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Managing your account online is quick and simple:

- View and download statements
- Make payments by credit card
- Change payment method
- View and modify account information
- Order additional Roam Express e-TAGs and holders
- Change from the e-TAG deposit to e-TAG rental
- Add and delete vehicles
- Report found and stolen Roam Express e-TAGs

Telephone: **13 76 26** (8am – 8pm, Monday to Friday)

Email: [help@roamexpress.com.au](mailto:help@roamexpress.com.au)

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# Roam Express e-TAG<sup>®</sup> Account

Customer Service Agreement



*transurban*

# Roam Express e-TAG Account Customer service agreement

Consolidated for all amendments as at 21 September 2010

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## 1. Your agreement with Us

This agreement details Your rights and obligations for use of Toll Roads.

The agreement begins when You accept the agreement by:

- accepting it in writing;
- opening the seal of the e-TAG pack;
- keeping the e-TAG; or
- clicking on the “I accept” button on Our Website.

If You do not want to accept this agreement, You must return the e-TAG to Us as soon as possible without opening the seal of the e-TAG pack. We will refund any money You have paid.

## 2. What to do before using Your e-TAG

You must do the following things before using the e-TAG:

- tell Us Your name, Address, contact phone number, the type of Account You wish to open, the method of payment for Your Account and how many e-TAGs You require;
- tell Us the Registration Number and State or Territory of registration of all Nominated Vehicles to be linked to Your Account;
- pay Us the amounts, fees and charges We require under this agreement; and
- pay any outstanding amounts owed to us by You and from any previous use of the Toll Roads, or any unpaid fees, taxes or charges incurred by You and payable to Us.

Although we may send You a letter or signal Your e-TAG to beep to inform You about certain events which affect the Roam Express e-TAG, You are responsible for making sure that Your Account or e-TAG is not suspended or cancelled.

## 3. e-TAG and the tolling system

What to do before using the Toll Roads

You must:

- install and use each e-TAG in line with the instructions supplied with the e-TAG (failure to mount the e-TAG in accordance with the instructions may prevent it from working and You may incur a No Tag Fee or Toll Notice); and
- only use each e-TAG in a vehicle of the same Class as the e-TAG.

The e-TAG system is managed by Us, and the e-TAG remains Our property. You must surrender the e-TAG to Us in accordance with clause 15, otherwise You will be liable to pay a Tag Replacement Fee. You may not sell the e-TAG or the right to use it, but You may permit others to use it.

#### Travel on Toll Roads

The Toll Road's electronic tolling system will operate to detect vehicles that make Trips on Toll Roads by identifying Your e-TAG. We will charge the relevant Tolls to Your Account by debiting the amount as advised by the Toll Road operator and any other relevant fees and charges. For example, if Your Nominated Vehicle is detected without an e-TAG we may charge a No Tag Fee to Your Account in addition to the relevant Tolls.

Any questions regarding the Toll charged on a particular Toll Road should, in the first instance, be referred to that Toll Road operator.

## 4. When You should contact Us

Each time Your vehicle fitted with Your e-TAG passes through a Toll Zone, Your e-TAG should "beep":

**One beep** indicates that everything is operating normally.

**No beep** indicates there may be a problem with Your e-TAG. You may complete the Trip, but You should contact Us before You travel on a Toll Road again.

**Four beeps** indicates that the e-TAG or Your Account has been suspended or cancelled. You may receive a Toll Notice or an infringement notice from an enforcement agency and be liable for payment of Tolls, a Toll Notice Fee or a fine. You must contact Us before You travel on a Toll Road again.

**One beep, followed by two short beeps**, means Your Account Balance is below the Top Up Trigger, or Your Automatic Payment facility may have failed. You should contact us to check the status of Your Account.

You must contact Us as soon as possible when:

- Your e-TAG, is lost or stolen;
- Your e-TAG is damaged;
- You want to remove a Nominated Vehicle from Your Account (eg. You sell that vehicle), or You change the Registration Number of a Nominated Vehicle which is linked to Your Account, or You want to link another vehicle to Your Account;

- You change Your Address, other contact details (eg. Your phone number), or Your nominated payment methods or account numbers; or
- You become aware of anything that may or will affect any payment under this agreement.

