

Contacting Roam Express



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www.roamexpress.com.au



13 ROAM (13 76 26)
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Roam Express
Locked Bag 2215
North Ryde BC, NSW 1670



Customer Care Centre
M2 Administration Building,
Tollalust Lane, off Culloden Road,
North Ryde NSW

Welcome to Roam Express

Recommended by:

 **M2**
Hills

 **Lane Cove**
Tunnel

 **Falcon St**
Gateway

**Roam.**
EXPRESS

Delivering customer first road
and tolling solutions

**Roam.**
EXPRESS

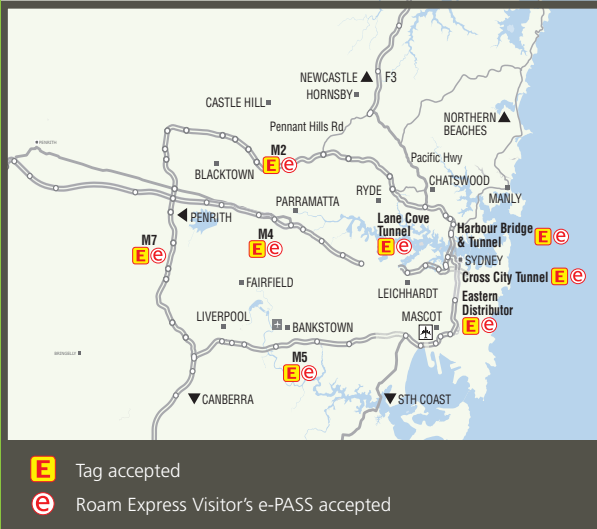
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Welcome to Roam Express

Roam Express offers free flow driving

With a Roam Express e-TAG® account or Visitor's e-PASS you don't have to queue at toll booths and you don't have to worry about whether you have enough cash on hand to pay for your tolls. You can drive through any electronic toll point without stopping – just look for the 'E' or 'e' symbol.

Roam Express helps you manage your travel expenses efficiently and easily. Log in to our website, www.roamexpress.com.au, anytime to view your recent trips (as early as the day after you travel), check your balance and update your details.



Get set up with Roam Express

Choose the electronic toll product that suits your travel needs.

1. Frequent User e-TAG account **E**

Recommended for travel once a week or more.

Refundable e-TAG deposit of \$40 **OR** Pay by the month at 90 cents per month*

PLUS Toll pre-payment of \$40

THEN Minimum top up is \$100**

OR

2. Occasional User e-TAG account **E**

Recommended for travel once a month or more.

Pay by the month at 90 cents per month*

PLUS Toll pre-payment of \$30

THEN Minimum top up is \$20**

OR

3. Visitor's e-PASS **e**

Recommended for regional and interstate visitors who don't have an e-TAG

Pay \$3.30 start up fee (or \$1.50 at our website)

PLUS tolls, and a 75 cent vehicle matching fee per vehicle for each trip on each toll road

THEN automatically top up each time you reach \$10 in debit and after the pass finishes (you set start and finish date)

* Not refundable on return of the e-TAG.

** Visit www.roamexpress.com.au or call 13 76 26 for e-TAG account and Visitor's e-PASS customer service agreements.

Opening an e-TAG account or Visitor's e-PASS is easy. Simply visit www.roamexpress.com.au or call **13 ROAM (13 76 26)**.

More about e-TAG accounts

Each Roam Express e-TAG is linked to a Roam Express Account. Pre-paid tolls are deposited into this account automatically via your bank account or credit card when the account balance reaches the top up threshold.

Managing your account

Roam Express offers a range of benefits to help you manage your account. Our statements and invoices show at a glance where and when you've travelled, anywhere in Australia.

You can manage your own account through the Roam Express website www.roamexpress.com.au. The site allows you to:

- Open a new account
- View and download statements (statements and invoices are also available by email, fax or post at a charge – refer to www.roamexpress.com.au for fees and charges).
- 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

Alternatively, to make changes to your account you can call us on **13 ROAM (13 76 26)**. We'll also keep you informed of important information regarding your account via SMS.

Mount your tag and you're ready to drive

From the moment you receive your account welcome pack and Roam Express e-TAG, your account is active and you can start to enjoy the convenience of travelling with Roam Express.

How your e-TAG works

Your e-TAG should alert you each time you pass through a toll point:

- A short 'beep' indicates your e-TAG has worked.
- Multiple beeps means you should contact us as there may be a problem with your e-TAG or your account.
- If your Roam Express e-TAG does not make any sound at all, check that your e-TAG is mounted correctly. If it is mounted correctly and still not making a sound, please call us on **13 ROAM (13 76 26)** as it may need to be replaced.

Don't forget to mount your e-TAG before you travel through a toll point. If it is not mounted correctly you risk receiving a Toll Notice, which may include an extra administration fee.



Registering vehicles on your account

Providing us with your number plate details ensures that the appropriate toll is charged to your account even if your e-TAG should fail to operate.

There is no limit to the number of e-TAGs or vehicles on one account as long as the deposit or rental is paid for each e-TAG. e-TAGs may be moved between vehicles of the same class as long as they are mounted properly.

To add a vehicle or order an additional Roam Express e-TAG visit www.roamexpress.com.au, call **13 ROAM (13 76 26)**, or email help@roamexpress.com.au.

RTA's Cashback scheme

The Cashback scheme was introduced in January 1997 by the NSW Government and is administered by the RTA. Under this scheme you can claim your M4 and M5 tolls (excluding the GST) if you are driving a NSW registered vehicle with a private usage shown on the registration papers, for example "Private General" or "Charitable". Cashback is not available for any other motorway usage except M4 and M5. If you elect to join cashback, you can use your Roam Express statement to assist in claiming back your tolls.



More about the Visitor's e-PASS

The Roam Express Visitor's e-PASS works on all toll roads in Sydney. The pass:

- is recommended for regional and interstate visitors who don't have an e-TAG
- uses video tolling (number plate details are recorded at each toll point and the toll plus a 75 cent vehicle matching fee per trip on each toll road is charged to the pass)
- can be set up within 48 hours after your first trip on a toll road and lasts for up to 30 days
- is topped up from your nominated credit card when it reaches \$10 in debit, or when it ends (please note: you need a credit card to purchase a Visitor's e-PASS)

Easier and cheaper on the web

Visit www.roamexpress.com.au:

- Pay \$1.50 opening fee (otherwise \$3.30 over the phone)
- Login to see your pass details, including the vehicles linked to your pass and the trips you've taken

What you'll need for a Visitor's e-PASS

1. The number plate of each vehicle you want to cover
2. The state of registration for each vehicle (check carefully for rental vehicles)
3. The time and date you'd like the pass to begin and end
4. A valid credit card
5. Visit www.roamexpress.com.au or call **13 ROAM (13 76 26)**