

How to contact Roam

Phone 13 TOLL (13 8655)
Internet roam.com.au
Email enquiries@roam.com.au
Facsimile 1300 553 175
Mail Roam Tolling Pty Ltd
Locked Bag 5002
Parramatta NSW 2124

Access all areas e-TAG account guide



Roam. 

transurban
www.transurban.com.au

Roam. 

About this guide

This guide explains the Roam e-TAG® account which provides access to all toll roads in Australia. The e-TAG account is most suitable for individuals and small businesses.

If you haven't decided whether to get an e-TAG account, this guide outlines the benefits and explains how to open an account.

If you have already set up your e-TAG account this guide will explain how your account works, how to manage it and how to make your payments.

For detailed information about the Roam e-TAG account refer to the customer service agreement (available at roam.com.au, by calling 13 TOLL and in the e-TAG pack provided when you open an account).

Access all areas

A better way to get there:

- e-TAG accounts, the ideal solution for frequent toll road users
- e-TAGs, your passport to all toll roads in Australia
- a range of payment options such as direct debit, retail outlets, internet and phone
- statement options that include free monthly statements on the web
- online services that include checking your recent trips and adding vehicles to your account
- visit roam.com.au or call 13 TOLL (13 8655)

Roaming around Sydney

e-TAGs work on every toll road, bridge and tunnel in Australia. In Sydney, use your e-TAG at electronic toll points wherever you see the 'E' symbol.



Take advantage of electronic toll roads and by-pass cash booths. Access Sydney's fully electronic toll roads, which include Westlink M7, the Sydney Harbour Bridge and Tunnel, and the Lane Cove Tunnel.

Each toll road charges different tolls and fees. Contact the toll roads you wish to travel on for more information.



Benefits

With the Roam e-TAG account you can

- add up to ten vehicles to your account and order up to four e-TAGs
- choose between an upfront deposit for your e-TAG or a monthly fee instead
- choose from a range of ways to pay, including:
 - automatically from your credit card or bank account
 - manually:
 - anytime over the phone or web
 - with cash at Australia Post
 - BPAY using phone and internet banking (contact your bank for details)

Roam is committed to sustainability.

We provide free online statements and we prefer to email or SMS important account messages. These are just some of the ways we are reducing the amount of paper we use. To do this we need to be up to date with your email address and mobile telephone number. It's easy to check and update your details when you log on to roam.com.au. We appreciate your help.

How to open an account

1. Apply for your account online at roam.com.au, call 13 TOLL (13 8655) or visit an Australia Post outlet
2. Choose the account that best suits you

Auto payment

- Pre-paid account
- \$0.90 monthly e-TAG fee OR \$40 e-TAG deposit
- Top ups occur automatically from your credit card or bank account when your account balance drops below \$20*. Your automatic top up must be at least \$50
- \$50 opening top up per e-TAG
- No monthly administration fee

OR

Manual payment

- Pre-paid account
- \$0.90 monthly e-TAG fee
- You need to make a manual payment when your account balance drops below \$25. You must make a manual payment of at least \$50
- \$50 opening top up per e-TAG
- \$1.30 monthly administration fee

How Roam e-TAG accounts work

1. Tolling

- Receive your e-TAG pack by mail (within 7 working days of applying for your account)
- Install your e-TAGs using the guide in the pack
- Tolls are then automatically charged to your account each time your e-TAG is detected by a sensor at a toll point, or when a number plate registered to your account is photographed at a toll point (this is called video tolling)
- Contact Roam with the details of any other vehicles you'd like to cover for toll road travel – such as your second car, or the car of a friend visiting Sydney
- View your trip details online at roam.com.au

Stay tuned: we'll keep you up to date with trip and payment information via your statements. We'll even email you each month to let you know your statement has arrived. To receive this service, just opt for online statements and keep us up to date with your email address.

*Full details of fees and charges are included within e-TAG account customer service agreement

Registering your vehicles with Roam

To cover vehicles for toll road travel with your account, **you must register their details with Roam**. You can do this before travel, or up to 48 hours after the first trip on a toll road.

Your Roam registration (separate to your RTA vehicle registration) covers both travel with an e-TAG, and video tolling. You may be charged a vehicle matching fee per trip without an e-TAG.