## 5. If You do not make contact when required

Your Account may be suspended 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 rectify the problem. We may charge the applicable Tolls and other fees and charges in accordance with this agreement.

## 6. If Your e-TAG is lost or stolen

We will not charge Tolls to Your Account if after You have notified both the Police and Us that:

- Your Nominated Vehicle has been stolen and We detect that Nominated Vehicle driving through a Toll Zone;
- Your e-TAG has been lost or stolen and We detect that e-TAG in a Toll Zone; or
- the Number Plate of Your Nominated Vehicle has been stolen and We detect that Number Plate on a vehicle (if that vehicle is not Your Nominated Vehicle) in a Toll Zone.

We will resume charging Tolls to Your Account when You notify Us or We become aware that You have recovered the lost or stolen e-TAG. You must provide a copy of the Police report if We request it.

## 7. Charging Tolls to Your Account

#### Travel on Toll Roads

You will be charged Tolls for using Toll Roads which are set by the relevant Toll Road operator.

Subject to clause 15, We will debit a Toll to Your Account when one or more of the Nominated Vehicles linked to Your Account, Your e-TAG or the Number Plate of a Nominated Vehicle is detected in a Toll Zone or on a Toll Road.

We may charge Tolls and may debit a No Tag Fee to Your Account for each Trip that Your Nominated Vehicle is detected on a Toll Road without an e-TAG (including up to three days prior to the time You originally contacted Us).

If a Nominated Vehicle is linked to another Account, and that Nominated Vehicle is detected on a Toll Road without Your e-TAG being detected, we may choose which Account will be charged with the Tolls and any applicable fees and charges from that Trip.

## 8. Payment to open Your Account

### **Tag deposit:**

Upon payment of the Security Deposit, Your e-TAG will be issued. The Security Deposit is refundable upon return of the e-TAG in good order and condition.

### **Toll pre-payment**

You will be charged the Toll Pre Payment amount at the time Your Account is opened as a pre-payment.

### **Monthly rental:**

After we have issued Your e-TAG, a Tag Rental will be charged monthly, on the first day of each month.

## 9. Additional fees and payments

### **Extra e-TAG Amount**

You must pay Us an extra Security Deposit for each extra e-TAG You ask Us to link to Your Account. We may debit the Security Deposit from Your Account at the time We issue the extra e-TAG.

### **If You use a Toll Road without Your e-TAG being detected**

For each Trip that a Nominated Vehicle is detected using a Toll Road without Your e-TAG being detected, We may, debit a No Tag Fee to Your Account in addition to any relevant Tolls, unless We are responsible for the failure to detect Your e-TAG.

### **If You lose Your e-TAG**

We will be entitled to keep the Security Deposit for Your e-TAG if Your e-TAG is lost or damaged, or You do not return Your e-TAG to Us when We require You to do so.

### **Account Reactivation Fee**

We will charge the Account Reactivation Fee to You if We reactivate Your Account after it has been cancelled or suspended.

### **Other Accounts**

We may apply any outstanding fees, Tolls or charges in relation to this Account to any other Roam Express e-TAG Account You may have.

If You have an outstanding Account Balance from another Roam Express e-TAG Account, We may credit or debit that amount to this Account.

### **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 Us that fee, tax, charge or amount under this agreement.

### **Toll Notice Fee**

If You receive a Toll Notice You agree to pay any Toll Administration Fee that the relevant Toll Road requires You to pay.

## 10. Statements

A monthly summary of Your Account is available for download from Our Website for free. We can also provide You with Statements by email, fax or mail for the relevant Statement Fee.

## 11. Topping up

### **Pre-Pay Accounts:**

You must keep a positive balance in Your Account at all times (ie. Your Account Balance must not be zero or less).

