

### How to contact Roam

**Internet** roam.com.au

**Email** commercial@roam.com.au

**Phone** Commercial Services 1300 656 884  
(between 8am and 6pm Monday to Friday)

13 TOLL (13 8655)  
(after hours customer service)

**Fax** 1300 553 175

**Mail** Roam Tolling Pty Ltd  
Locked Bag 5002  
Parramatta NSW 2124



Commercial e-TAG Account  
Customer Service Agreement

## 1. The Client's agreement with Roam

This agreement details the Client's rights and obligations for use of Westlink M7 and, in some circumstances, other Eligible Toll Roads.

This agreement begins when the Client accepts the agreement by:

- (a) opening the seal of the e-TAG® pack;
- (b) keeping the e-TAG;
- (c) clicking on the "I accept" button on our website; or
- (d) accepting in writing.

If the Client does not want to accept the agreement, the Client must return the e-TAG(s) to Roam as soon as possible without opening the seal of the e-TAG packs. Roam will refund any money that the Client has paid.

Roam enters into this agreement as the agent of WSO Co Pty Ltd ABN 73 102 757 924 (the concessionaire for Westlink M7) and as the agent of any other concessionaire for which Roam provides tolling services.

## 2. Linking vehicles to Client's Account and the Roam Register

The Client must provide Roam with details of the Client's vehicles it wishes to have linked to the Account before using any Eligible Toll Road or up to 48 hours after using that vehicle on Westlink M7. Each vehicle that is linked to the Account will be placed on the Roam Register.

Roam will register the Client's vehicles on the Roam Register when the Client provides Roam with all the information Roam needs as well as any payment required under this agreement. The vehicle information needed includes the State and Number Plate Details of each vehicle and Class of vehicle. Roam Registration only occurs when a vehicle is recorded as registered on the Roam Register by Roam.

If the Roam Registration of any of the Client's vehicles is suspended or cancelled (e.g. for non-payment) those vehicles will no longer be registered on the Roam Register.

The Client must link at least five e-TAGs and at least five vehicles to the Account.

## 3. e-TAGs and the road tolling system

The Client must:

- (a) install and use each e-TAG in accordance with the instructions supplied with the e-TAG; and
- (b) only use each e-TAG in a Nominated Vehicle of the same Class as the e-TAG. That is, a car e-TAG may only be used in a car, and a heavy vehicle e-TAG may only be used in a heavy vehicle.

The Client must specify one Nominated Vehicle as the preferred vehicle for each e-TAG linked to the Account.

The Client must advise Roam of the Client's choice of each preferred Nominated Vehicle.

### Trips on Westlink M7

Roam will operate the Westlink M7 electronic tolling system to detect vehicles that make Trips on Westlink M7 by identifying the Client's e-TAG or the vehicle's Number Plate Details. Roam will charge the relevant Westlink M7 tolls to the Account. If the Nominated Vehicle is detected on Westlink M7 without an e-TAG we may charge the Vehicle Matching Fee to the Account in addition to the relevant Westlink M7 tolls for that Trip.

### Trips on other Eligible Toll Roads

Other Eligible Toll Road operators may operate electronic tolling systems on those other toll roads to detect vehicles that make Trips on those toll roads by identifying the Client's e-TAG or the vehicle's Number Plate Details. The other Eligible Toll Road operator may send Trip data and the relevant tolls to Roam so Roam can charge those tolls (and any Fees if applicable) to the Account.

If the Nominated Vehicle is detected on other Eligible Toll Roads without an e-TAG we may charge the Vehicle Matching Fee to the Account in addition to the relevant tolls for that Trip.

## 4. Responsibility for e-TAGs and Nominated Vehicles

The Client is responsible for all Nominated Vehicles and e-TAGs linked to the Account and for making sure all Nominated Vehicles and e-TAGs are used in accordance with this agreement. The Client must procure, and is responsible for, the performance of and compliance with this agreement by any employee or other person who uses a Nominated Vehicle or an e-TAG linked to the Account.

