

CityLink

Commercial account holders

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

Email: **comcare@citylink.com.au**

Email: **rental@citylink.com.au**

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 service for hearing impaired: 1300 134 132

Interpreter service: 13 14 50



Interpreter



A guide for managing your Commercial account

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Welcome to CityLink

We have prepared this guide to assist you to better understand the CityLink Commercial account. This guide sets out information on topics such as opening your account, allocating and managing e-TAG devices, managing your account and the useful services you can access on our website.

Benefits for commercial customers

CityLink delivers savings of more than \$265* million a year to Australian businesses, by significantly reducing vehicle and staff travel times, fuel usage and vehicle running costs.

A Commercial account gives you maximum flexibility in using CityLink.

Key features include:

- Simplicity of one account, one e-TAG Australia-wide.
- One e-TAG per vehicle (minimum of four e-TAGs).
- Add and remove vehicles as required.
- Move e-TAGs between vehicles as required.
- Vehicle details can include fleet identifier for account reconciliation.
- Trip cap limits tolls on a single continuous trip.
- Cheaper off-peak toll cap travel for Light and Heavy Commercial vehicles between 8pm and 6am.
- Monthly invoice allows you to pay after travel – 14 day payment terms.
- Monthly invoice includes detailed travel summary.
- Electronic invoicing is available free of charge.
- Transurban Invoice Management (TIM™) tool – available free of charge to all e-Invoice accounts.
- Payments can be made by cheque, credit card, direct debit and Electronic Funds Transfer.
- Dedicated Commercial Customer Care on 1300 360 962 (8am to 6pm, Monday to Friday).

* Source: Allen Consulting 1998.

Opening your account

Open a Commercial account by applying online at citylink.com.au or by calling 1300 306 962 and requesting a Commercial account application form. Upon opening your account, your e-TAGs will be ordered, activated and mailed to you.

Getting started with your e-TAG devices

Your e-TAGs are individually labelled and grouped together according to vehicle class and windscreen angle. Your e-TAGs can be allocated using either the e-TAG Allocation Form (enclosed with your e-TAGs) or by logging on to citylink.com.au and using the 'Add new vehicle' function.

To allocate your e-TAGs using the TAG Allocation Form:

- Assign each e-TAG to a vehicle of the appropriate class and windscreen angle. The second last digit of the e-TAG serial number determines the correct e-TAG classification: 2=Car 3=Light Commercial Vehicle (LCV) 4=Heavy Commercial Vehicle (HCV)
- Beside the e-TAG serial number, complete the relevant details of the vehicle it has been assigned to including registration number, state, vehicle make and model.
- Vehicle details can also include fleet identifier for account reconciliation – useful for cost centres and drivers.
- Once complete, please fax to Commercial Customer Care on (03) 8656 8585.

If you have too many e-TAGs, please return the sealed packs to: CityLink, Locked Bag 28, South Melbourne, Victoria 3205.

Dormant e-TAGs allocated to your account may attract the minimum annual payment of \$27.50.

Installing your e-TAG

- Installation instructions are included in e-TAG packs.
- The registration number and vehicle class should be written in the space provided on each e-TAG.
- Please ensure you always use an e-TAG linked to the right class of vehicle, otherwise you may receive incorrect charges.

Adding vehicles to your account

The easiest way to do this is via our website, citylink.com.au, where you can add or change up to 20 vehicles at a time. If you have spare e-TAGs you can allocate new vehicles to each one.

To further assist you, CityLink has created the Commercial Account Maintenance form that will help you to accurately and conveniently maintain your account. The electronic form is in excel format and covers a broad range of transaction types. A copy of the form is available upon request. Email Commercial Customer Care at comcare@citylink.com.au.

You can also add vehicles by calling 1300 360 962, or dropping into the CityLink Customer Centre.

Vehicle classifications

- Car: includes cars towing a trailer or caravan.
- Light commercial vehicle: any cab chassis 1.5 – 4.5 tonne GVM, two axles.
- Heavy commercial vehicle: includes rigid trucks with three or more axles or over 4.5 tonnes GVM; buses with 13 or more seats including driver; articulated trucks.

While you may obtain multiple e-TAGs and swap these between vehicles, you must ensure that such e-TAG belongs to the same class of vehicle it is linked to and that each registration number is registered with CityLink.

If your vehicle is over 4.6 metres in height, you must call the CityLink traffic control room on (03) 9674 2001 prior to travel. You will receive specific travel instructions for your vehicle, a written consent to travel, or if necessary, alternative options.

