

How to contact Roam

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



e-TAG Account
Customer Service Agreement

1. Your agreement with us

This agreement details your rights and obligations for use of Westlink M7 and, in some circumstances, other Eligible Toll Roads. The agreement begins when you accept 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 you do not want to accept the agreement, you must return the e-TAG(s) to us as soon as possible without opening the seal of the e-TAG pack(s). We will refund any money you have 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 we provide tolling services.

2. Linking Vehicles to your Account and the Roam Register

You must provide us with details of each vehicle that you wish to have linked to your Account before using that vehicle on any Eligible Toll Road or up to 48 hours after using that vehicle on Westlink M7. Each vehicle that is linked to your Account will be placed on the Roam Register.

We will register your vehicle on the Roam Register when you provide us with all the information we need 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 your vehicle is recorded as registered on the Roam Register by us.

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

You may link up to four e-TAGs and ten vehicles to your Account. Each vehicle may only be linked to one other Account.

3. e-TAGs and the road tolling system

You 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.

You may specify one Nominated Vehicle as the preferred vehicle for each e-TAG linked to your Account. You must advise us of your choice of preferred vehicle.

Trips on Westlink M7

We will operate the Westlink M7 electronic tolling system to detect vehicles that make Trips on Westlink M7 by identifying your e-TAG or the vehicle's Number Plate Details. We will charge the relevant Westlink M7 tolls to your Account.

If your Nominated Vehicle is detected on Westlink M7 without an e-TAG we may charge the Vehicle Matching Fee to your 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 other toll roads by identifying your e-TAG or your vehicle's Number Plate Details. The other Eligible Toll Road operator may send Trip data and the relevant tolls to us so we can charge those tolls (and any Fees if applicable) to your Account.

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

4. Responsibility for e-TAGs and Nominated Vehicles

Although we may communicate with you or signal your e-TAG to beep to inform you about certain events that affect the Roam Registration of your vehicle, you are responsible for making sure that the Roam Registration of your vehicle is not suspended or cancelled.

You must ensure that no objects are attached to your e-TAG, other than the e-TAG holder.

TMRoam is a trademark.

5. When you should contact us

Each time your vehicle fitted with your e-TAG passes an Electronic Toll Point, your 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 your e-TAG. You may complete the Trip, but you must contact us before you use any Eligible Toll Road again.

Four beeps indicate that the Roam Registration of your vehicle has been suspended or cancelled. You may receive a Toll Notice or a penalty notice and be liable for a fine. You must contact us before you use any Eligible Toll Road again.

For Trips on Westlink M7, **one beep, followed by two short beeps**, means your Account Balance is low. You should top up your Account by making a payment.

You should contact us as soon as possible when:

- (a) your e-TAG, Nominated Vehicle or number plate on a Nominated Vehicle is lost or stolen;
- (b) your e-TAG is damaged or destroyed;
- (c) you want to remove your Nominated Vehicle from your Account (e.g. you sell that vehicle), or you change the Number Plate Details of a Nominated Vehicle that is linked to your Account, or you want to link another vehicle to your Account;
- (d) you change your Address or other contact details (eg. your phone number); or
- (e) you become aware of anything that may or will affect any payment under this agreement.

6. If you do not make contact when required

Your vehicle may be suspended from the Roam Register if you do not contact us as soon as you become aware of anything that may or will affect a payment under this agreement and fix the problem.

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

We will not charge tolls to your Account after you have notified both the police and us that:

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

We will resume charging tolls to your Account when you notify us, or we become aware, that you have recovered the stolen Nominated Vehicle, lost or stolen e-TAG, or stolen number plate.

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

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

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

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

You do not own any e-TAG at anytime. We licence you to use the e-TAG linked to your Account in line with this agreement.

If you have arranged to pay by Automatic Payment from your Bank account or credit card, you must choose:

- (a) to pay the e-TAG Deposit for each e-TAG; or
- (b) to pay the e-TAG Monthly Fee for each e-TAG.

If you have not made arrangements to make an Automatic Payment from your Bank account or credit card (that is you have chosen to make manual payments), you must pay the e-TAG Monthly Fee for each e-TAG.

You must return the e-TAG to us within 10 Business Days after we ask you to return it, or within 5 Business Days after we ask you to return it if we have cancelled the Roam Registration of your Nominated Vehicle(s).

10. Charging tolls to your Account

We will charge a toll to your Account when we detect one or more of your Nominated Vehicles, your e-TAG or the Number Plate Details of a Nominated Vehicle at an Electronic Toll Point, subject to clause 16.