Although Roam may communicate with the Client or signal the Client's e-TAGs to beep to inform the Client about certain events that affect the Roam Registration of the Client's Nominated Vehicles, the Client is responsible for making sure that the Roam Registration of each of the Client's Nominated Vehicles is not suspended or cancelled.

The Client must ensure that no objects are attached to the e-TAG, other than the e-TAG Holder.

## 5. When Clients should contact Roam

Each time any of the Client's Nominated Vehicles fitted with one of the Client's e-TAG passes an Electronic Toll Point, the e-TAG should make a sound, known as a beep.

**One beep** indicates that everything is operating normally.

**No beep** indicates that there is likely to be a problem with the e-TAG. The Trip may be completed, but the Client must contact Roam before using any Eligible Toll Road again.

**Four beeps** indicate that the Roam Registration of a Nominated Vehicle has been suspended or cancelled. The Client may receive a Toll Notice or a penalty notice and be liable for a fine. The Client must contact Roam before using any Eligible Toll Road again.

The Client should contact Roam as soon as possible when:

- (a) an e-TAG, Nominated Vehicle or number plate on a Nominated Vehicle has been lost or stolen;
- (b) an e-TAG is damaged or destroyed;
- (c) the Client wants to remove a Nominated Vehicle from the Account (e.g. if a vehicle is sold), or the Client changes the Number Plate Details of a Nominated Vehicle that is linked to the Account, or the Client wants to link another vehicle to the Account;
- (d) the Client wishes to transfer an e-TAG from one vehicle to another within the Client's fleet;
- (e) the Client changes Billing Address or other contact details (including the details of the Authorised Client Contact); or
- (f) the Client becomes aware of anything that may or will affect any payment described in this agreement.

## 6. If the Client does not make contact when required

A vehicle may be suspended from the Roam Register if the Client does not contact Roam as soon as the Client becomes aware of anything that may or will affect a payment under this agreement.

## 7. If a Nominated Vehicle or e-TAG is lost or stolen

Roam will not charge tolls to the Account after the Client has notified both the police and Roam that:

- (a) a Nominated Vehicle has been stolen, Roam detects that Nominated Vehicle at an Electronic Toll Point;
- (b) an e-TAG has been lost or stolen, Roam detects that e-TAG at an Electronic Toll Point; or
- (c) the number plate of a Nominated Vehicle has been stolen, Roam detects that number plate on a vehicle (if that vehicle is not the Client's vehicle) at an Electronic Toll Point.

Roam will resume charging tolls to the Account when the Client notifies Roam, or Roam becomes aware, that the Client has recovered the stolen Nominated Vehicle, lost or stolen e-TAG, or stolen number plate.

The Client must provide the *Police Event Number* if Roam requests it.

## 8. Vehicle with a different Class from e-TAG

If the Client uses any Eligible Toll Road in a vehicle with an e-TAG that is not the same Class as that vehicle, Roam may charge the appropriate tolls and the Vehicle Matching Fee to the Account.

## 9. Ownership of the e-TAG and licence to use it

Roam owns the e-TAG at all times. Roam licenses the Client to use the e-TAG linked to the Account in line with this agreement.

The Client must choose whether to pay the e-TAG Deposit or the e-TAG Monthly Fee for each e-TAG.

The Client must return the e-TAG to Roam within 10 Business Days after Roam asks the Customer to return it, or within 5 Business Days after Roam asks the Customer to return it if Roam has cancelled the Roam Registration of a Nominated Vehicle.

## 10. Charging tolls to the Account

Roam will charge tolls to the Account when Roam detects one or more of a Nominated Vehicle, e-TAG or the Number Plate Details of a Nominated Vehicle at an Electronic Toll Point, subject to clause 20.

If a Nominated Vehicle is also linked to another Account, and that Nominated Vehicle is detected on any Eligible Toll Road without an e-TAG, Roam may choose which Account will be charged with the tolls and Vehicle Matching Fee from that Trip.