It's important to select the right vehicle class so we can calculate your tolls correctly and send you the right type of e-TAG for each of your vehicles.

There are three vehicle classifications:



Class 1 vehicles (motorcycles).

A vehicle meets the Class 1 requirements if it is:

- a motorcycle with two wheels, including motorcycles with single-wheeled sidecars or with small single-axle motorcycle trailers (NB: Motorcycles are never charged the vehicle matching fee on Westlink M7)



Class 2 vehicles (cars).

A vehicle meets the Class 2 requirements if it is:

- a car or other vehicle with 2 axles under 2.8 metres high, OR
- a vehicle with trailer (3 axles in total) under 2 metres high



Class 4 vehicles (heavy vehicles).

A vehicle meets the Class 4 requirements when it exceeds the Class 1 and Class 2 dimensions detailed above.

Need extra tags or tag holders?

Visit roam.com.au, email enquiries@roam.com.au or call 13 TOLL (13 8655)

2. Managing your account

It's easy

You can manage your account online at roam.com.au, by emailing enquiries@roam.com.au or by calling 13 TOLL (13 8655)

- Keep your vehicle registration up to date (eg. if you sell your car or buy a new one). Otherwise you may pay the tolls for a vehicle that is no longer yours
- Make sure your e-TAG is correctly installed to avoid vehicle matching fees
- Listen to the e-TAG beeps
- Advise us if your details change (eg. you change your mobile number or email address)
- Keep your account topped up

Making payments

- If you've opted to pay automatically let us know if your details change (eg. your credit card expiry date)
- If you've opted to pay manually make sure you top up when your balance drops to \$25
- Listen to the e-TAG beeps and top up at three beeps or contact us as soon as possible if you hear four beeps
- *We may suspend your vehicles from the Roam Register if we don't receive payments (refer to the Customer Service Agreement)*

More about e-TAG beeps

At electronic toll points your e-TAG will beep.

1 – enough credit

3 – account balance low, please top up

4 – registration suspended or cancelled – you may receive a toll notice or fine – call 13 TOLL (13 8655)

0 – there may be a problem, check that your e-TAG is installed according to the instructions provided and if problem persists call 13 TOLL (13 8655)

Reporting lost, stolen or damaged e-TAGs

- Contact us immediately
- Stolen e-TAGs will be replaced at no cost providing you report it to the police and provide us with the *Police Event Number*
- Lost e-TAGs will be replaced for an additional cost
- Damaged e-TAGs should be sent to us so that we can assess the damage

Claiming Cashback

Under the NSW Government Cashback scheme, motorists can claim back M5 tolls (excluding GST and other fees).

To qualify you must:

- be a resident of NSW
- drive on the M5 in a vehicle registered with the RTA for private use
- have a tag account
- let us know you want to register for Cashback when you open your e-TAG account.

You can claim your Cashback by completing the Cashback form and attaching the usage statement that we will send you quarterly. Return the Cashback form and usage statement to the RTA. For more information please contact the RTA on 1300 133 310 or visit rta.nsw.gov.au.

Access all the time... at roam.com.au

- Pay your account
- Check your account balance
- View statements and trips
- Update your personal details
- Add new number plates
- Request e-TAGs and e-TAG holders
- Learn more about electronic toll roads

Making a suggestion or a complaint

- You can make a suggestion or complaint by emailing enquiries@roam.com.au, calling 13 TOLL (13 8655) or writing to Roam at Locked Bag 5002 Parramatta NSW 2124
- If you make a complaint and are concerned it has not been satisfactorily resolved, you can contact Customer Resolutions at resolve@roam.com.au or Locked Bag 5002 Parramatta NSW 2124
- If we still haven't resolved your concern to your satisfaction, you can raise the problem with the Tolling Customer Ombudsman for an independent review and mediation. Email admin@tollingombudsman.com.au, fax (03) 9853 7782 or call 1800 145 009.

Our privacy code

Your privacy is important to us. Our privacy code covers how we collect and use your personal information, how you can access the information we hold about you, and other important privacy information. To view our privacy code please visit roam.com.au.

