

## FAQ's on Free-Flow Tolling on SEQ Roads

A free-flow tolling system was introduced in south-east Queensland (SEQ) in July 2009, with the removal of cash lanes and toll booths from the Gateway and Logan Motorways. Since then the system has been adopted by new infrastructure projects including the Clem7 city bypass tunnel and the inner city Go Between Bridge Brisbane River crossing. Free flow tolling will also be employed when both the Airport Link and Legacy Way road infrastructure projects are completed in coming years.

Free-flow tolling means that motorists on these roads **do not have to stop** to pay a toll – an automated system records your vehicle's details electronically in order to determine the toll you are required to pay. All vehicles, regardless of whether the driver has signed up for an account or not, will be electronically monitored either through a tag or through video matching of the vehicle type and registration.

Gateway and Logan Motorway tolls are billed using the **go via** system operated by Queensland Motorways.

The toll on the Clem7 tunnel and the Go Between Bridge will be billed using the **Flow** system operated by RiverCity Motorway.<sup>1</sup>

This paper discusses the two systems to be employed so motorists can be better informed about free-flow tolling.

**Remember both the go via and Flow systems are compatible with all roads and tunnels in SEQ and throughout Australia. This means motorists only need to choose one or the other - there is no need to sign-up for both systems.**

This paper provides some further information that may assist you in making a choice.

### Key Contacts

	<b>Flow Tolling</b>	<b>Govia Tolling</b>
<b>Address:</b>	Level 1, 19 Corporate Drive Cannon Hill QLD 4170	1051 Lytton Road Murarrie QLD or Stapylton Road Heathwood QLD 4110
<b>Postal</b>	Locked Bag 2935, Brisbane QLD 4001	PO Box 2125 Mansfield QLD 4122
<b>Website</b>	<a href="http://www.flowtoll.com.au/">http://www.flowtoll.com.au/</a>	<a href="http://www.govia.com.au/">http://www.govia.com.au/</a>
<b>Phone:</b>	13 13 57	13000 46 842

<sup>1</sup> At the time of writing the River City Motorway, operators of the Flow tolling system, has been listed as in receivership. The company, whilst not trading on the ASX, continues to manage both the tolling system and the Clem7 tunnel.

# Frequently Asked Questions



## What are my options for paying a toll?

The table below provides a summary of the key points associated with the two major toll systems currently operating in SEQ.

RACQ advises that for more detail, members should contact the call centre or visit the website listed in the table for each of the individual operators - or ring us on 07 3872 8920.

	Details	Go Via Tolling	Flow Tolling
<b>TAG ACCOUNT</b>	<p>You fit a small tag (transponder) to the inside of your vehicle's windscreen.</p> <p>Every time you pass through a tolling point, the system detects the tag (it will beep) and deducts the toll from your account.</p> <p>Tag accounts are compatible with all Australian toll roads.</p>	<p><b>go via</b> tag.</p> <p>The tag is provided free of charge and is posted to you within a week of opening your account.</p> <p>There is no deposit for the tag, however, should you lose the tag or are not able to return it, you will be charged \$41.16.</p>	<p><b>Flow</b> tag</p> <p>The tag is provided free of charge and is posted to you within a week of opening your account.</p> <p>There is no deposit for the tag, however, should you lose the tag or are not able to return it, you will be charged \$40.</p>
<b>How do I get one?</b>	Both operators offer a variety of options for purchasing their products including online, by phone, or over the counter.	You can establish a <b>go viatag</b> account online at <a href="http://www.govia.com.au">www.govia.com.au</a> , by phone 1300 046 842, at a Queensland Motorways Customer Service Centre (Murarrie and Stapylton) or at nominated retail outlets (see the above website for full details).	You can establish a <b>Flow</b> account online at <a href="http://www.flowtoll.com.au">www.flowtoll.com.au</a> , by phone 13 13 57, or at the Flow Customer Service Centre (Cannon Hill).
<b>Cost</b>	The costs detailed here cover the initial set-up of an account. Contact the service provider for information about the tolling rates for various vehicle types.	<p>You can open a <b>goviatag</b> account for \$25. This amount is credited to your account for use in paying tolls and charges.</p> <p>You must maintain a minimum balance, which you nominate.</p>	<p>You can open a <b>Flow</b> tag account for \$15. This amount is credited to your account for use in paying tolls and charges.</p> <p>You must maintain a minimum balance of \$10 on your account.</p>
<b>Penalties</b>	The operators levy a range of penalties for the late payment or failure to pay a toll. For full details, visit the company website or contact them directly.	<p>Unpaid toll notice charge \$7.20 issued if the tag account has insufficient credit prior to going through a toll and you fail to pay within three (3) days of travel.</p> <p>Demand notice charge \$20.58.</p>	<p>Unpaid toll notice charge \$1.50 if the tag account has insufficient credit prior to going through a toll and you fail to pay within three (3) days of travel.</p> <p>Demand notice charge Clem 7 \$16.00 and</p>