## 11. Monthly Account Fee

For each Account that the Client opens, Roam will charge the Client the Monthly Account Fee every month.

## 12. Security Deposits

If we ask the Client to pay a Security Deposit it must be paid within 5 Business Days of receiving a request to do so.

Security Deposits (and other deposits or amounts which are to be treated like a Security Deposit) will not be credited to the Account.

We may use the Security Deposit (and other deposits or amounts which are to be treated like a Security Deposit) in part or full payment (at our discretion) of any amount owed to us under this agreement.

## 13. Invoices

As soon as practical after the end of each Payment Period, Roam will send the Client an invoice detailing transactions during the period.

The Client may choose to receive invoices in paper or electronic form.

Each invoice will show the Due Payment and the Payment Date for that Payment Period.

If the Client has a Standing Authorisation Account, the Due Payment must be paid by Automatic Payment. If the Client has any other type of Account (i.e. not a Standing Authorisation Account) the Due Payment must be paid by the Payment Date.

## 14. Paying Accounts

The Client must pay each Due Payment by the Payment Date.

If the Client has a Standing Authorisation Account the Due Payment must be made by Automatic Monthly Payment.

## 15. When payment is accepted

Payments are made to the Account when Roam receives them.

If the Client has a Standing Authorisation Account, Roam will receive the Automatic Monthly Payment when it is credited successfully to Roam's Bank account.

If the Client does not have a Standing Authorisation Account, or if an Automatic Monthly Payment has failed or the Client has made other payment arrangements with Roam, Roam will receive the Client's payments:

- (a) if by cash or credit card, BPAY®, or EFTPOS, when the person making the payment:
  - in person at Australia Post, is given a receipt for that payment; or
  - by electronic systems, Roam's website or telephone, is given a receipt number for that payment; or

(b) if by cheque, when the proceeds of the cheque have been cleared.

If a payment is not made successfully, Roam will charge the Declined Top Up Administration Fee to the Account unless the unsuccessful payment is Roam's or Roam's Bank's fault.

Roam may at its discretion accept late or part payments or any payment described as being in full or in part settlement of a dispute. If Roam does so, Roam will not lose any of its rights under this agreement.

Roam may use any late or part payment to repay any money the Client owes Roam.

The Client must pay Roam an amount equal to any costs (including legal costs) incurred by Roam for recovering a debt from the Client.

Failure to make a payment to Roam due under this agreement may result in the Account being suspended or cancelled.

If the Client continues to travel on Eligible Toll Roads when the Roam Registration is suspended or cancelled, the Client may be issued with a Toll Notice or a penalty notice and be liable for a fine. The Client agrees to pay any tolls and Toll Administration Fee that the Toll Notice requires the Client to pay.

## 16. When the Client agrees to additional payments

Roam may charge any Fee, tax, charge or amount to the Account as long as the Client has agreed to pay or the Client owes that Fee, tax, charge or amount to Roam under this agreement.

Roam may use amounts in the Account to pay any toll, Fee, tax, charge or amount that the Client owes to Roam, in any way Roam reasonably decides.

## 17. Complaints, questions and disputes

The Client should contact Roam to raise a dispute or make a complaint about the Roam Registration of the Nominated Vehicle or a payment or an amount debited, credited or not credited to the Account. A customer service officer will provide a response with reasons as soon as possible.

If the Client believes the dispute or complaint has not been properly addressed, the issue may be viewed by the customer resolutions group.

If the Client is not satisfied with the response, the complaint may be taken to the Tolling Customer Ombudsman.

Unless the Client tells us that the Client disagrees with the Account Balance within 60 days of receipt, the Account Balance recorded on the statement will be considered correct. Where the Client disputes the Account Balance, until that dispute is resolved this agreement must be complied with as if the Account Balance recorded on the statement was correct.

Where the Account Balance is disputed, we may (at our discretion):

- credit the Account for all or part of the disputed amount; or
- make other arrangements reasonably necessary to allow for the continued operation of the Account, until the dispute is resolved.