Ordering more e-TAGs

You can do this via:

- Commercial Account Maintenance form requested via comcare@citylink.com.au
- citylink.com.au
- CityLink Commercial Customer Care on 1300 360 962
- CityLink Customer Centre

What do e-TAG 'beeps' mean?

Each time a driver passes through a CityLink toll point, their e-TAG will 'beep':

- One beep means the e-TAG has been detected, and the toll debited from your organisation's account.
- Four beeps mean your vehicle's registration has been suspended or cancelled, and you may receive a Late Toll invoice. Please call 1300 360 962.
- If an e-TAG does not beep at all, it may be malfunctioning. Please call 1300 360 962.

Lost, stolen or damaged e-TAGs

It's important that you advise us immediately of lost, stolen or damaged e-TAGs.

You can do this by calling 1300 360 962.

- If an e-TAG is stolen, it will be replaced at no cost providing you notify the Police and provide a copy of the Police report to CityLink.
- Lost e-TAGs attract a fee.
- If an e-TAG is damaged, it should be taken to the CityLink Customer Centre so the damage can be assessed. A damaged e-TAG may attract a fee.

Minimum annual payment

A minimum annual payment of \$27.50 worth of CityLink trips applies to each e-TAG for three years. To manage this payment effectively, you should:

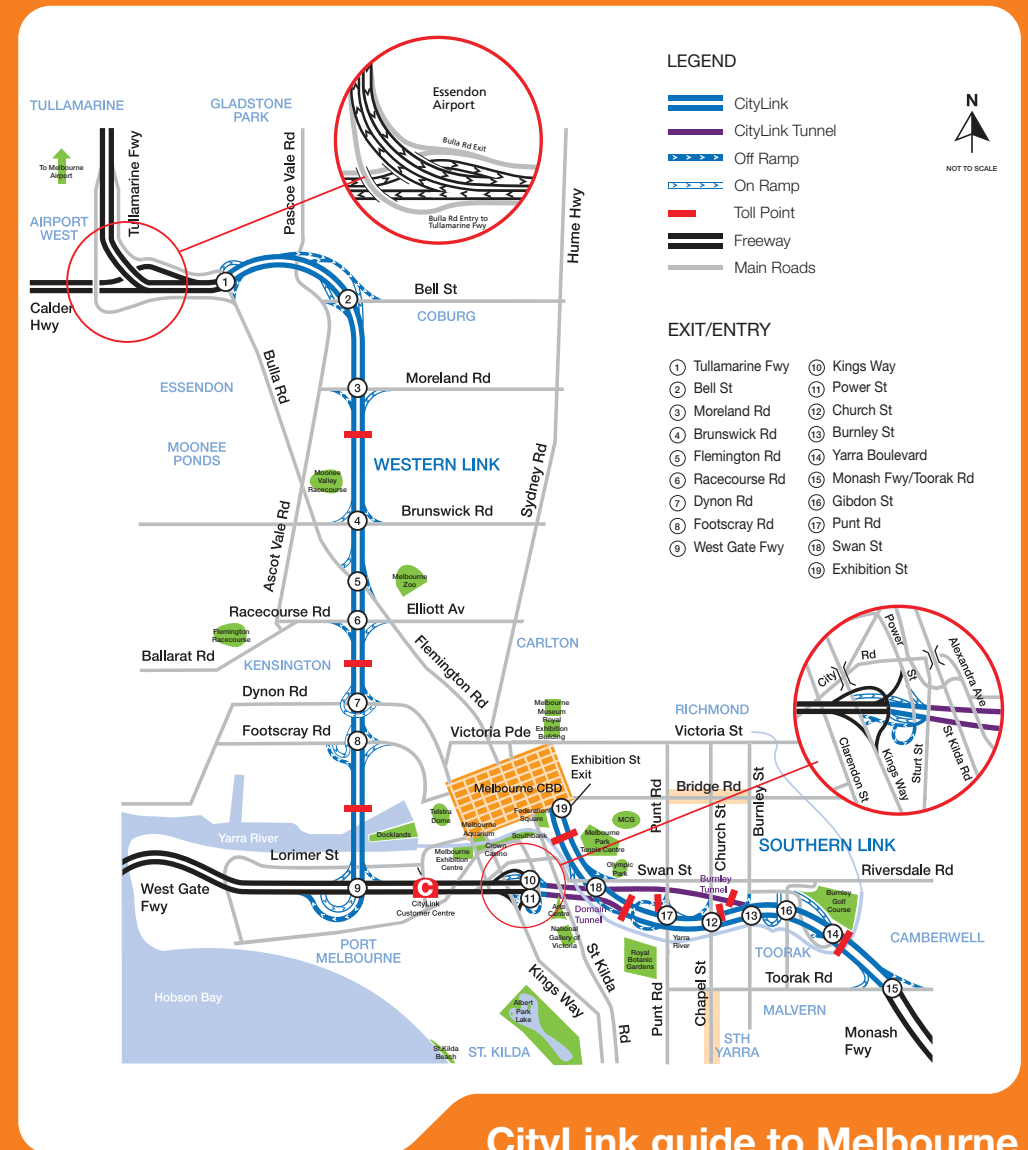
- Ensure you have no dormant e-TAGs, as they will incur the payment if not used.
- If some e-TAGs are used infrequently, you could transfer them between vehicles. As each e-TAG must be linked to a vehicle, you can change this via citylink.com.au, using the Commercial Account Maintenance Form or by calling 1300 360 962.