			\$15.00 for Go Between Bridge.
<b>Best For</b>	The tag accounts are best suited to motor vehicle drivers, who expect to be frequent users of the toll road or tunnel.		

	Details	Go Via Tolling	Flow Tolling
<b>VIDEO BASED ACCOUNT</b>	Your vehicle is electronically photographed at the toll point and a record of your registration details taken in order to bill your established account.	<b>govia</b> video account. <b>govia</b> video pass.	<b>Flow</b> plate account.
<b>How do I get one?</b>	Both operators offer a variety of options for purchasing their products including online, by phone, or over the counter.	You can establish a <b>govia</b> video account or a <b>govia</b> video pass online at <a href="http://www.govia.com.au">www.govia.com.au</a> , by phone 1300 046 842, at a Queensland Motorways Customer Service Centre (Murarrie and Stapylton) or at nominated retail outlets (see the above website for full details).	You can establish a <b>Flow</b> plate account online at <a href="http://www.flowtoll.com.au">www.flowtoll.com.au</a> , by phone 13 13 57 or at the Flow Customer Service Centre (Cannon Hill).
<b>Cost</b>	The costs detailed here cover the initial set-up of an account. Contact the service provider for information about the tolling rates for various vehicle types.	You can open a <b>govia</b> video account and <b>govia</b> videopass for \$25. This amount is credited to your account for use in paying tolls and charges.	You can open a <b>Flow</b> plate account for \$15. This amount is credited to your account for use in paying tolls and charges. You must maintain a minimum balance of \$10 on your account.
<b>Video Matching</b>	This allows the toll operator to take a digital image of your vehicle and registration for levying the toll.	Users of these accounts are charged a fee of \$0.41 for video matching every time the toll is levied on their vehicle. <b>**A video matching fee is not levied on motorcyclists who sign up for a video account</b> Video matching fee \$0.41.	<b>Flow</b> plate account users are charged a fee of \$0.47 for video matching on the Clem 7 tunnel and \$0.16 on the Go Between Bridge. This fee is levied every time the toll is levied on their vehicle. In addition Flow levies a charge of \$1.50 for every bill issued. <b>**A video matching fee is not levied on motorcyclists who sign</b>

			<b>up for a plate account.</b> Video matching fee \$0.40.
<b>Penalties</b>	The operators levy a range of penalties for the late payment or failure to pay a toll. For full details please visit the company website or contact them directly.	Unpaid toll notice charge \$7.20 issued if you fail to pay within three (3) days of travel.  Demand notice charge \$20.58.	Unpaid toll notice charge on the Clem 7 of \$10.00 if you fail to pay within three (3) days and \$5.00 on the Go Between Bridge if you fail to pay within three (3) days.  Demand Notice charge Clem 7 \$16.00 and \$15.00 for Go Between Bridge..
<b>Best For</b>	The video-based accounts need to be used for all motorcycles and are best for those vehicle drivers likely to be infrequent users of the tolled roads, e.g. less than three times per annum.		