## 18. Travel on Eligible Toll Roads

When Trips are made on Eligible Toll Roads using any of the Client's e-TAGs or Nominated Vehicles Roam will debit from the Account the relevant tolls (and any applicable Fees) as charged by the relevant Eligible Toll Road operator.

## 19. Changing the agreement

Roam may change this agreement (including any amount, Fee or deposit) and may assign or novate this agreement to another party by:

- (a) publishing the changes on Roam's website, and how the Client may obtain a copy of them; or
- (b) sending a copy of the changes to the Client's Billing Address no later than the next statement after the effective date of the changes

(except when the changes either reduce Fees or are as a result of changes in taxes, in which case this is not required).

Changes to this agreement will apply from the date stated on Roam's website or in the copy of the changes.

## 20. Suspension or cancellation of the Roam Registration

If Trips are made by vehicles that are suspended or cancelled from the Roam Register and without any other arrangement, the Client will not have a valid arrangement in place. The Client or driver of the vehicle may commit an offence and may receive a Toll Notice or a penalty notice and be liable for a fine.

The Roam Registration of any of the Client's vehicles is suspended or cancelled when Roam records it as suspended or cancelled on the Roam Register or removes it from the Roam Register.

Roam may suspend or cancel the Roam Registration of any or all of the Client's Nominated Vehicles if:

- (a) payment (including an Automatic Monthly Payment) of a Due Payment is not made by the Payment Date in accordance with clauses 14 and 15;
- (b) the Client does not provide a Security Deposit for each e-TAG linked to the Account within 5 Business Days of being asked to pay a Security Deposit;

- (c) the Roam Registration of a Nominated Vehicle is suspended for more than 1 month or on repeated occasions;
- (d) the Client becomes bankrupt or appears likely to become bankrupt;
- (e) the Client becomes insolvent (i.e. not able to pay all its debts as and when they become due and payable) or has a receiver, manager, administrator or liquidator appointed, or appears likely to do so;
- (f) the Client is a company and:
  - passes a resolution for winding up;
  - an application is made for winding up and:
    - is not dismissed or withdrawn within 30 Business Days; or
    - an order is made for the company's winding up; or
  - enters into an arrangement, composition or compromise with any creditors;
- (g) Roam considers that a material adverse change has occurred in the Client's credit rating;
- (h) Roam is required to do so by law; or
- (i) for any other reason (including breach of this agreement by the Client), Roam reasonably considers cancellation of the Roam Registration of any or all of the Nominated Vehicles is necessary.

If the Client wishes to use a vehicle (or allow a vehicle to be used) on any Eligible Toll Road after the Roam Registration of that vehicle has been suspended, the Client must first contact Roam and re-register the vehicle on the Roam Register. Alternatively, the Client may make arrangements to pay tolls through another service provider.

Re-registration of a vehicle on the Roam Register may require payment by the Client of any amounts owed by the Client to Roam and may take up to 48 hours following receipt by Roam of any such payment. If Trips are made by the vehicle during this 48 hour period, the vehicle may not have been re-registered on the Roam Register and the Client or driver of the vehicle may commit an offence and may receive a Toll Notice or a penalty notice and be liable for a fine.

If the Client does not re-register the vehicle with Roam or does not make arrangements to pay tolls through another Toll Road service provider and that vehicle is detected on any Eligible Toll Road after its Roam Registration has been suspended or cancelled, the Client or driver of that vehicle may commit an offence and may receive a Toll Notice or a penalty notice and be liable for a fine.

If the Roam Registration of all of the Nominated Vehicles linked to the Account is cancelled, then within 5 Business Days of receiving notice of that cancellation, the Client must:

- (a) return all e-TAGs to Roam; and
- (b) pay any debit Account Balance and any other amount that is owed by the Client to Roam.

Roam will refund any Remaining Account Balance within 10 Business Days after the Client has met the above requirements.

