

# MEDIA RELEASE



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## **A second chance to pay Victorian tolls**

Interstate motorists will have a second chance to pay if they get caught on Victoria's Citylink without a tollway pass.

In the five years since CityLink opened, many Melbourne visitors unfamiliar with Australia's first fully electronic toll road (no toll booths), have returned home to discover a fine for using CityLink without a valid pass.

The automatic infringement for driving on CityLink without paying tolls has now been replaced by an invoice, giving customers additional time to pay.

CityLink says invoicing for late toll payment is a more user friendly service and reflects the company's *Customer 1<sup>st</sup>* approach.

It's designed for motorists who drive on the tollway without realising, or who forget to make arrangements to pay the toll.

CityLink will now send an invoice to the registered owner of the vehicle who will have 14 days to pay the toll, plus an administration fee.

Legislative changes have opened the way for CityLink to match names and addresses of registered vehicle owners with interstate licence plate numbers detected by the tollway's sophisticated video tolling system.

The late toll payment invoice will detail any tolls accumulated over a three day period, plus an administration fee of \$10.50.

The invoice can be expected to arrive about three weeks after the travel journey.

If the invoiced amount is not paid in full by the due date, then an infringement notice will be issued by Victoria police.

CityLink says the late toll payment invoice is offered as an extra chance to avoid a fine, and should not be used as a regular way to pay tolls.

The best value journey on CityLink is when motorists pre-purchase a pass or make payment arrangements within 72 hours of their travel on the tollway by:

- Calling 13 26 29
- Visiting CityLink online, or
- Calling personally at any one of 1200 convenient locations around Victoria including Coles supermarkets, Shell service stations and Australia Post Offices.

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