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

11. Payment of your Account

There are two payment options for e-TAG Accounts:

- (a)** Manual Payment – you must maintain a pre-paid Account Balance, and tolls, Fees and charges are deducted by us from your Account Balance. When your Account Balance is at or below the Top Up Trigger you must top up your Account by making a Manual Payment; or
- (b)** Automatic Payment – the pre-paid Account Balance is maintained in your Account automatically. Tolls, Fees and charges are deducted by us from your Account Balance. When your Account Balance is at or below the Top Up Trigger your Account will be automatically topped up by us drawing the Agreed Replenishment Amount by Automatic Payment from your Bank account or your credit card.

Each pre-paid Account has an upper limit of \$4,999, irrespective of the method of payment. If your Account Balance is \$5,000 or above, we will report your details to AUSTRAC in accordance with the *Anti-Money Laundering and Counter-Terrorism Financing Act 2006*.

12. When is a payment made?

Payments are made to your Account when we receive them.

If you have arranged to pay by Automatic Payment from your Bank account or your credit card, we will receive your Automatic Payment when it is credited successfully to our Bank account.

If you have not made arrangements to make an Automatic Payment from your Bank account or your credit card, you are responsible for topping up your Account by making a Manual Payment.

If you pay by Manual Payment or your Automatic Payment has failed, we will receive your 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, our 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, we may charge the Declined Top Up Administration Fee to your Account (e.g. if a cheque or direct debit is dishonoured) unless the unsuccessful payment is our or our Bank's fault.

We may at our discretion accept late or part payments or any payment described as being in full or in part settlement of a dispute. If we do so, we will not lose any of our rights under this agreement. We may allocate any such payment against any money you owe us as we deem necessary.

Failure to make a payment to us due under this agreement may result in the Account being suspended or cancelled. If you continue to travel on Eligible Toll Roads when the Roam Registration is suspended or cancelled, you may be issued with a Toll Notice or a penalty notice and be liable for a fine. You agree to pay any tolls and Toll Administration Fee that the Toll Notice requires you to pay.

13. When you agree to additional payments

We may charge any Fee, tax, charge or amount to your Account if you have agreed to pay or you owe that Fee, tax, charge or amount to us under this agreement.

We may use amounts in your Account to pay any toll, Fee, tax, charge or amount that you owe us, in any way we reasonably decide.

14. Complaints, questions and disputes

If you have a dispute or wish to make a complaint about the Roam Registration of your vehicle or a payment or an amount debited, credited or not credited to your Account, you should contact us. A customer service officer will provide a response with reasons as soon as possible.

If you believe that your dispute or complaint has not been properly addressed, you have the right to have the issue viewed by the customer resolutions group.

If you are not satisfied with the response, you may take your complaint to the Tolling Customer Ombudsman.

Unless you tell us that you disagree with your Account Balance within 60 days of receipt, the Account Balance recorded on the statement will be considered to be correct. Where you dispute your Account Balance, until that dispute is resolved you must continue to comply with this agreement as if the Account Balance recorded on the statement was correct.

Where you dispute your Account Balance, we may (at our discretion):

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

15. Changing the agreement

We 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 our website, and how you may obtain a copy of them; or
- (b)** sending a copy of the changes to your 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 our website or in the copy of the changes.

16. 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, you will not have a valid arrangement in place. You may commit an offence which may result in you being issued with a Toll Notice or a penalty notice and be liable for a fine.

The Roam Registration of your vehicle is suspended or cancelled when we record it as suspended or cancelled on the Roam Register or remove it from the Roam Register.

We may suspend or cancel the Roam Registration of all your Nominated Vehicles if:

- (a)** your Account Balance is zero or less or has not been paid within the required time period;
- (b)** we are required to do so by law; or
- (c)** for any other reason (including breach of this agreement by you) we reasonably consider cancellation of the Roam Registration of your Nominated Vehicle is necessary.

If you wish to use a vehicle on any Eligible Toll Road after the Roam Registration of your vehicle has been suspended, you must first contact us and re-register your vehicle on the Roam Register. Your vehicle will be re-registered on the Roam Register when your Account Balance is more than the Top-Up Trigger relating to your Account. Alternatively, you may make arrangements to pay tolls through another service provider.

If you do not re-register your vehicle with us or do not make arrangements to pay tolls through another toll road service provider and your vehicle is detected on any Eligible Toll Road after its Roam Registration has been suspended or cancelled, the driver of that vehicle may commit an offence and it may result in you being issued with a Toll Notice or a penalty notice and be liable for a fine.

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

- (a)** return all e-TAGs to us; and
- (b)** pay any debit Account Balance and any other amount you owe us.