If You are an Automatic Payment customer, when We consider that 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.

If the Agreed Replenishment Amount is declined when We attempt to withdraw it, We may charge the Declined Top Up Administration Fee to Your Account.

If You are a Manual Payment customer You should make sure that You top up Your Account by the Agreed Replenishment Amount when Your Account reaches the Top Up Trigger. If You allow Your Account Balance to drop to zero or less, the e-Tag Account may be suspended or cancelled. We may charge an Account Reactivation Administration Fee to Your Account to reactivate an Account that has been deactivated.

When We consider that Your Account is below the Low Account Balance, We may send You a notice to remind You to top up Your Account.

You must keep Your Account Balance below \$5,000 at all times. 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 treated as made when We receive them. If You are an Automatic Payment customer, We will receive Your Automatic Payment when it is credited successfully to Our Bank account.

If You are a Manual Payment customer, or if Your Automatic Payment has failed or You have made other payment arrangements with Us, We will receive Your payments:

- if by cash or manual credit card or BPay, when the person making the payment:
- in person, is given a receipt for that payment; or
- by telephone, is given a receipt number for that payment; or
- if by cheque or money order, when the proceeds of the cheque or money order have been cleared.

If a payment is not made successfully, We will debit the Declined Top Up Administration Fee

to Your Account (eg. if a cheque or direct debit is not honoured in full), 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.

## 13. Complaints, questions and disputes

If You have a dispute or wish to make a complaint about Your e-TAG 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 reviewed by Our independent customer resolutions group who will provide a response with reasons.

If You are still 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.

## 14. Changing this agreement

We may change this agreement (including any amount, fee, charge or deposit) by:

- publishing on Our Website, the changes to this agreement, the date from which they will apply, and how You may obtain a copy of them; or
- 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 charges or are as a result of changes in taxes, in which case this is not required. We may assign this agreement to another entity responsible for levying Tolls on the Toll Roads in the same way.

Changes to this agreement or assignment of this agreement will apply from the date stated on Our Website or in the copy of the changes We provide to You, which shall not be less than 30 days from:

- the date those changes are published on Our Website; or
- the date those changes are provided to You, whichever occurs earlier

(except where the charges either reduce fees or charges or are as a result of changes in taxes).

## 15. Suspension or cancellation and closing Your Account

If Trips are made by:

- vehicles that carry an e-TAG linked to a suspended or cancelled Account; or
- Nominated Vehicles linked to a suspended or cancelled Account,

You will not have a valid arrangement to make Trips and You may commit an offence under the relevant Legislation and receive a Toll Notice from Us or another a Toll Road operator or an infringement notice from an enforcement agency.

We may suspend or cancel Your Account or Your e-TAG if:

- Your Account Balance is zero or less or has not been paid within the required time period;
- You do not provide a Security Deposit for each e-TAG linked to Your Account within 5 Business Days of Us asking You to pay a Security Deposit;
- We are required to do so by law;
- for any other reason (including breach of this agreement by You) We reasonably consider suspension or cancellation of Your e-TAG is necessary.

If We have suspended or cancelled Your Account or Your e-TAG, We will send a signal to Your e-TAG to give 4 beeps each time Your e-TAG passes through a Toll Zone. You agree that this is a reasonable method of notice for Us to use.

We may also notify You of suspension or cancellation by giving notice in any other way allowed under this agreement or the relevant Legislation.

If You do not re-register Your vehicle with Us or do not make alternative arrangements to pay Tolls through another service provider and Your vehicle is detected on a Toll Road after Your Account has been suspended or Your Account or Your e-TAG has been cancelled, the driver of that vehicle may commit an offence and You may receive a Toll Notice from Us or an infringement notice from an enforcement agency.

If Your Account is cancelled, then within 10 Business Days of receiving notice of that cancellation, You must:

- return all e-TAGs to us in accordance with clause 15; and
- pay any debit Account Balance and any other amount You owe Us.

We will refund any Remaining Account Balance within 20 Business Days after You have met the above requirements.

