

Taxi Drivers

Fact sheet

Getting started

Before using CityLink, ensure that the taxi owner has:

- Registered the taxi registration number with CityLink.
- Correctly installed an e-TAG® holder in the taxi.
- Attached passenger information stickers to the dashboard and the inside of each side rear window. Taxi toll stickers can be collected from the CityLink Customer Centre.
- You must insert your e-TAG® device into the holder at the start of each shift, remove it at the end of the shift and store it in its protective bag.

About your account and e-TAG®

Your CityLink Taxi account

CityLink and EastLink® have a joint arrangement whereby all Taxi accounts in Melbourne will be managed by CityLink. Your Taxi account will cover your travel on both toll roads. Once you've set up your account, you're all ready to go and have unlimited use of CityLink and EastLink. As soon as you open your account, your e-TAG is automatically activated.

Taxi e-TAGs are for taxis only

Taxi e-TAGs are linked to a taxi pricing structure for on-charging to passengers. Your e-TAG can be used in other taxis, but it cannot be used in private vehicles. If taxi e-TAGs are used inappropriately, you may receive a fine.

Getting to know your e-TAG

What do e-TAG 'beeps' mean?

Each time you pass under a CityLink toll point, your e-TAG should beep. Your e-TAG will emit the same beeps on both CityLink and EastLink.

One beep: Your account is in credit above the recommended level.

One beep followed by two short beeps: Your account balance is low and a top up payment is required.

Four beeps: Your account has been suspended or cancelled. You need to contact us immediately. Any travel on CityLink may result to an issue of a Late Toll invoice or a Toll invoice from EastLink.

No beeps: Check that your e-TAG is positioned correctly. If it is positioned correctly and still not beeping, call us immediately on 1300 360 962.

Please note: Payments made to accounts within the last 24 hours may not be reflected in the number of beeps when travelling on EastLink.

Important information about your e-TAG

Damaged/Faulty/Lost e-TAG: Contact us immediately to organise a new e-TAG; otherwise travel on eligible toll roads may attract fees.

Stolen e-TAG: May be replaced at no cost providing you notify the Police and provide CityLink the Police Incident Number; otherwise stolen e-TAGs may attract fees.



Returning your e-TAG: Your e-TAG is battery powered and will run down eventually. When that time comes, return your e-TAG so we can dispose of it in a responsible manner. e-TAGs that are not returned may incur a non-return fee of \$55 per e-TAG.

How to install and remove your e-TAG

Instructions are on the back.

Taxi tolls for Melbourne toll roads

It is your responsibility to add the correct charges to the metered fare, to collect them from the passenger and to pay your Taxi account. Only tolls charged to your account can be charged to the passenger. If you have purchased a CityLink Taxi Metro or Rural Pass, tolls cannot be collected from the customer. Tolls can only be charged to passengers whilst in the vehicle.

Taxi tolls as at 1 July 2009			
			
Western Link	\$4.00	Melba tunnel or Mullum Mullum tunnel	\$2.37
Southern Link	\$4.00	Any part of EastLink south of Maroondah Hwy	\$2.22
Both Links	\$6.10	One tunnel plus any part of EastLink south of Maroondah Hwy	\$4.59
Batman Avenue Only (Exhibition Street Extension)	No toll	Ringwood Bypass	No toll

The toll is to be paid to the driver in addition to the fare shown on the taxi meter.

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Taxi toll sticker

Attach passenger information stickers to the dashboard and the inside of each side rear window.

*Tolls are current as at July 1, 2009, until further notice. Tolls are GST inclusive. Check the CityLink website and EastLink website for changes to tolls, fees and charges.

Your CityLink account and statement

A detailed monthly statement / tax invoice is mailed to you. Your statement gives full details of your account, including:

- Payments received, the total charged for trips and the GST component.
- A list of fees, charges and adjustments.
- The travel details and toll price for each trip on CityLink.
- The travel details and toll price for each trip on EastLink. **Please** allow time for charges to appear on your CityLink statement. Charges incurred while travelling on other toll roads are not processed to your CityLink account immediately.

For further details and a full list of fees, refer to your Taxi account Customer Service Agreement.

Topping up your account

- **Easiest option:** call CityLink to set up **automatic payment**;
- At the CityLink Customer Centre;
- At any of the EastLink shops (top up amount will appear on your account by the end of next business day);
- Use BPAY;
- Use Touch machines at selected Newsagencies and Melbourne Airport;
- Make cash payments at the Depot at Melbourne Airport;
- Visit any Victorian Australia Post outlet.

When you've made no arrangements for travel

If you drive a taxi that is not registered to travel or travel without an e-TAG, you may receive one of the following: a Late Toll invoice from CityLink, a Toll invoice from EastLink or an infringement notice from Victoria Police.

This can happen if:

- The taxi registration number is not registered with CityLink.
- The e-TAG is not inserted in the taxi e-TAG holder.
- Your CityLink taxi driver registration has been suspended or cancelled.

If you receive a Late Toll invoice and believe that you were registered with CityLink at the time, please contact us on 1300 360 962, from 8am to 6pm, Monday to Friday.

If you wish to query an infringement notice you should write to Civic Compliance Victoria (CCV), PO Box 1916, Melbourne 3000, or call (03) 9200 8111.

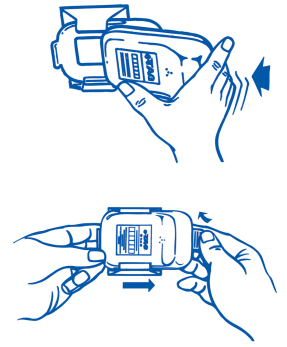
Placing your e-TAG in a taxi bracket

When you first receive your taxi e-TAG, write a unique identifier in the white squares on the front of the e-TAG (for example your driver certificate number), so that you know this is your e-TAG.



When you use your taxi e-TAG:

- Always place your e-TAG into the taxi bracket when you start your shift.
- Make sure the e-TAG is correctly installed; otherwise you may incur a Late Toll invoice from CityLink, a Toll invoice from EastLink or an infringement notice from Victoria Police.



Removing your e-TAG from a taxi bracket

- Always remove your e-TAG from the taxi bracket when you finish your shift.
- Make sure your e-TAG remains dry and clean, otherwise it may not function properly. We recommend that when you are not using it, you store your e-TAG in the bag it came in.

If you need to remove the bracket for any reason, please call CityLink on 1300 360 962.

Disclaimer: CityLink and its agents and contractors will not be liable for any damage caused to you, to other persons or to property if you fail to follow the removal instructions in this brochure.

Your rights

Privacy code: CityLink respects your right to privacy and is committed to security of personal information and privacy protection. For a copy of our privacy code, visit citylink.com.au

To lodge a complaint: Email us at assist@citylink.com.au, visit the CityLink Customer Centre or call 13 26 29.

If you are not satisfied with the outcome, email the CityLink Customer Resolutions group at resolve@citylink.com.au or write to CityLink Customer Resolutions group, Locked Bag 28, South Melbourne, VIC 3205.

If you are still not satisfied, you can contact the Tolling Customer Ombudsman, visit www.tollingombudsman.com.au, email admin@tollingombudsman.com.au or call 1800 145 009.

Contact us

Web: citylink.com.au (for account top-up only)

Email: 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