

Section 3 Vehicle details

Please complete the table below with all the details of existing vehicles and any vehicles you wish to add to this account. An e-TAG will be issued for each new vehicle listed on the table – for the first three years a minimum annual expenditure of \$27.50 per e-TAG is required. If you require more than one page, please photocopy this form before completing. You can supply this information to us electronically by setting up a spreadsheet in the same format and emailing it to us. Please make sure you complete all the relevant details.

Registration number	State	Make	Model	e-TAG no (if applicable)	Fleet ID (optional field)
A B C 1 2 3	V I C	Ford	Falcon	0 1 3 4 5 7 8 8 8 2 4	Any word or number up to 28 digits
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If you require more than one account, please complete another form. An annual account fee of \$71.50 applies per account per year. The first annual account fee will be included in your first invoice.

Tolls are charged in accordance with Class of Vehicle, Class – CAR (Cars, vans, small buses-seating for 12 or less), Light Commercial Vehicle – LCV (Cab chassis, GVM 1.5 to 4.5 tonnes, 2 axles), Heavy Commercial Vehicle – HCV (Bus, 13 or more seats, articulated, more than 4.5 tonnes or 3 or more axles). These are general definitions of classes. There are specific rules for particular types of vehicles. Transurban will determine the class of each vehicle by reference to the Melbourne CityLink act (Vic) 1995.

Section 4 CityLink electronic invoices

e-Invoices are provided monthly free of charge. You'll be notified by email and receive three files with trip details in EXCEL, PDF and CSV formats.

Email address

Which day of the month to you wish to have your invoices issued?

 /

Section 5 Account payment details

How would you prefer to pay your CityLink invoices? Direct debit from bank account (please fill in the Direct Debit Request attached) Automatic charge to credit card (please fill in the Direct Debit Request attached) Manual or cheque payment Electronic Funds Transfer (EFT) – for details see overleaf

Section 6 Customer Service Agreement

I confirm that the details on this form are correct, and acknowledge that my contract with CityLink Melbourne Limited will not begin until I receive my e-TAG pack with the terms and conditions enclosed. (If you do not accept them refer to the instructions on the e-TAG pack.) I request payment via the method indicated above and am authorised to sign for the transfer of funds.

Financial controller/company director of new account to complete:

Title	First name	Surname	Job Title
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Signature	Date
<input type="text"/>	<input type="text"/> / <input type="text"/> / <input type="text"/>

CityLink may occasionally wish to advise you of special offers by way of direct marketing. CityLink does not allow others to use your details for marketing purposes. If you do not want CityLink to contact you directly for such offers, please tick the box.

Once you have completed this form in full, please mail it to **CityLink Commercial Customer Service, Locked Bag 28, South Melbourne VIC 3205**. If you would like more information, you can visit citylink.com.au, email us at comcare@citylink.com.au or call **1300 360 962** from 8am – 6pm, Monday to Friday or fax **03 8656 8525**.

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CityLink Commercial Account Opening Checklist

Please note incomplete forms may delay the opening of your account.

Have you ticked the relevant account to be opened?

New Account – please tick if you do not have an existing account with CityLink.

Update from existing CityLink account – please tick if you would like to close your existing Everyday (pre-pay) account and transfer all details to new account.

Changing business name or ABN/ACN – please tick if you would like to close your existing commercial (**invoice**) account and transfer all details to new account.

Section 1 – Current account details

Have you completed all fields for the existing account/s to be closed. This is mandatory.

Please note: If the primary contact is no longer an employee, please attach written authorisation signed by the Company Director, General Manager, Financial Controller or Company Secretary written on company letterhead.

Section 2 – New account details

Have you completed the following:

- Company Name
- ABN/ACN/ARBN
- LMCT
- Site Address
- Invoice Address
- All relevant contacts
- PIN

Section 3 – Driver details/e-TAG requirements

Have you provided total number of drivers and e-TAGs required?

Section 4 – Vehicle details

Have you supplied all vehicles including MAKE & MODEL within your fleet/list of vehicle?

Please note that Companies or Individual/Sole Traders are required to register all vehicles travelling on CityLink. Late Toll Invoices and/or infringements may be issued for vehicles not registered for CityLink travel.

Section 7 – Customer Service Agreement

Has the Primary contact or Company Director signed this section? Please include your job title.

Direct Debit Request Service Agreement

1. This agreement sets out the terms and conditions on which you have authorised us, CityLink Melbourne Limited, to automatically deduct amounts that become payable to your CityLink Account from your bank account at your financial institution. Your *Direct Debit Request ('DDR')* authorises us to arrange for the payment of amounts due to us, and at the times required, for the tolls, fees and charges you have incurred in your use of CityLink.
2. Direct Debit through the Bulk Electronic Clearing System (BECS) is not available on all bank accounts. If you are unsure as to whether direct debit is available on your account, you should check with your bank. You should also check your account details against a recent statement from your bank.
3. We can amend this Direct Debit Request Service Agreement at any time after giving you a minimum of 14 days notice.
4. You can cancel, vary, defer or suspend the *DDR*, or stop an individual debit from taking place under this agreement by contacting us. You will need to allow a minimum of 14 days before the next drawing date to process your request or the debit may still be made.
5. If a payment due date falls on a weekend or a Victorian or national public holiday, the debit will be processed on the next business day. If you are unsure as to when a debit will be processed you should ask your bank.
6. You must ensure that you have sufficient clear funds available in your nominated account on the due date to permit the payment under the *DDR*. If funds are not available you will need to arrange an alternative payment method and contact us. If we attempt to debit your bank account unsuccessfully you may subsequently enter our debt collection cycle and be charged a dishonour fee.
7. If CityLink Melbourne Limited incur any bank fees or charges as a result of a dishonoured direct debit, these fees may be passed on to you as a charge on your CityLink Account.
8. If you believe that a debit has been made incorrectly you should contact us. We will then attempt to resolve the issue immediately or agree on a time to get back to you. If you are not happy with our response we will advise you of further options.
9. We will keep information about your financial institution account confidential except to the extent necessary to resolve any claim you may make relating to a debit which you claim has been made incorrectly, or as otherwise required by law.
10. You are responsible for ensuring that your financial institution allows direct debits to be processed on your nominated account.

CityLink EFT Banking Details

Bank	Westpac Banking Corporation
Branch	360 Collins Street
BSB	033-000
Account Number	940693
Account Name	CityLink Melbourne Limited
ABN	65 070 810 678

To ensure that your payment is correctly identified and allocated to the correct amount, it is most important that you enter the CityLink Account Number in the free text field. If paying multiple accounts it is essential that you fax or email a remittance advice with all account numbers listed.

Remittance advice requirements

- CityLink account number(s) – If paying multiple accounts please list all account numbers
- Invoice number(s)
- Company name
- Amount(s)
- Date of EFT payment
- Contact details for your company in case we have any queries regarding the payment

Please email or fax the detailed remittance advice on the same day that you pay us.

Email	eft@citylink.com.au
Facsimile	CityLink – Revenue Management (03) 8656 8585

Payment terms

Payment of all invoices is required by the due date displayed on each invoice. Please ensure EFT payments are processed in time for the funds to be credited to the nominated bank account by this date.