

Contact Details

Internet roam.com.au

Email enquiries@roam.com.au

Phone 13 TOLL (13 8655)

Fax 1300 553 175

Mail Roam Tolling Pty Ltd
Locked Bag 5002
Parramatta NSW 2124



BRO_CHARTER_R_08/06



Roam
Customer
Charter

Roam promises

We want to make using toll roads easier and more enjoyable for you.

To achieve this we've set some standards against which we'll report every six months. These standards reflect promises we make in serving you...

Customer service you can rely on and trust	You can expect friendly, reliable and efficient service from Roam. If there is a problem we will fix it, most of the time during the first contact. We will acknowledge our mistakes and ensure that any incorrect charges are rectified.
Easy access	We will make it easy to get an e-TAG® account or an e-PASS account. We will also make it easy to make payments and have your questions answered at any time. We provide a choice of places and ways to pay.
Clear, concise communication and information	You can expect clear and friendly communication that helps you understand your account.
Swift problem resolution and independent review	You can expect any problems to be resolved swiftly and fairly. If your problem is not resolved at the first contact it can be considered by the Roam Customer Care Group and Customer Resolutions. If it is still not resolved you can raise it with the Transurban Customer Ombudsman and we will abide by the Ombudsman's ruling.
Respect for personal information	We will respect and protect your personal information at all times.
To listen and improve	We will seek feedback from our customers so we can continue to improve our services.

For more information about our customer service standards and how we are performing visit roam.com.au. The first report will be published in January 2007.

© e-TAG is a registered trademark.

How Roam resolves customer concerns

Your first contact

In most cases we'll be able to solve your issue at first contact. You can call us on 13 86 55, email us at enquiries@roam.com.au or write to us at Locked Bag 5002, Parramatta NSW 2124.

A review by Customer Resolutions

If we still haven't addressed your concern to your satisfaction you can raise it with Customer Resolutions. As a specialist group within the company, they are responsible for finding fair solutions to any problem you may face.

You can contact Customer Resolutions by email at resolve@roam.com.au or in writing to Locked Bag 28, South Melbourne VIC 3205.

An independent assessment by the Transurban Ombudsman

If you are not satisfied with the outcome of the Customer Resolutions review you can request an independent review by the Transurban Customer Ombudsman:

Mr Michael Arnold
Level 3, IBM Tower, 60 City Road
Southgate VIC 3006

Phone 1800 664 871

Fax (03) 9626 2455

Email admin@transurbanombudsman.com.au

Website www.transurbanombudsman.com.au