We will refund any Remaining Account Balance within 10 Business Days after you have met the above requirements.

17. When this agreement ends

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

18. Liability

To the maximum extent permitted by law, we are not liable (whether in agreement, tort, under statute or otherwise) for any loss (including consequential loss or loss of profit), damage or expense that you or any other person incurs arising directly or indirectly from your use of any Eligible Toll Road, your 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, including statutory consumer protection.

19. Notices

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

- (a) personally;
- (b) left at or sent to your Address;
- (c) sent by fax to the fax number last notified to us;
- (d) by signalling your e-TAG to give beeps each time your e-TAG passes an Electronic Toll Point;
- (e) by sending an SMS message to the mobile phone number last notified to us; or
- (f) by sending an email to the email address last notified to us.

Notices to us may be:

- sent or delivered to us at our address;
- sent by fax to our fax number; or
- sent by email to our email address.

Our 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 we signal the e-TAG to beep.

If notices are:

- (a) 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;
- (b) sent by post, they are taken to be received on the expiration of three Business Days after the date of posting;
- (c) sent by SMS or email, they are taken to be received on the expiration of one Business Day after the date of sending;
- (d) left at your 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.

20. Consent to use and disclose information

You consent to us using or disclosing any information you provide to us 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 or contact Roam for a copy of the Privacy Code.

You consent to any information about your Account, including any information you provide to Roam being disclosed by us to credit reporting agencies or to debt collection agencies where you are in payment default.

We may use personal information to research and develop new products and services, and conduct business planning.

You consent to us disclosing any information otherwise required by law (legislation or court order).

You consent to us disclosing to Eligible Toll Road operators and the Roads and Traffic Authority, NSW (RTA) any information that is required for toll enforcement or collection.

21. RTA's Cashback Scheme

Cashback has been established by the NSW Government for motorists to claim back their M4 and M5 tolls (excluding GST and all other fees) from the Roads and Traffic Authority, NSW (RTA).

You may be eligible for Cashback if you:

- drive a vehicle on M4 or M5 which is registered in NSW with a private usage shown on the registration papers, e.g. "Private General" or "Charitable";
- have an e-TAG Account with us and tell us that you wish us to register your Account with the Roads and Traffic Authority, NSW for Cashback;
- complete the Cashback claim form and attach a usage statement for travel on M4 and M5; and
- return the Cashback claim form and your usage statement to the Roads and Traffic Authority, NSW.

If you join Cashback, we are obliged to send to the Roads and Traffic Authority, NSW each month the name, address, Trip and toll details of customers who have informed us they wish to participate in Cashback. This is for Roads and Traffic Authority, NSW audit verification purposes. You consent to this disclosure.

Your Number Plate Details may be photographed at the M4 or M5 toll plazas for audit verification purposes. For further information about Cashback, contact the Roads and Traffic Authority, NSW on 1300 133 310 or email cashback@rta.nsw.gov.au.

22. 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 us just because we 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 your Account with us;

Account Balance means the total of all of the payments (and other amounts) which have been credited to your Account less any toll, Fee, tax, charge or other amount which is debited to your Account;

Address means the last mailing address advised to us by you;

Agreed Replenishment Amount has the meaning given to it in clause 23;

Automatic Payment means a standing authorisation given by you to us over a Bank account or a credit card;

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

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

Cashback means the M4/M5 Cashback Scheme established by the NSW Government;

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) means cars and other vehicles with two axles under 2.8 metres in height and vehicles with trailers (combined totalling three axles) under 2 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;

Electronic Toll Point means any place on an Eligible Toll Road where vehicles are detected by an electronic tolling system;

Eligible Toll Road 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 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 23;

e-TAG means the transponder owned by us or our contractor and licensed to you for the duration of this agreement;

Fee means any Fee payable to us by you when certain events occur, as set out in clause 23;

Holder means the device that will be supplied with your e-TAG for the purpose of attaching the e-TAG to the windscreen;

Manual Payment means a payment received by us by way of cash, a manual credit card or EFTPOS transaction, a bank cheque or a personal cheque. Manual Payments may be made through our website, by telephoning us, at Australia Post, or through other means that we may advise;

Nominated Vehicle means the vehicle you have asked us to link to your 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 your Nominated Vehicle(s), as assigned to that vehicle by the relevant vehicle registration authority (e.g. the Roads and Traffic Authority, NSW) ;

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; 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 you owe us are deducted;

Roam means Roam Tolling Pty Limited 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 us;

Roam Registration means the registration by us of your vehicle on the Roam Register by linking it to your Account;

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

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

Toll Notice is a request for payment (or further request for payment) which may include tolls payable by you 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;

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

you/your means you, the customer, who has opened the Account with us and your properly authorised agents.

