

TRANSURBAN CUSTOMER OMBUDSMAN REVIEW
1 MARCH 2009 – 31 AUGUST 2009

Transurban response

- **Credit letter process**

The Ombudsman noted the importance of tolling operators having a credit cycle and suspension process that enables timely communication to customers about their account status. He indicated the emphasis should be on giving customers the best lead time to contact operators to replenish their account and a system they can readily understand.

Currently, Transurban's primary form of communicating account balances to customers is via e-TAG beeps, with additional letters sent as a courtesy. One beep indicates the account is operating normally, three beeps means the balance of a pre-paid account is running low and four beeps indicates the vehicle is suspended. Customers are advised what the beeps mean when they receive their e-TAG and there is also additional information on our websites.

We have numerous contact and communication methods, depending on which product the customer has chosen and the toll road applicable. For a detailed response to these, refer to Appendix 1 below.

CityLink has recently introduced a trial of sending SMS alerts to some customers when their account balance is low. Transurban will continue to review the credit cycles and suspension process regularly, ensuring feedback obtained from customers and internal focus groups are considered.

- **Classification of vehicles**

In the Review, it was recommended that Transurban monitor complaints about the classification of vehicles to avoid any anomalies.

Toll Operators in NSW charge trips based on the detected size of the vehicle being a car or a Heavy Commercial Vehicle (HCV). In Victoria, tolls are based on the tag class detected and there is another toll charge applicable to vehicles classified as Light Commercial Vehicles (LCV). This further classification leads to complaints by Victorian motorists, who believe their LCV should be charged at the car rate.

Transurban use a database from an independent organisation called Polk, to validate vehicle make/model as well as determine vehicle classification. Polk specialises in automotive intelligence. **Transurban will continue to monitor customer complaints about LCV vehicle classification and is developing a program of work to ensure**

vehicles are correctly classified at the roadside and customers are supplied with the correct classification e-TAG.

- **Change of ownership of vehicles**

In the Review, it was suggested we should reinforce the need for customers to advise us when vehicles change ownership. In addition, the Ombudsman indicated an early warning system could be implemented to alert us to unusual non-compliance by the customer's former vehicle.

All of our Customer Service Agreements contain information advising customers to contact us when vehicles change ownership. This information is also available at our Call Centre and on our websites.

As a result of industry feedback and the issues raised by customers, the Road Transport Authority in NSW has added a prompt onto the registration papers to remind people to contact their toll providers when they buy or sell a vehicle.

If a customer forgets to remove their sold vehicle from their account, we will educate the customer and review the individual circumstances in order to reach a reasonable resolution. Generally speaking, in the first instance we will often reverse tolls incurred during the most recent statement period.

CityLink has commenced discussions with VicRoads, with a view to provide additional information to motorists buying and selling vehicles.

Appendix 1

CityLink

	Pre-pay auto payment	Pre-pay manual payment	Access account	Pay-As-You-Go
e-TAG beeps	✓ When direct debit fails	✓ Balance falls below \$25	N/A	✓ When direct debit fails
Payment failure letter	✓	N/A	✓	✓
Low balance letter	N/A	✓	N/A	N/A
Suspension letter	✓	✓	✓	✓

Roam

	Auto e-TAG account	Manual e-TAG account	Auto e-PASS account	Manual e-PASS account
e-TAG beeps	✓	✓ Balance falls below \$25	N/A	N/A
Payment failure letter	✓	N/A	✓	N/A
SMS / low balance letter	✓ Balance falls below \$20 and payment declined	✓	N/A	✓ Balance falls below \$25
Suspension letter	✓	✓	✓	✓

Roam Express

	Auto e-TAG account	Manual e-TAG account	Visitors e-PASS
e-TAG beeps	✓	✓ Balance falls below \$30, \$15 or 30% of top-up amount	N/A
Payment failure SMS / e-mail / letter	✓	N/A	N/A
Low balance SMS / e-mail / letter	N/A	✓	N/A
Suspension SMS/ e-mail / letter	✓	✓	N/A

