

# Travelling made easy

## A guide for deaf and hearing impaired people

### This fact sheet will:

- Explain how to pay for using CityLink;
- Explain the support for deaf or hearing impaired customers; and
- Explain what to do in an emergency, or if your car or truck breaks down.

### CityLink – toll roads without cash booths

CityLink is the 22 kilometre automated tollway that makes getting around Melbourne quick and easy. Just look for the blue and yellow signs.

There are no cash booths so you need an account, pass or tag to drive on CityLink.

### How to pay for using CityLink

#### Already travelled?

If you've already used CityLink and don't have an account you need to purchase a CityLink pass.

Passes can be purchased before travel or up to 3 days after travel. If you don't have a CityLink pass, account or tag you may receive a Late Toll invoice or infringement notice.

#### Planning to travel?

If you are planning to travel on CityLink you can choose a pass or an account. For help in choosing the best option for you:

- Visit [citylink.com.au](http://citylink.com.au);
- Contact our TeleTypewriter (TTY) service on 1300 134 132 (24 hours a day, 7 days a week); or
- Visit the CityLink Customer Centre (see back page for details).

### Support for account holders

- CityLink has a TeleTypewriter (TTY) register. You can request to be on the register when setting up your account. You need to have a TTY phone to use this service.
- If you have an Everyday account with an e-TAG(r) device, we'll let you know about your account in writing with our TTY number listed to refer too.

**Note:** CityLink Access and CityLink passes don't need an e-TAG.

- You have the option to choose automatic payment and never have to worry about your account balance running low.

### CityLink statement options

When you have an account with CityLink, you get to choose how you want to receive your statements.

**Online statements:** Are issued monthly FREE of charge showing full details of all your trips. Online statements save you paper, space and time; better for you and the environment. Visit [citylink.com.au](http://citylink.com.au), login to your account and elect to receive online statements.

**Summary statements:** Are mailed to you quarterly when trips, fees or charges have been applied to your account. Shows you all your trips grouped by e-TAG number, date of travel, number of trips and the cost.

**Detailed statements:** Are mailed to you on a quarterly basis for a fee of \$11.00 per year. Shows you full details of all your trips.

**Please note:** If you disagree with your Account Balance, you have 60 days from receipt of your statement, to contact CityLink. After 60 days, the Account Balance recorded on the statement will be considered to be correct.

**For further details and a full list of fees, refer to the Access or Everyday account Customer Service Agreement.**

### Your safety is our number one priority...

Please turn over for more information

### Contact us

**TTY service for hearing impaired: 1300 134 132**

**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

**Interpreter:** 13 14 50

## CityLink safety and tunnels

Safety is CityLink's number one priority, and we have special procedures in place to ensure the safety of deaf and hearing impaired customers.

In CityLink tunnels we use electronic message boards (pictured below) to communicate in the event of an emergency.

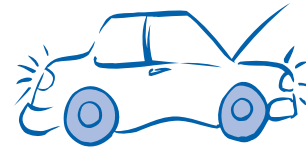
It's important to know that a message may tell you to 'turn on your radio'. Please watch the message boards as they will also provide you with instructions on what to do during the emergency.

### The most important thing to do is to follow these instructions.

For more information about road tunnel safety, contact us for our tunnel safety guide. Alternatively, you may visit our website and download a copy of the guide. This can be done by following the 'Brochures/Forms' link at [citylink.com.au](http://citylink.com.au)

## Safety on the roadway

- If your vehicle breaks down, switch on your hazard lights.



- Make your way to a blue HELP phone (located at least every kilometre along the roadway). Push the button on the telephone and point towards your vehicle, the cameras will spot you and we'll send help.



- We'll tow you to a safe place free of charge.

