

**TRANSURBAN CUSTOMER OMBUDSMAN REVIEW
1 MARCH – 31 AUGUST 2008**

Transurban response

- **Metallic windscreens**

In the February 2008 Review, it was suggested it may be timely for CityLink to communicate information about metallic windscreens to its customers. Currently, information is provided in the Welcome Pack to customers and on the website. **A review of the metallic windscreen customer base has been undertaken and a report to management is currently being considered. A flyer is being developed to explain the correct fitting of e-TAGs in vehicles with metallic windscreens.**

- **Account information / Customer Service Agreement**

In the February 2008 Review, it was recommended that Transurban provide dissatisfied customers with written reinforcement of the Customer Service Agreement (terms and conditions), as telephone conversations can be misunderstood. **This approach has now been adopted.**

- **Infringement Notices – liaison between CityLink and Civic Compliance Victoria (CCV)**

It was suggested in the February 2008 Review that improved liaison between CityLink and CCV would facilitate a closer understanding of their respective systems. Information about the process is currently available on Late Toll invoices (LTi) issued by CityLink, Infringement Notices, CityLink and Department of Justice websites, and through CityLink's Call Centre.

CityLink and CCV has reviewed its scripts and work instructions to ensure we are providing customers with consistent and clear information relating to Infringement Notices. Both organisations will continue to discuss opportunities to improve the understanding of the process and the quality of information we provide to customers.

Additional training sessions were developed and delivered to CityLink staff in July 2008 and September 2008. These sessions were aimed at clarifying what information can be provided to CityLink customers once an Infringement Notice has been issued.

\

- **Repeat offenders**

The February 2008 Review highlighted that consideration should be given to the introduction of an early warning system into CityLink's system to detect repeated and rapid breaches of its account requirements.

An analysis of the LTi process is currently being conducted. In respect of repeat offenders, a particular emphasis is on CityLink Account customers who receive multiple LTIs because their account has been suspended. **It is expected that our review and recommendations will be completed in November 2008.**

- **Hardcopy information to customers**

In the February 2008 Review, it was suggested that it may be timely to provide customers with hardcopy information to ensure they have a better understanding of Transurban policies and practices. As advised previously, hardcopy information about Transurban products and policies is provided at account opening. After this time, customers are referred to the relevant websites to reduce cost and environmental impacts. **Further hardcopy information is provided if specifically requested by the customer.**

- **Tolling**

In your Review in February 2008, you highlighted the need for a shorter term Transurban wide pass without a tag.

In August 2008, CityLink introduced an interoperable casual users product called the Melbourne Pass. Customers can set up a Melbourne Pass without a tag, to cover travel on CityLink and Eastlink for up to 30 days. Customers open a Melbourne Pass using a credit card for payment. All trips and fees for travel on CityLink and EastLink are charged to the Melbourne Pass. When the Pass reaches the expiration date (plus 14 days), or if trip totals reach \$10, they are charged to the credit card linked to the Pass.

Transurban recognises the need for a shorter term non-tag based pass, suitable for motorists using different motorways in Sydney. **We are close to finalisation of such a product with other NSW toll road operators and it is hoped to be announced shortly.**