23. Fees and other amounts relevant to your 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
Additional e-TAG Amount	The amount payable per additional e-TAG that is linked to your Account after it is opened. If you pay the e-TAG Deposit for your e-TAGs: If you pay the e-TAG Monthly Fee for your e-TAGs:	\$90.00 per additional e-TAG (comprising \$50.00 top up plus \$40.00 e-TAG Deposit). \$50.00 top up per additional e-TAG.
Additional e-TAG Holder Fee	The amount payable per additional e-TAG Holder that you request. If you request 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.
Additional Statement Fee	The amount debited to your Account when you request an additional statement.	\$3.60 per statement requested.
Agreed Replenishment Amount	If you choose to make Manual Payments : The minimum amount that you must pay to top up your Account. If you choose to make Automatic Payments : The amount drawn from your bank account or credit card after the Account Balance falls below the Top Up Trigger.	Either: (a) the greater of: \$50.00; and the difference between your Account Balance and \$50.00; or: (b) any larger amount selected by you and agreed by us
Debt Cost Recovery Fee	Any costs (including legal costs) incurred by us in recovering a debt from you. These costs will be debited to your Account and also recovered. If your Account is in arrears and we attempt to recover the debt from you the Debt Cost Recovery Fee will be debited to your Account and the aggregate of that debt and any applicable Fees may be recovered from you by us.	Amount incurred by us.
Declined Top Up Administration Fee	The amount that will be debited from your Account if your payment is not successfully made, unless the unsuccessful payment is caused by us or our Bank.	The charge imposed on us by our Bank as a result of your unsuccessful payment.

Fee or amount	When payable	Amount, Fee or Deposit
e-TAG Deposit	If you pay the e-TAG Deposit for each of your e-TAGs: The refundable deposit must be paid to us prior to issue of each new e-TAG. The e-TAG deposit will be withheld by us and is not refundable if your e-TAG is lost, damaged, destroyed or made faulty by you or any other person you have allowed to use your e-TAG, or if you do not return any or all e-TAGs to us when this agreement requires you to do so.	\$40.00 per e-TAG.
e-TAG Monthly Fee	If you pay the e-TAG Monthly Fee for each of your e-TAGs: This amount will be debited from your Account each month.	\$0.90 per month per e-TAG linked to your Account.
e-TAG Non-Return Fee	If you pay the e-TAG Monthly Fee, and if you are unable to return the e-TAG to us when we request it, then this amount will be debited to your Account.	\$40.00 per e-TAG that you are unable to return to us.
Manual Top Up Fee	If you choose to make Automatic Payments: Although you will set up an Automatic Payment arrangement if you choose the Automatic Payment option you may still make occasional Manual Payments. This amount will be debited to your Account if you make a Manual Payment to your Account. (Unlimited Automatic Payments may be made without incurring this Fee.)	\$1.50 per Manual Payment.
Monthly Account Fee	If you choose to make Manual Payments only: The amount debited to your Account each month so that you can make unlimited Manual Payments to your Account	\$1.30 per month.
Monthly Statement Fee	The amount debited to your Account for us to send you a paper statement each month by mail.	\$1.00 per month.
Opening Amount	The amount payable per e-TAG to open your Account. If you pay the e-TAG Deposit for each of your e-TAGs: If you pay the e-TAG Monthly Fee for each of your e-TAGs:	\$90.00 per e-TAG linked to your Account when it is opened (comprising \$50.00 top up plus \$40.00 e-TAG Deposit). \$50.00 top up per e-TAG linked to your Account when it is opened.

Fee or amount	When payable	Amount, Fee or Deposit
SMS Low Balance Fee	If you choose to make Manual Payments: Only applies if you opt to receive low balance warning messages by SMS. The amount that will be debited from your Account if you do not top up your Account within 3 days after receiving a low balance warning message by SMS.	\$0.20 per SMS.
Suspension Fee	This is the amount that may be debited from your Account if the Roam Registration of your vehicles has been suspended or cancelled other than following your request.	\$11.00 for the suspension of vehicles linked to your Account.
Top Up Trigger	If you choose to make Automatic Payments: When your Account Balance falls to this amount we will draw the Replenishment Amount from your Bank account or credit card. If you choose to make Manual Payments: When your Account Balance falls to this amount you should top up your Account.	\$20.00, or any larger amount as agreed. \$25.00
Vehicle Matching Fee	We will debit the Vehicle Matching Fee from your 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. We will not charge the Vehicle Matching Fee if we are responsible for the failure to detect your 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.