## 21. When this agreement ends

This agreement ends 20 Business Days after the Roam Registration of all of the Nominated Vehicles linked to the Account is cancelled. The ending or cancellation of this agreement for any reason does not affect any rights that either the Client or Roam has against each other that arose at or before the end or cancellation of this agreement.

## 22. Liability

To the maximum extent permitted by law, Roam is not liable (whether in agreement, tort, under statute or otherwise) for any loss (including consequential loss or loss of profit), damage or expense that the Client or any other company, person or entity incurs arising directly or indirectly from the use of any Eligible Toll Road, the installation, use or removal of the e-TAG or the Holder, or anything else in connection with this agreement. This agreement does not affect any rights, liabilities and responsibilities arising at law, unless otherwise provided under this contract.

## 23. Notices

Notices (including any written communications or statements) may be given to the Client:

- (a) personally;
- (b) left at or sent to the Client's Billing Address;

- (c) sent by fax to the fax number last notified to Roam;
- (d) by signalling any of the Client's e-TAGs to give beeps each time the e-TAG passes an Electronic Toll Point; or
- (e) by sending an email to the email address last notified to Roam.

A notice sent by any of these methods to the Authorised Client Contact is treated as given to the Client.

Notices to Roam may be:

- (a) sent or delivered to Roam at Roam's address;
- (b) sent by fax to Roam's fax number; or
- (c) sent by email to Roam's email address.

Roam's contact details are on the back page of this booklet.

Notices take effect from the time they are received unless a later time is specified.

Notices by e-TAG beeps are taken to be received when Roam signals the e-TAG to beep.

If notices are sent by a fax machine that prints a transmission report showing that the fax was fully sent, they are taken to be received at the time shown in a transmission report which shows that the whole fax was sent. If notices are sent by post, they are taken to be received on the expiration of three Business Days after the date of posting. If notices are left at the Client's Billing Address they are taken to be received on the day of delivery if delivered before 4 pm on a Business Day and otherwise on the next Business Day. If notices are sent by email they are taken to be received on the expiration of one Business Day after the date of sending.

## 24. Consent to use and disclose information

The Client consents to Roam using or disclosing any information the Client provides to Roam if the information is used or disclosed for the purposes contemplated by this agreement (including the exercise of any rights or the performance of any obligations under this agreement) or as detailed in the Privacy Code. Please visit [www.roam.com.au](http://www.roam.com.au) or contact Roam for a copy of the Privacy Code.

The Client consents to any information about the Client's Account, including any information the Client provides to Roam being disclosed by Roam to:

- (a) credit rating agencies to enable Roam to ascertain a Client's credit rating either before the Client's Account is opened or at anytime thereafter while the Client's Account remains open; and
- (b) credit reporting agencies or to debt collection agencies where the Client is in payment default.

The Client consents to Roam disclosing any information otherwise required by law (legislation or court order).

The Client consents to Roam disclosing to Eligible Toll Road operators and the Roads and Traffic Authority, NSW (RTA) any information that is required for toll enforcement or collection.

## 25. Interpretation

In this agreement, unless the contrary intention appears:

- (a) a reference to this agreement includes any variation to it;
- (b) the singular includes the plural and the plural includes the singular;
- (c) a reference to a person includes a firm, a body corporate, an unincorporated association or an authority;
- (d) an obligation imposed on two or more parties binds them jointly and severally;
- (e) a reference to a time or date is a reference to that time or date in Sydney;
- (f) a provision of this agreement must not be interpreted against Roam just because Roam prepared the agreement;
- (g) a reference to any legislation or subordinate legislation includes any modifications or changes; and
- (h) headings in this agreement have been inserted for convenience and do not affect the interpretation of this agreement.

This agreement and the transactions contemplated by this agreement are governed by New South Wales law.

