

# Customer Charter

## CityLink promises to deliver

### Our promises to you...

#### When you are travelling on CityLink we promise...

**Safe travel:** Safety on CityLink is our No. 1 priority – we will maintain and improve the Link to make sure it continues to deliver safe driving. If you have a car problem when travelling on CityLink, we will come to your assistance quickly.

**Travel certainty:** You can rely on CityLink travel times. CityLink is designed for traffic to flow freely – should there be any delays we will communicate them and you'll be able to plan your travel with certainty.

#### In serving you we promise...

**Good customer service:** You can expect friendly and efficient service from CityLink. If there is a problem we will fix it, most of the time during the first contact. We will recognise any mistakes we make and ensure that any incorrect charges are rectified.

**Easy access:** We'll make it easy to buy a pass, make payments and ask questions at any time. There is a choice of places and ways to pay or talk to us throughout Victoria.

**Accurate tolling:** Whether you buy a pass, have an account or e-TAG® device, if your vehicle is registered with CityLink you can expect accurate tolling.

**Clear, concise communication and information:** As a customer, you can expect clear and friendly communication that helps you understand your account, toll pricing and how to get the most out of using CityLink. For first time travellers, we'll make sure information about CityLink is available throughout the tourism industry and that the Link is clearly signposted.

**Swift problem resolution and independent review:** With our own Customer Resolutions group and the Tolling Customer Ombudsman for independent review, you can expect any problems to be treated swiftly and fairly.

#### In being a responsible company we promise...

**To consult with the community and care for the environment:** You can expect us to work with the local community and councils to maximise the benefits of CityLink for motorists, industry and local residents. Equally we will recognise the needs of the environment in our management of CityLink.

**Respect for personal information:** We will respect and protect your personal information.

**Listen and improve:** We will continue to seek feedback from our customers and the community, so that we can continue to improve our road and our services.

### How CityLink resolves customer concerns

#### Your first contact

In most cases we will be able to resolve your concern the first time we speak to you. You can email us at [assist@citylink.com.au](mailto:assist@citylink.com.au), visit the CityLink Customer Centre, or call us on 13 26 29.

#### A review by our Customer Resolutions group

If we haven't addressed your concerns to your satisfaction, you can have it reviewed by the CityLink Customer Resolutions group. As a specialist group within the company, they are responsible for finding solutions to any problem you may face.

You can 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.

You can expect a response within 5 working days of us receiving your email or letter.

#### An independent assessment of CityLink issues by the Tolling Customer Ombudsman (TCO)

If we still haven't resolved your concern to your satisfaction you can raise the problem with the TCO for an independent review and mediation. The TCO does not handle matters that have not already been raised with CityLink or matters that are related to any infringement notices issued by Authorities.

We will abide by the Ombudsman's decision in all cases.

**Tolling Customer Ombudsman**  
PO Box 7095  
Hawthorn North VIC 3122  
Tel: 1800 145 009  
Fax: (03) 9853 7782  
[admin@tollingombudsman.com.au](mailto:admin@tollingombudsman.com.au)  
[www.tollingombudsman.com.au](http://www.tollingombudsman.com.au)

### Contact us

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

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