

TRANSURBAN CUSTOMER OMBUDSMAN REVIEW
1 SEPTEMBER 2007 – 29 FEBRUARY 2008

Transurban response

- **Metallic windscreens**

In the Review, it was suggested it may be timely for information about metallic windscreens to be communicated to customers, in a bulletin that accompanies accounts.

Currently, Transurban provides information about metallic windscreens to customers in writing as part of the Welcome Pack. In addition, the websites contain information about metallic windscreens.

To ensure customers are aware of information relating to metallic windscreens, Transurban will review its customer base and the respective metallic windscreen vehicles. Consideration will be given to the most effective way of communicating to people with vehicles fitted with a metallic windscreen.

- **Account information / Customer Service Agreement**

In the 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.

Account information is included in customer Welcome Packs and available via all payment channels when purchasing products. Information regarding terms and conditions is also available on Transurban websites, invoices and statements, specific mail-outs and VMS boards.

Transurban acknowledges dissatisfied customers may misunderstand information provided over the phone. **Where appropriate, Transurban will respond to complaints in writing if reinforcement of the Customer Service Agreement is required.**

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

In the review, it was suggested that improved liaison between CityLink and CCV would facilitate a closer understanding of their respective systems.

CityLink's Late Toll Invoices (LTI) and Infringement Notices issued by the Victoria Police, contain information about how to make payment, along with advice about the process. Information about the enforcement system is available to customers when they contact CityLink's Call Centre. In addition, an outline of the system is contained on both the CityLink and the Department of Justice websites.

CityLink recognise that improved liaison between CityLink and CCV will lead to a closer understanding of systems and responsibilities. **CityLink will meet regularly with CCV to discuss**

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opportunities to improve the process. We aim to align scripts and work instructions at CityLink and CCV to clarify roles and information that is provided to customers.

- **Repeat offenders**

The 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.

Repeat offenders are difficult to identify due to the driver onus and the ability to nominate Late Toll Invoices (LTIs). **An analysis is currently being conducted to determine the extent of CityLink customers who receive LTIs because their accounts are in suspension. Once this data has been collated, CityLink will consider some form of proactive communication.**

- **Hardcopy information to customers**

In the 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.

The Welcome Pack issued to new account holders contains hardcopy information about Transurban products and policies. Hardcopy information is also available on request through our 24-hour national Call Centre.

Issuing hardcopy information to existing customers to remind them of Transurban policies may not be desirable, given the cost and the environmental impact. **All Transurban policies and practices are available on the websites, and in the first instance, customers will be referred to the appropriate site. If a customer requests further hardcopy information, this will be provided upon request.**

- **Tolling**

Some final comments were made in the Review about CityLink's e-TAGs covering travel Australia wide, a 10% service fee and the need for a shorter term Transurban wide pass without a tag.

Tag accounts managed by all toll road providers in Australia are interoperable and can be used on all toll roads in Australia. This feature is not exclusive to CityLink. CityLink ceased charging the 10% service fee for interstate travel in March 2008.

Transurban recognises the need for a shorter term non-tag based pass, suitable for motorists using different motorways. Such a product is currently being discussed with other toll road operators and it is hoped to be introduced in the future.