## ***Is it compulsory to open an account if I live in Brisbane?***



It is not compulsory for motorists to sign-up for an account. But failing to have an account will not mean you can evade the tolls.

An account will help you avoid additional fees and charges associated with the new free-flow tolling systems now in place in SEQ.

## ***How can I minimise toll transaction costs?***

RACQ recommends establishing an account with the provider of your choice as the most effective means of minimising your risk of any penalty, as well as keeping your motoring costs to a minimum.

By having an account with an appropriate cash balance, motorists can avoid the risk of travelling through a toll point and failing to pay the toll within the relevant time limit. By having a tag account motorists, whether frequent or infrequent users of the toll roads avoid any video-matching fee charged by the service providers.

## ***What if we have more than one car in the family?***

If you open an account you can have more than one vehicle linked to that account. This means households with more than one car need only maintain one account, but have multiple vehicles linked to that account. This covers a variety of options including partners, children, relatives or friends.

## ***What happens if I have a tag account and my tag doesn't work when I go through a toll?***

You will know your tag has worked if it emits a beep when you pass through the tolling point.

If you drive through a tolling point and your tag doesn't beep or is not in the vehicle, you will be video tolled automatically. The toll amount and a video-matching fee will be deducted from your account.

If your tag does not beep when you go through a tolling point and you had the tag properly fitted, you should contact your toll provider to clarify why it didn't work. Your tag may be faulty, in which case a new tag will be issued. If your tag did not work because it was not positioned properly, you will be advised on how to reposition it and you will need to pay the toll plus the video matching fee.

## ***Is there adequate signage on the tolled roads to explain what I should do if I drive through a toll without first organising a payment option?***

Signage is posted on the approach roads directing motorists to customer service centres, retail outlets, a website and/or the telephone call centre.

You are expected to contact the toll operator within three days of travel to make arrangements for the payment of the toll.

If you do not already have an account, you should contact the toll provider who services the particular road you used. In the case of the Gateway and Logan Motorways, that will be *go via* (telephone 1300 046 842), and in the case of the Clem7 tunnel, it will be *Flow* (telephone 13 13 57).

Failing to contact the toll provider can result in further penalties being imposed.



### ***I visit Brisbane once a year. What is the best way for me to pay a toll?***

If you visit infrequently your best option may be to simply contact the toll operator within three days of travelling through a toll point to arrange an appropriate payment option (see section above). If you are visiting family or friends they may be able to add your vehicle details to their account in advance.

### ***Can I pay for the toll as soon as I go through a tolling point or do I have to wait a few hours for it to be processed before I can settle the account?***

You can pay for toll transactions immediately or even before the trip, either online, by phone, at a customer service centre or at a nominated retailer. Contact the various toll operators or visit their websites for further details.

### ***What if I am a casual user and don't pay the toll within three days?***

If you do not pay within three days an unpaid toll notice is issued.

This notice will include a video matching fee and may include an administration fee (see table). Further failure to pay can result in an escalation of fees and a legal demand including a toll evasion penalty (see table).

All providers have a non-compliance process and are expected to use their best endeavours to be fair and reasonable when dealing with non-payment issues.

Motorists are strongly advised to contact the toll operator as soon as practicable once they realise they have failed to pay a toll. Phoning is an easy and convenient method for all motorists to contact the operators.

### ***What if my toll account runs out of credit and I go through a toll?***

It is your responsibility to ensure you have sufficient funds in the account to cover outstanding tolls. Failure to do this can result in an unpaid toll notice being issued. If you do not have sufficient funds in your account and you travel on a toll road, you should deposit funds to your account within three days of travel to cover any outstanding debt.

When establishing an account, motorists should consider selecting the option to automatically top up their account from a source of their choice (e.g., credit card, personal bank account etc). This will ensure the balance remains in credit.

