

18 August 2016

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Mr Michael Arnold  
Tolling Customer Ombudsman  
[admin@tollingombudsman.com.au](mailto:admin@tollingombudsman.com.au)

Dear Mr Arnold,

Thank you for your latest review.

Throughout this period, Transurban has continued to implement a number of initiatives. The aim being an enhanced customer experience, along with helping our customers manage their accounts better to stay out of trouble. I've responded to your key points below.

#### Telephone and online communication channels

Transurban experienced a larger than expected number of calls from our go via customers at the start of this review period. A number of measures have since been implemented to minimise the impact from events such as this to our customers, including the ability to mobilise staff from across all Transurban brands to assist with these calls.

Transurban has recently launched a new website, initially for our Roam Express brand, featuring enhanced usability based on feedback received from customers. The website will, in time, be the basis for each of our brands.

We have also changed the way our customers log in to their online accounts for the Roam, Roam Express and CityLink brands. These changes, as well as increasing security, allow customers to self-manage access details and reset passwords and login details without the need to contact us by phone.

#### Advanced technology

In addition to the above enhancements, the performances of Transurban's websites have been optimised with vastly improved page loading times.

In the near future, our customers (initially CityLink) will be able to manage their accounts via a mobile phone app. This allows an enhanced customer experience along with new ways of communicating with our customers.

Electronic tolling has always utilised high levels of technology to toll customers. This technology is evolving and allowing us to develop new product types for our customers along with ensuring customers are charged the correct rate for their type of vehicle.

### Administration fees

As you have noted, administration fees associated with issuing Toll invoices or Toll Notices are charged in accordance with the relevant State Governments' agreement with Transurban. These fees are required to reflect the actual cost associated with issuing these Invoices/Notices and are regularly audited to ensure compliance.

### Escalation of toll collection

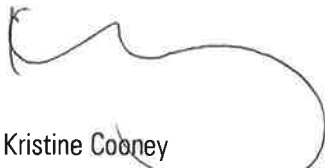
We have recently commenced new strategies to help keep our customers out of trouble. Primarily, the amount of time prior to referral to enforcement agencies has been increased. This allows greater time for us to contact the customer in instances the payment of a Toll invoice or Notice is not received. These pro-active methods have measurable results and are successfully reducing the number of customers receiving Infringement or Penalty Notices

We are continuing to develop how we communicate with customers – in particularly customers that do not have an active arrangement for travel. This includes exploring new ways of invoicing customers utilising the information maintained by registration authorities. Our recommendation to customers is to have an active tolling arrangement prior to travel, ensuring any communication we send is to the address details provided directly to us.

Additionally, across all brands, we have reviewed our processes around Toll invoice and Toll Notice administration fees. We have a number of initiatives to help customers better manage their account and this can include waiving administration fees under certain circumstances.

Thank you again for your review.

Yours Sincerely



Kristine Cooney  
Head of Customer Operations  
Transurban Pty Ltd