You may close Your e-TAG Account at any time by completing an 'Account Closing Form' (or submitting a written request to Us to close Your Account) and returning the e-TAG and the completed form to Us. When Your Account is closed We will refund Your Remaining Account Balance after accounting for all accrued Tolls, fees and charges. If a Security Deposit has been paid, and the e-TAG is returned in good condition, then We will refund You the Security Deposit. If no Security Deposit has been paid and the e-TAG is not returned in good condition, then You will be liable to pay a Tag Replacement Fee.

## 16. When this agreement ends

This agreement will end 20 Business Days after Your Account has been 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 which arose at or before the end or cancellation of this agreement.

## 17. Liability

To the maximum extent permitted by law, We are not liable (whether in contract, 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 the Toll Roads, 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, unless otherwise provided under this agreement.

## 18. General

### Ownership of the e-TAG and licence to use it

You do not own any e-TAG linked to Your Account or provided to You. We license You to use the e-TAG linked to Your Account in line with this agreement.

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 suspended or cancelled Your Account or the e-TAG.

### This agreement is the entire agreement

This agreement is the entire agreement about Your Account, e-TAGs linked to Your Account and the other matters covered by this agreement. The only enforceable obligations and liabilities of You and Us about the subject matter are those arising out of the provisions of this agreement or at law.

This agreement replaces all previous representations, communications and agreements on the subject matter. To the maximum extent permitted by law, the provisions of the Trade Practices Act 1974 (Cth) and the Fair Trading Act 1987 (NSW) are excluded. Our liability for a breach of any term or warranty under the Trade Practices Act 1974 (Cth) and the Fair Trading Act 1987 (NSW) which by law cannot be excluded from this agreement is limited to the maximum extent the law allows.

### Privacy Code

We will give You a copy of the Privacy Code when You ask for a copy. The Privacy Code is available on Our Website.

### Notices

Notices (which includes any written communications or statements) may be:

- given to You personally;
- left at Your Address;
- sent to Your Address;
- sent by fax to the fax number last notified to Us;
- sent by e-mail to the e-mail address last notified to Us;
- sent by an SMS message to the mobile phone number last notified to Us;

- signalled through Your e-TAG beeps each time Your e-TAG passes through a Toll Zone; or
- given to You in any other way the law allows.

A notice given to You is also taken to be given to the drivers and owners of all vehicles using an e-TAG linked to Your Account. Notices to Roam Express may be sent or delivered:

- to Our address;
- by fax to Our fax number; or
- by e-mail to Our e-mail address.

Our contact details are on Our Website ([www.roamexpress.com.au](http://www.roamexpress.com.au)).

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 sent by a fax machine which 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. If notices are sent by post, they are taken to be received on the expiration of 3 Business Days after the date of posting. If notices are 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. If notices are sent by e-mail or SMS, they are taken to be received on the next day after the date of sending.

### If any part of this agreement is illegal or unenforceable it will not apply

Any provision of this agreement must be read down to the extent necessary to prevent that provision or this agreement from being invalid, voidable or not enforceable in the circumstances. If a provision of this agreement is still invalid, voidable or not enforceable, the relevant word, words or provision will be deleted, and the rest of this agreement will continue to be fully enforceable.

### Interest

You will not earn interest on any credit Account Balance or amount You pay Us under this agreement.

## Waiving breaches of this agreement

Unless otherwise expressly provided by this agreement, a party does not waive a right, power or discretion just because it:

- fails to exercise it;
- only exercises part of it; or
- delays in exercising it.

A waiver of one breach of a provision of this agreement does not operate as a waiver of another breach of the same provision or any other provision. A right of Roam Express created under this agreement may only be waived in writing signed by Us.

## Representations and warranties

You represent and warrant to Us that You have the power, authority and capacity to enter into this agreement.

## 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 of this agreement (including the exercise of any rights or the performance of any obligations under this agreement and including the exchange of information between Roam Express and the other Toll Road operators for the purposes of this agreement).

