

## E toll and Free-Flow Tolling on the Gateway and Logan Motorways

From July 2009 it will no longer be possible to pay cash at toll-booths as you travel on south-east Queensland's Gateway and Logan Motorways. Toll booths and cash lanes will be replaced by a no-stopping, free-flow tolling system. Under this new system, a toll will be calculated automatically as you drive under a motorway tolling point mounted on a gantry (an overhead structure that holds the cameras and technical systems) above the road.

Toll charges will be recognised and billed using either existing tag (E *toll*) technology or new video tolling systems. All future Queensland toll roads are expected to use free-flow tolling systems.

### How will I pay the toll when I can no longer pay cash at a toll booth on the motorways?

Options	Tag Account	Video Tolling Account	Pay As a Casual User
Description	<p>A small tag (transponder) is fitted to the inside of your vehicle's windscreen. Every time you pass through a tolling point, the system detects the tag and deducts the toll from your account balance. As with the current E <i>toll</i> account system, a tag account will be compatible with all toll roads across Australia and likewise interstate tags will also work in Queensland.</p> <p>Queensland Motorways provides the tag free of charge and there is no deposit. However, should you lose the tag or are not able to return it, you will be charged \$40.</p> <p>You can establish an E <i>toll</i> account online at <a href="http://www.etoll.com.au">www.etoll.com.au</a>, by phoning 1300 03 86 55, or at a Queensland Motorways Customer Service Centre.</p>	<p>A photo of your registration plate number is taken as you drive under a tolling point and the toll is deducted from your account balance, without the need for a tag.</p> <p>You can establish a video tolling account online at <a href="http://www.qldmotorways.com.au">www.qldmotorways.com.au</a>, by phone, at a Queensland Motorways Customer Service Centre or at selected retail outlets. Further details will be released shortly by Queensland Motorways.</p>	<p>Even if you don't have an account with Queensland Motorways, your trip will be recorded using the photo of your registration plate.</p> <p>If you know in advance that you are going to be using a toll road, you can pre-pay the toll. Alternatively, you will have 48 hours to pay after using a toll road. Payment can be made by phone, online, or in cash at a Queensland Motorways Customer Service Centre or nominated retail outlet.</p> <p>If you do not pay within 48 hours a non-payment notice will be issued with an additional \$7 fee. After 30 days this fee increases to \$20 and beyond this, non-payment incurs a toll evasion penalty of \$105.</p>
Cost	<p>A \$25 purchase of pre-paid tolls, which don't expire. The account can be topped up either automatically or manually and the minimum top up amount is \$25. One E <i>toll</i> account can have multiple vehicles linked to it, so you can add another tag to a primary E <i>toll</i> account and avoid a second up-front purchase of \$25 in pre-paid tolls.</p> <p>Additional charges include \$3 to receive a paper-based account statement and \$1 for a manual account top-up. These additional charges can be avoided by viewing transactions online and setting up automatic account top ups.</p>	<p>\$25 in toll credit is required to set up the account and credit won't expire. Like E <i>toll</i>, the account can be topped up periodically and the minimum top up amount is \$25. Each toll will also incur a video matching fee of \$0.40 (excluding motorcyclists).</p> <p>One video tolling account can have multiple vehicles linked to it, so you can add another vehicle to a primary video tolling account and avoid a second up-front purchase of \$25 in toll credit.</p> <p>As with E <i>toll</i> accounts, hard copy statements and manual account top-ups incur additional charges of \$3 and \$1 respectively.</p>	<p>Toll amount plus video matching fee of \$0.40 per toll plus \$1 retail transaction fee (if you pay the toll at a retail outlet). Motorcyclists who elect to pay as casual users will incur these fees.</p> <p>Unlike E <i>toll</i> and video tolling accounts, the credit on pre-purchased casual usage tolls will expire if not used in the specified time period.</p>
Best For	Frequent and regular toll road users.	Casual or occasional users who don't want a tag, and motorcyclists who do not travel on toll roads other than the Gateway and Logan Motorways.	Very infrequent or one-off toll road users.

## ***E toll Fact Sheet (cont.)***

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

Establishing an E *toll* account is the most cost-effective option because it allows toll road users to avoid the \$0.40 video matching fee. Motorists who regularly travel on toll roads can minimise up-front toll and transaction costs by:

1. Establishing an E *toll* account
2. Adding additional family vehicles to a single primary E *toll* account. By doing this you can cover multiple vehicles with only one initial set up of \$25 in pre-paid tolls
3. Accessing and viewing transaction statements online
4. Organising with Queensland Motorways to have toll accounts topped up automatically.

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

If you drive through a tolling point with free-flow tolling and your tag doesn't beep or is not in the vehicle, you will be video tolled automatically. The toll amount and the \$0.40 video matching fee will be deducted from your tag account.

If your tag does not beep when you go through a tolling point, you should contact Queensland Motorways as soon as possible to clarify why it didn't work. If the tag is faulty you will be provided with a replacement tag and can arrange to have the \$0.40 video matching fee refunded. If Queensland Motorways determines that the tag didn't work because it was not correctly positioned on your windscreen (as per the E *toll* terms and conditions), the \$0.40 video matching fee will not be refunded.