## Definitions

**Account** means the Client's Account with Roam;

**Account Balance** means the total of all tolls, Fees, taxes and charges that Roam has debited to the Account since the end of the last Payment Period (or, in the case of the first Payment Period, since the beginning of that Payment Period) and any other amounts that the Client owes Roam which have not been paid by the Client;

**Authorised Client Contact** means the Client's authorised representative as notified to Roam by the Client;

**Automatic Monthly Payment** means a standing authorisation given by the Client to Roam over a Bank account or a credit card held by the Client for the Due Payment;

**Bank** means any bank or financial institution including a credit card provider;

**Billing Address** means the last mailing address advised to Roam by the Client;

**Business Day** means any day that is not a Saturday, Sunday or public holiday in NSW;

**Class** means a class of vehicles, each Class defined as follows:

(a) Class 1 (Motorcycles) means motorcycles with two wheels, including motorcycles with single-wheeled sidecars or with small single-axle motorcycle trailers;

(b) Class 2 (Cars) mean cars and other vehicles with two axles under 2.8 metres in height and vehicles with trailers (combined totalling three axles) under two metres in height, and which do not meet Class 1 definition; and

(c) Class 4 (Heavy vehicles) means all vehicles that do not meet Class 1 or Class 2 definitions;

**Client** means the company, entity, person or person acting on behalf of the company or entity who has opened the Account with Roam;

**Due Payment** means, in respect of any Payment Period, the amount stated in the invoice for that Payment Period as the Account Balance that the Client owes to Roam as at the end of that Payment Period;

**Electronic Toll Point** means any place on an Eligible Toll Road where vehicles are detected for the purpose of charging tolls by an electronic tolling system;

**Eligible Toll Roads** means Westlink M7 and those Australian roads, bridges, tunnels or locations on which a toll is levied for the passage of vehicles and on which you can use your Roam e-TAG and/or your Nominated Vehicle. Some Eligible Toll Roads may only accept e-TAGs. For further details please refer to the Roam website;

**e-TAG Deposit** means an e-TAG deposit described in clause 26;

**e-TAG** means the transponder owned by Roam or Roam's contractor and licensed or leased to the Client for the duration of this agreement;

**Fee** means any Fee payable to Roam by the Client when certain events occur, as set out in clause 26;

**Holder** means the device that will be supplied with each e-TAG for the purposes of attaching the e-TAG to the windscreen;

**Nominated Vehicle** means the vehicle the Client has asked Roam to link to the Account and is registered on the Roam Register;

**Number Plate Details** means the combination of numbers, letters or numbers and letters, and the state of registration on the number plate of a Nominated Vehicle/s, as assigned to that vehicle by the relevant vehicle registration authority (for example the Roads and Traffic Authority, NSW);

**Payment Date** means the date fourteen days after the end of a Payment Period;

**Payment Period** means each consecutive monthly period, beginning on the date agreed between Roam and the Client;

**Privacy Code** means the privacy code available from the Roam website;

**Remaining Account Balance** means the total of any:

- credit Account Balance;
- e-TAG Deposit;
- Security Deposit; and
- any other amounts which are treated like a security deposit, that remains after all outstanding Fees, taxes, tolls, charges and any other amounts which the Client owes to Roam are deducted;

**Roam** means Roam Tolling Pty Ltd ACN 103 186 670 and includes its contractors and agents;

**Roam Register** means the register of vehicles that are subject to customer service agreements established and maintained by Roam;

**Roam Registration** means the registration by Roam of any of the Client's vehicles on the Roam Register by linking it to the Account;

**Standing Authorisation Account** means an Account that allows the Client to pay the Account Balance by Automatic Monthly Payment;

**Toll Administration Fee** is a Fee that may be payable in relation to a Toll Notice;

**Tolling Customer Ombudsman** means Ombudsman for the tolling industry and the contact details can be accessed from the Roam website;

**Toll Notice** is a request for payment (or further request for payment) which may include tolls payable by the Client and a Toll Administration Fee;

**Trip** means the driving of a vehicle in one direction through one or more Electronic Toll Points uninterrupted by exit and subsequent re-entry on a single Eligible Toll Road; and

**Westlink M7** means the motorway of that name between Prestons and West Baulkham Hills in western Sydney.

## 26. Fees and other amounts relevant to the Account

The following Fees and amounts are payable as described in this table (inclusive of Goods and Services Tax (GST) where applicable).