CityLink invoices

Commercial accounts receive a detailed monthly invoice that must be paid in full within 14 days of the issue date. This invoice is sent to you electronically directly to your inbox. The electronic invoicing service includes a PDF, raw data and a spreadsheet version of your invoice, plus a one-page invoice posted to you, upon which we request your payment.

Your monthly invoice gives you extensive information:

- Amounts charged to your account are broken down by fleet identifier, registration number, e-TAG number and the number of trips each vehicle made on CityLink.
- An account summary, which includes payments received and the total charged for trips.
- A list of fees, charges and adjustments, where you will find details such as the minimum annual payment fees; the \$0.75 vehicle matching fee which is charged if CityLink is used without an e-TAG in a registered vehicle; and the annual account fee of \$71.50.
- Any trip costs incurred when travelling on an interstate tollway with whom CityLink Melbourne has an agreement, with a CityLink e-TAG in the vehicle.
- A list of payment options, including automatic payment (the easiest option), citylink.com.au, Australia Post, mail, BPAY, Electronic Funds Transfer, cheque, telephone payment for credit cards including Mastercard, Visa, American Express and Diners Club, or in person at our CityLink Customer Centre.



CityLink guide to Melbourne

Suspension and cancellation

If payments are not made under the customer service agreement of your CityLink account, your nominated vehicles may be suspended from the CityLink register. Once all outstanding charges on your account are paid, re-registration may cost \$5.50 per vehicle.

If registration is suspended and vehicles continue using CityLink, you may receive a Late Toll invoice or an infringement notice from Victoria Police.

Primary, secondary and invoice contacts

You can nominate primary, secondary and invoice contacts. Your primary contact (one per account) has full access to account maintenance functions and is the only person who may add or remove other contacts, or close the account. If your primary contact leaves your organisation, written authorisation is required by the Company Director, Financial Controller or an authorised contact as specified by CityLink signed on company letterhead advising us of the primary contact change.

The invoice contact receives all invoices and can change the invoicing address. If you don't nominate an invoice contact, your primary contact will carry out these functions.

Secondary contacts can handle day-to-day account management, but cannot add or replace contacts, change the invoicing address or close the account.

Secondary contacts can be changed by emailing comcare@citylink.com.au or calling 1300 360 962.

Charging CityLink passes to account

Passes can be charged to your Commercial account:

- to cover vehicles that are not registered to travel on CityLink, up to three days after the vehicle travels,
- when a pass is the best value option for travel.

Please note you can only purchase up to 12 passes per vehicle per year and that e-TAGs should be removed from your vehicles covered by a pass, so that tolls are not also charged to the account.

Toll Road Interoperability **E**

You can use your e-TAG on all tollways in New South Wales and Queensland, and on EastLink in Victoria. When travelling with a CityLink e-TAG on New South Wales and Queensland tollways, simply drive through the specially marked electronic tolling lanes, identified with a symbol **E**

You will no longer have to process and pay separate accounts, nor require cash on hand ready to pay tolls.

Interstate travel will appear itemised on your CityLink monthly invoice. Please note that for each NSW or Qld trip you will be charged the tolls registered to your e-TAG only. Just remember to keep one electronic toll device in your vehicle so you're not charged more than once for the same trip.

Please note: Please allow time for charges to appear on your CityLink statement/invoice. Charges incurred while travelling on other toll roads are not always processed to your CityLink account immediately.

Driving around Melbourne toll roads

All Commercial Accounts are managed by CityLink. Your CityLink Commercial Account will cover all travel made on both CityLink and EastLink, with EastLink tolls and fees billed directly to your CityLink account. There is no additional charge from CityLink for the convenience when a valid e-TAG is detected.

There is no need for you to do anything.