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

Visitors to south-east Queensland and infrequent users will be able to pay for a toll on a one-off basis. Queensland Motorways will release a range of casual video tolling products soon that will allow you to pay for a single toll, either before or after you drive on the motorway. You will be able to pay for a product such as single or multiple trips by phone, online, at a Queensland Motorways Customer Service Centre or at a nominated retail outlet.

Visitors are also able to sign up for E *toll*. E *toll* accounts don't have minimum usage fees and the credit never expires. So even if you visit Brisbane infrequently, it could be worth setting up an E *toll* account or being added to a family member's existing account.

### ***Will there be adequate signage on the tolled motorways to advise what I should do if I drive through a toll without first organising pre-paid toll credit?***

Queensland Motorways advises that extensive signage will be posted on the toll roads directing motorists to customer service centres, retail outlets, its website and call centre. You will have 48 hours to pay the toll after driving on the toll road.

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

You will be able to pay for toll transactions immediately, either online, by phone, at a customer service centre or an approved retail outlet.

## ***E toll Fact Sheet (cont.)***

### ***What if I am a casual user and don't pay the toll within 48 hours?***

If you do not pay within 48 hours, a non-payment notice will be issued that will include a \$7 administration fee and \$0.40 video matching fee in addition to the toll amount. After 30 days the administration fee will increase to \$20 per unpaid toll, and beyond this, non-payment will incur a toll evasion penalty of \$105. Queensland Motorways has a toll compliance process in place and endeavours to be fair when dealing with non-payment of tolls.

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

If you have insufficient credit on your account to pay the toll, a non-payment notice will be issued with a fee of \$7 in addition to the toll. If the non-payment notice remains unpaid 30 days after the toll trip was recorded, then a notice of demand will be issued incurring a \$20 fee in addition to the toll.

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

If your vehicle is fitted with an E *toll* tag and is towed through a tolling point, a toll will automatically be charged to your E *toll* account. To avoid this, we recommend that you remove E *toll* tags from any vehicle prior to it being towed. Similarly, you could also be inadvertently charged for a toll if you have an E *toll* tag in a handbag and travel through a tolling point in another person's vehicle. It is therefore best to ensure you don't keep E *toll* tags in handbags.

In the event that you incur unexpected toll charges, Queensland Motorways will investigate and provide a refund where appropriate.

### ***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 tag account, video account, or casual user pass, the toll will be deducted automatically. However, if there is no payment arrangement in place and the driver does not organise to pay the toll within 48 hours of going through the tolling point, you will receive a non-payment notice in the mail. This will include the toll amount, a \$0.40 video matching fee per tolling point and a \$7 administration fee.

### ***Will I be able to pay for a toll using cash?***

Yes, you can pay with cash at Queensland Motorways' Murarrie and Heathwood Customer Service Centres and at nominated retail outlets, to be announced shortly by Queensland Motorways.

### ***If I purchase toll credit, do I have to use it within a specified time period, for example 12 months?***

If you establish an E *toll* or video tolling account, your account credit will never expire. However, the credit on pre-purchased casual usage tolls or day passes will expire if not used in the specified time period. The RACQ will campaign for Queensland Motorways to provide a sufficiently long timeframe before these casual usage products expire.

## **E toll Fact Sheet** (cont.)

### ***If I pre-purchase toll usage and don't use it, will I get a refund?***

When an E *toll* or video tolling account is closed, the remaining account balance will be refunded. The unused balance on casual usage products will not be refunded if you don't use them.

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

Motorcyclists who have a full video tolling account will not be charged the \$0.40 video matching fee. This is because Queensland Motorways recognises the difficulty of mounting E *toll* tags on motorbikes.

### ***Will the toll amounts increase with the introduction of free-flow tolling?***

A government-gazetted toll increase is due on 1 July 2009, which will consist of a Consumer Price Index (CPI) increase, as well as a CPI catch-up on some toll motorways.

Between now and 2011, CPI increases and relevant CPI catch-ups will be applied annually to tolls across south-east Queensland. From 1 July 2011, however, tolls on the Gateway and Logan Motorways will increase by 25 cents for cars and 50 cents for trucks in addition to a CPI adjustment. There is no planned toll increase for motorbikes, other than the CPI increases and relevant CPI catch-ups.

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## **RACQ Comment**

Specific details about casual video tolling products, allowing motorists to pay for single or infrequent toll usage, are not yet available. The RACQ will monitor the final arrangements for these products to ensure they are fair and convenient for motorists. For more information on free-flow electronic tolling, go to [www.freeflow.com.au](http://www.freeflow.com.au) or phone Queensland Motorways on 1300 55 99 40.

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

This Fact Sheet focuses on the details of the transition to free-flow tolling on the Gateway and Logan Motorways. For more information on RACQ policies for toll roads, motoring costs and how to manage congestion, go to [www.racq.com.au](http://www.racq.com.au).

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