Fee or amount	When payable	Amount, Fee or Deposit
<b>Additional e-TAG Holder Fee</b>	The amount payable per additional e-TAG Holder that the Client requests. If the Client requests an additional e-TAG, one e-TAG Holder will be provided with the e-TAG free of charge.	\$3.00 per additional e-TAG Holder
<b>Additional Statement Fee</b>	The amount debited to the Account when the Client requests an additional statement.	\$3.60 per statement requested.
<b>Debt Cost Recovery Fee</b>	Any costs (including legal costs) incurred by Roam in recovering a debt from the Client. These costs will be debited to the Account and also recovered. If the Account is in arrears and Roam attempts to recover the debt from the Client the Debt Cost Recovery Fee will be debited to the Account and the aggregate of that debt and any applicable Fees may be recovered from the Client by Roam.	Amount incurred by Roam.
<b>Declined Top Up Administration Fee</b>	The amount that will be debited from the Account if the Client's payment is not successfully made, unless the unsuccessful payment is caused by Roam or Roam's Bank.	The charge imposed on Roam by Roam's Bank as a result of the Client's unsuccessful payment.

Fee or amount	When payable	Amount, Fee or Deposit
<b>e-TAG Deposit</b>	If the Client chooses to pay the e-TAG Deposit instead of the e-TAG Monthly Fee for each e-TAG: The refundable deposit must be paid to Roam prior to issue of each new e-TAG. The e-TAG deposit will be withheld by Roam and is not refundable if the e-TAG is lost, damaged, destroyed or made faulty by the Client or any other company, person or entity that the Client has allowed to use the e-TAG, or if the Client does not return any or all e-TAGs to Roam when this agreement requires the Client to do so.	\$40.00 per e-TAG.
<b>e-TAG Monthly Fee</b>	If the Client chooses to pay the e-TAG Monthly Fee instead of the e-TAG Deposit for each e-TAG: This amount will be debited from the Account each month.	\$0.90 per month per e-TAG linked to the Account.
<b>e-TAG Non-Return Fee</b>	If the Client chooses to pay the e-TAG Monthly Fee instead of the e-TAG Deposit, and if the Client is unable to return an e-TAG to Roam when Roam requests it, then this amount will be debited to the Account.	\$40.00 per e-TAG that the Client is unable to return to Roam.
<b>Late Payment Fee</b>	If payment of an amount that the Client owes to Roam is more than 5 days late.	\$5.50 plus 1.5% of the amount that was not paid on time.
<b>Monthly Account Fee</b>	The Client must pay Roam this amount to open and maintain a Commercial e-TAG Account.	\$11.00 per month per Account.
<b>Security Deposit</b>	We may require you to pay this deposit as security.	\$50.00 per e-TAG linked or proposed to be linked to the Account.
<b>Suspension Fee</b>	This is the amount that may be debited from the Account if the Roam Registration of a vehicle is suspended or cancelled other than following the Client's request.	\$5.50 per vehicle suspended or cancelled.

Fee or amount	When payable	Amount, Fee or Deposit
<b>Vehicle Matching Fee</b>	Roam will debit the Vehicle Matching Fee from the Account (as well as tolls), for each Trip that any Nominated Vehicle is detected using any Eligible Toll Road without an e-TAG also being detected. Roam will not charge the Vehicle Matching Fee if Roam is responsible for the failure to detect an e-TAG.	\$0.75 per Trip for Trips on Westlink M7. Vehicle Matching Fee will be waived for Trips by Class 1 vehicles (motorcycles) on Westlink M7.  Other amounts may be charged per Trip on other Eligible Toll Roads – please refer to the website of the relevant Eligible Toll Road.