You will continue to receive the one easy invoice from us, so there is no need to manage and pay multiple toll account providers.

Once you've set up your CityLink Commercial Account, you're all ready to go and have unlimited use of CityLink and EastLink.

Motor vehicle traders

If you are a motor vehicle trader (please ensure you quote your LMCT number), a Commercial account will provide you with access to four or more e-TAGs which you can utilise across your registered fleet of vehicles. You can register as many vehicles to your account as you like and then use any of your e-TAGs in these vehicles, as long as the e-TAG belongs to the same class of vehicle it is linked to. You are not required to advise us of which e-TAG is linked to which vehicle.

When you dispose of a vehicle, it is important that you remove the vehicle details from your account or you may be liable for future CityLink charges.

To avoid the possibility of infringement, we advise that you ensure your entire vehicle fleet is registered to your CityLink account. To assist you with this process, a tailored Account Maintenance form is available (in Excel format) and can be emailed to you on request.

Rental car options

If you are a rental car company or your organisation rents a vehicle that will be used on CityLink, there are four options:

- A rental car driver may use an e-TAG linked to their CityLink account, provided it matches the class of vehicle they are renting. They will need to register the vehicle with CityLink prior to travel. CityLink must be advised to remove the vehicle from their account at the end of the rental period, so that the driver isn't billed for any future charges incurred by the rental vehicle.
- For unlimited use of CityLink (only), drivers can pay the rental company an additional charge for each calendar day they rent a vehicle (Linkup pass).
- Drivers can purchase a 24 hour pass, a Weekend pass or a Tulla pass for travel on CityLink (only) from:
 - citylink.com.au;
 - Touch machines at Melbourne Airport;
 - Around 800 Australia Post locations in Victoria, and at approximately 15 on the NSW border;
 - Selected newsagents;
 - CityLink Customer Service, on 13 26 29; and
 - CityLink Customer Centre.
- Drivers can purchase a Melbourne Pass, for travel on CityLink and EastLink, from:
 - Citylink.com.au
 - CityLink Customer Service, on 13 26 29

CityLink safety

Your safety is our priority, so advanced safety systems have been incorporated into the CityLink road system. These include closed circuit cameras that constantly monitor tunnels, automatic incident and fire detection systems, emergency telephones, communications systems and fire-fighting equipment.

- Overhead lane signals and signs give safety instructions in an emergency. Please observe the variable speed limits for safety.
- Blue emergency phones located in tunnels have push buttons to alert control room staff. Hearing impaired drivers need simply point in the direction of their vehicle for closed circuit TV cameras to identify the location. Control room staff will despatch an assistance vehicle.
- Broken-down vehicles are towed to a safe place at no charge.

CityLink safety precautions mean that vehicles carrying placarded loads of dangerous goods or hazardous substances are prohibited in tunnels. Exits are available just before the Domain and Burnley tunnels.

Unregistered CityLink travel

Late Toll invoice

If you drive a vehicle that is not registered for travel on CityLink and you have not made arrangements for the payment of tolls, you may receive a Late Toll invoice from CityLink. If payment of the Late Toll invoice is not made in full by the due date, you may receive a Final Notice from CityLink. Paying the Late Toll invoice or Final Notice in full by the respective due date will prevent an infringement notice being issued from Victoria Police. If you believe the vehicle was registered with CityLink for travel, please contact CityLink on 13 26 29. To make an enquiry about a Late Toll invoice or Final Notice email us at LTI@citylink.com.au or fax 03 8656 8525.

Infringements

If you wish to query an infringement notice you will need to contact Civic Compliance Victoria (CCV) on 03 9200 8111 or send a written request for an Internal Review direct to Civic Compliance Victoria, PO Box 1916 Melbourne 3000.

CityLink privacy code

CityLink respects your right to privacy and is committed to security of personal information and privacy protection.

Our privacy code covers areas including CityLink legislation, electronic toll collection and privacy of information, incident collection cameras, your CityLink account details, security of personal information and marketing information.

A copy of the code is available via:

- citylink.com.au
- CityLink Customer Centre.

Complaints management

If you wish to lodge a complaint about CityLink, please contact Commercial Customer Care on 1300 360 962 or email comcare@citylink.com.au.

If you believe your complaint has not been satisfactorily resolved, you can email CityLink Customer Resolutions at resolve@citylink.com.au or write to CityLink Customer Resolutions, Locked Bag 28, South Melbourne, Victoria 3205.

If we still haven't resolved your concern to your satisfaction, you can raise the problem with the Tolling Customer Ombudsman for an independent review and mediation.