You consent to any of Your Account information or information You provide to Roam Express being disclosed by Us to credit reporting agencies where You are in payment default.

## Recovery of costs

You must pay Us an amount equal to any costs (including legal costs) incurred by Us in recovering a debt from You.

## Interpretation

In this agreement unless the contrary intention appears:

- a reference to this agreement includes any variation to it;
- the singular includes the plural and the plural includes the singular;
- a reference to a person includes a firm, a body corporate, an unincorporated association or an authority;

- an obligation imposed on 2 or more parties binds them jointly and severally;
- a reference to a time or date is a reference to that time or date in Sydney;
- a provision of this agreement must not be interpreted against Us just because we prepared the agreement;
- a reference to any legislation or subordinate legislation includes any modifications or changes;
- headings in this agreement have been inserted for convenience and do not affect the interpretation of this agreement; and
- this agreement and the transactions contemplated by this agreement are governed by the law of New South Wales.

## 19. Definitions

<b>Account</b>	Your Roam Express e-TAG account.
<b>Account Balance</b>	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.
<b>Address</b>	The last mailing address advised to Us by You.
<b>Automatic Payment</b>	A standing authorisation given by You to Us allowing us to charge amounts to a Bank account or a credit card.
<b>Bank</b>	Any bank or financial institution including a credit card provider.
<b>Business Day</b>	Any day which is not a Saturday, Sunday or public holiday in Sydney.
<b>Class</b>	A class of vehicle as defined in the relevant Concession Deed or Project Deed (for example, a Class 2 e-TAG allows You to pay Tolls for vehicles under 2.8 metres in height with 2 axles, or under 2 metres in height with 3 axles, and a Class 4 e-TAG allows You to pay Tolls for all other vehicles).
<b>e-TAG</b>	The transponder device licensed to You for the duration of this agreement.
<b>Holder</b>	The device which will be attached to the windscreen to hold the e-TAG.
<b>Legislation</b>	The Roads Act 1993 (NSW) and the Fines Act 1996 (NSW) and regulations made under those Acts.
<b>Manual Payment</b>	A payment received by Us by way of cash, a manual credit card or eftpos transaction, a bank cheque or a personal cheque.
<b>Nominated Vehicle</b>	A vehicle which You have asked Us to link to Your Account.

<b>No Tag Fee</b>	A No Tag Fee is fixed by an operator of a Toll Road. This fee may be payable if You do not carry your tag, install your tag or your account is in suspension at time of travel.
<b>Number Plate</b>	The physical plate which contains the vehicle's Registration Number.
<b>Privacy Code</b>	Means the privacy code or privacy policy available from Our Website.
<b>Registration Number</b>	The combination of numbers, letters, or numbers and letters on the Number Plate of Your Nominated Vehicle, as assigned to that vehicle by the relevant registration authority (eg. The Road and Traffic Authority of NSW).
<b>Remaining Account Balance</b>	The total of any: <ul style="list-style-type: none"> <li>• credit Account Balance;</li> <li>• Security Deposit; and</li> <li>• any other amounts which are treated like a Security Deposit, You have left after all outstanding fees, taxes, Tolls, charges and any other amounts You owe Us are deducted.</li> </ul>
<b>Roam Express Customer Care Centre</b>	The Roam Express Customer Care Centre at 1 Tollaust Lane (off Culloden Road), North Ryde, NSW 2113 and/or any other location as advised by Us from time to time.
<b>Roam Express We, Our or Us</b>	Tollaust Pty Ltd and its successors, contractors, assignees, employees, agents, and nominees.
<b>Toll</b>	A request for payment (or further request for payment)
<b>Tolling Customer Ombudsman</b>	Means the ombudsman for the tolling industry and the contact details can be obtained from Our Website.
<b>Toll Notice</b>	A request for payment (or further request for payment) issued by a Toll Road operator, which may include Tolls payable by You and a Toll Administration Fee or a Toll Notice Fee.
<b>Toll Notice Fee</b>	A toll notice fee is fixed by an operator of a Toll Road. This fee may be payable if You receive a Toll Notice and elect to charge it to Your e-TAG account.
<b>Toll Road</b>	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 e-TAG For further details, please refer to Our Website.
<b>Trip</b>	Means the driving of a vehicle in one direction through one or more Toll Zones uninterrupted by exit and subsequent re-entry on a single Toll Road
<b>Trip Zone</b>	Means any place on a Toll Road where vehicles are detected by an electronic tolling system
<b>You/Your</b>	You, the customer, who has opened the Account with Us and Your properly authorised agents.
<b>Website</b>	Our Roam Express website can be accessed at <a href="http://www.roamexpress.com.au">www.roamexpress.com.au</a>