### ***Will the tag go off every time I pass through a toll point?***

Yes. The tags are designed to activate every time they pass under the designated toll point.

If you happen to be carrying your tag with you while travelling in another vehicle (e.g., in a handbag or in your pocket), *it is likely* the tag will activate. If you suspect that your tag has activated inadvertently, you should advise the toll operator.

Ideally you should leave your tag fixed in your vehicle.

### ***If my vehicle breaks down and is towed could I be charged for a toll?***



If your vehicle is fitted with a tag and is towed through a tolling point, a toll will automatically be charged to your account. To avoid this, we recommend that you remove your tag from the vehicle prior to it being towed.

### ***What if I lend my car to someone and am unaware that they have gone through a toll without paying?***

If you have a valid toll account, the toll will be deducted automatically.

If you don't have an account, a video record of the vehicle will be taken and the driver (or the owner) will be expected to notify the toll operator within three days to make arrangements to pay the toll. If the driver (or the owner) does not organise to pay, the registered owner of the vehicle will receive an unpaid notice in the mail. This will include the toll amount, a \$0.40 video matching fee per tolling point, and may include an administration fee (see table).

### ***Can I lend someone my tag if they need to travel on a toll road?***

You can lend someone your tag so they can travel in their own vehicle along a toll road. Remember that any tolls they incur will be billed to your account. Also remember that they need to display the tag so it can be read by the tolling mechanism – simply carrying the tag in their pocket or placing it in the vehicle console does not guarantee it will be read.

Motorists should be aware that with the availability of video tolling, it is not necessary for you to lend your tag. Even without a tag, video tolling will ensure the vehicle is recorded and the owner needs to then make contact with the toll operator to arrange for payment of the toll.

### ***Can I pay for a toll using cash under the free-flow tolling system?***

While you can't pay cash at toll booths or automatic cash lanes on the road, you can still organise cash payment of tolls by paying in person at one of the customer service centres or by visiting an authorised retailer. For details of these locations, see the *go via* or *Flow* websites.

### ***If I purchase toll credit, do I have to use it within a specified time period?***

If you establish either a tag or video account from any of the operators, the credit will not expire. If you choose to close the account and return the tag, the account provider will refund any unused credit.

If you purchase a **govia** video pass (which is not an account), the credit on this pass will expire within 30 days of the activation date.

### ***Does free-flow tolling work differently if I ride a motorbike?***

All toll system providers acknowledge that the tags do not work well on motorcycles because it's difficult to attach them in a safe location where they can be easily read.

Motorcyclists are encouraged to open a video account with their preferred toll provider. If you open a video account you will not be charged a video matching fee.

## ***Will other toll tags work in Brisbane?***



Electronic tags issued for Sydney or Melbourne toll roads can be used for all Brisbane toll roads. Similarly you can use your Brisbane-based tag for travel on tolled roads anywhere in Australia.

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## ***RACQ Comment***

While the RACQ acknowledges the potential for free-flow automated tolling to improve safety, reduce congestion and decrease travel times, it opposes the tolling of roads. Toll roads are not the most effective way to reduce congestion on the overall network because potential users are discouraged from using the toll road, shifting congestion to alternative, non-tolled roads.

For more information on RACQ policies on toll roads, motoring costs and how to manage congestion, go to [www.racq.com](http://www.racq.com).

For more information on free-flow tolling, or to purchase a product, visit the following providers:

- **go via** at [www.govia.com.au](http://www.govia.com.au) or phone 1300 046 842
- **Flow** at [www.flowtoll.com.au](http://www.flowtoll.com.au) or phone 13 13 57.

**Date:** 31/03/2010

**Contact:** ***RACQ Public Policy Department***  
***Phone 07 3872 8920***

# Toll Roads in South East Queensland

**Reference**

- Toll road
- Future toll road
- Highway/Freeway



Source: Queensland Motorways

<https://www.govia.com.au/via/home/About+go+via/Maps+and+toll+roads/>