e-TAG device as shown.



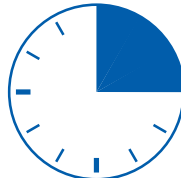
2. When you have a firm grip begin to twist the device from left to right continuously. Do not pull the e-TAG as it may pop out of its holder. If this happens refit the e-TAG and try again. The purpose of the twisting motion is to break the seal between the holder and the windscreen.



3. After twisting from left to right a couple of times turn sharply in one direction as hard as possible.



4. If device does not become loose immediately wait 15 minutes and repeat steps 1, 2 and 3.



5. Use a standard household window cleaner to clean the adhesive residue from the windscreen.



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.

citylink.com.au

Managing your account online is quick and simple:

- Amend account and payment details;
- Add and remove vehicles from your account;
- View statements and trip details;
- Top up account/pay account invoice;
- View live traffic conditions through webcams; and
- Use the toll calculator to calculate your trip charge.

Telephone: **13 26 29** (24 hours a day, 7 days a week)

Email: assist@citylink.com.au

Interstate Roaming

Telephone: **1300 134 754** (8am – 6pm, Monday to Friday)

Email: interstatetravel@transurban.com.au

Commercial and Taxi accounts

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

Email: comcare@citylink.com.au

CityLink Customer Centre

67 Lorimer Street, Southbank (Melway: 2E G10)

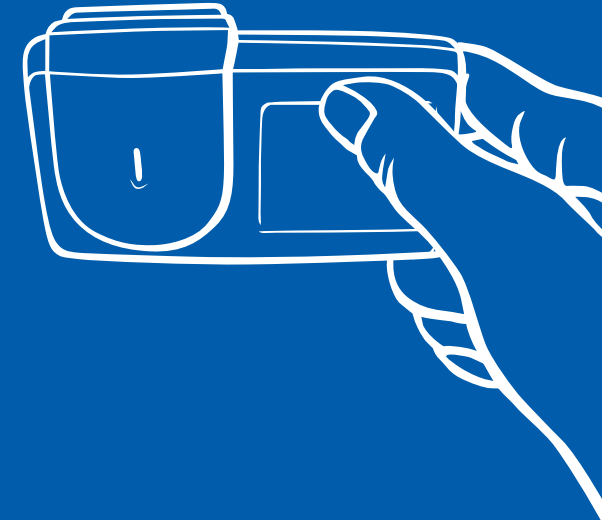
(7am – 6pm, Monday to Friday and 10am – 5pm, weekends and public holidays)

TTY service for hearing impaired: 1300 134 132

Interpreter service: 13 14 50

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CityLink Made easy



CityLink e-TAG®
Installation Guide

CityLink
Linking Melbourne

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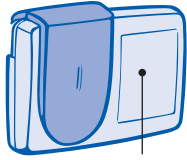
Owner and manager

Contents of a CityLink e-TAG® pack

CARS AND LIGHT COMMERCIAL VEHICLES

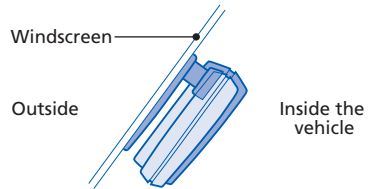


Holder for angled windscreen (eg. car)

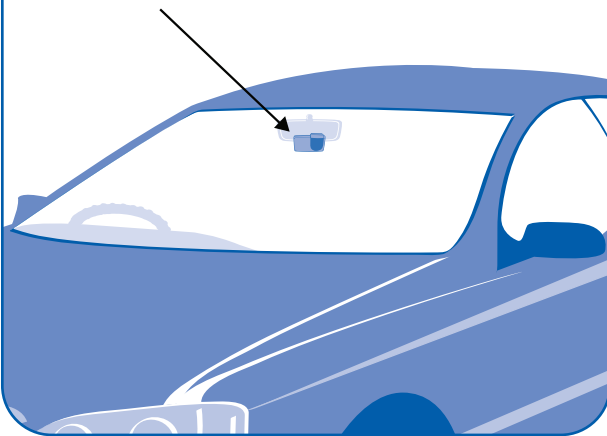


Black and white label

When correctly installed, the adhesive surface of the holder will face outwards and be angled upwards, as shown.



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



If you require any assistance, please call CityLink on 13 2629.

Installation guide for cars and light commercial vehicles

Installing a holder on an angled windscreen

Please ensure that you install your holder correctly.

1. Insert the e-TAG into the holder provided.
2. As it is difficult to remove the holder after sticking it to your windscreen, trial fit the e-TAG and the holder, as shown.

Without removing the adhesive backing, place the holder behind the rear view mirror, making sure it will fit there and not obstruct the driver's vision.

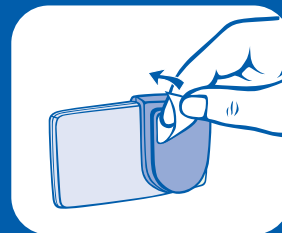
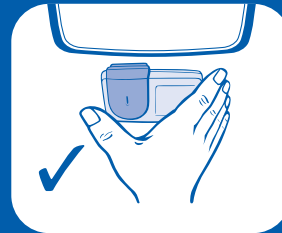
The e-TAG should be mounted either above or below the rear view mirror. **Mounting to the left of the mirror will not allow you to remove the e-TAG from its holder.**

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

3. 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.

4. Peel the adhesive backing from the holder.

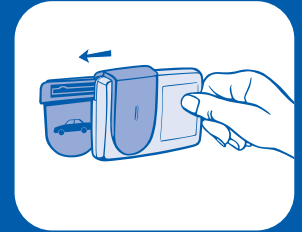
5. Making sure that the holder is straight and that the adhesive surface of the e-TAG faces outwards, carefully position the holder, and hold firmly for one minute. Leave the e-TAG in this holder for at least 24 hours.



Placing your e-TAG into the holder

You can place your e-TAG into a holder before or after you attach the holder to your windscreen.

Firmly slide the e-TAG towards the left until you hear a 'click'.



Removing your e-TAG from the holder

We recommend that you remove your e-TAG only to move it to another vehicle.

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

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

After you have done this a few times, it will become easier to remove, and you should be able to slide the e-TAG from the holder with ease.

Let the e-TAG stay on the windscreen for at least one day before trying to remove it. This will allow the glue on the tape to harden.