## 20. Amounts, Fees and Charges (inclusive of GST where applicable)

Fee	Description	Amount, Fee or Charge
<b>Account Re-activation Administration Fee</b>	This is the amount that Roam Express may charge if the e-TAG linked to Your Account has been suspended or cancelled and, at Your request, Roam Express re-activates Your Account.	\$10
<b>Additional e-TAG Holder</b>	This is the amount that is debited to Your Account if we provide You with an additional e-TAG Holder, at Your request.	\$3 per Holder Plus packaging and posting (if not pick-up): \$2
<b>Agreed Replenishment Amount</b>	If You have a Pre Pay Account with Automatic Payment, the amount that we will draw from Your Bank account after Your Account Balance falls below the Top Up Trigger, as explained in clause 11.  If You have a Pre-Pay Account with Manual Payment this is the amount by which You must top up Your Account.	\$100 for a Frequent User Account unless a higher amount is nominated by You in Your direct debit request form  \$20 for an Occasional User Account unless a higher amount is nominated by You in Your direct debit request form
<b>Bpay</b>	This is the amount that is debited to Your Account if You top up Your Account using BPay.	\$1 per transaction
<b>Declined Top Up Administration Fee</b>	This is the amount that is debited to Your Account if Your payment is not successfully made, unless the unsuccessful payment is Our or Our Bank's fault.	Where top up is via credit card: \$1 Where top up is by direct debit or cheque: \$15
<b>Extra e-TAG Amount</b>	If You have a Pre-Pay Account, and Your Account Balance falls below this Amount, we may send You a letter to remind You to top up Your Account.	The balance at which we believe You should be reminded to top up Your Account
<b>No Tag Fee</b>	This is the amount You must pay Us if Your Nominated Vehicle is detected making a Trip without an e-TAG.	For details of fees please refer to Our Website.

<b>Fee</b>	<b>Description</b>	<b>Amount, Fee or Charge</b>
<b>Security Deposit</b>	This is the amount which You pay us as a deposit for each e-TAG that You link to Your Account. Subject to these terms and conditions, this amount is refundable to You if You close Your Account and return the e-TAG to Us. If no Security Deposit has been paid and the e-TAG is not returned in good condition, then You will be liable to pay a Tag Replacement Fee.	\$40 for each e-TAG linked or proposed to be linked to Your Account
<b>Statement Fee</b>	Fee payable for statements.	Download from Our Website – Free By Email from Roam Express – \$1 By Fax from Roam Express – \$1 By Post from Roam Express – \$5
<b>Tag Rental</b>	This is the rental payment paid by You for each e-TAG linked to Your Account on a monthly basis.	90c per e-TAG linked to Your Account
<b>Tag Replacement Fee</b>	This is the amount You pay us if You do not pay a Security Deposit for an e-TAG and Your e-TAG is not returned in good condition.	\$40 for each e-TAG
<b>Toll pre-payment</b>	This is the amount payable at the time Your Account is opened as a pre-payment.	Frequent User Account: \$40 Occasional User Account: \$30
<b>Top Up Trigger</b>	This is the Account Balance at which a top up payment should be made as set out in clause 11.	The greater of: For Frequent User Accounts, \$30 or 30% of Your nominated top up amount For Occasional User Accounts \$15 or 30% of Your nominated top up amount