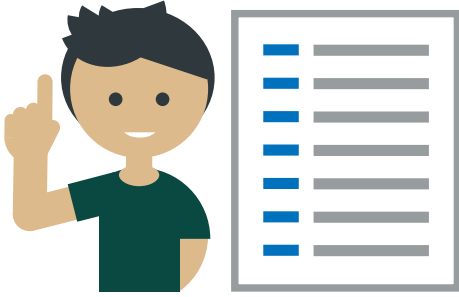


# How to pay for tolls in New South Wales

Easy English version





## Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.



## You can get help with this book

You can get someone to help you

- read this book
- know what this book is about
- find more information.





## About this book

This book is from Linkt.



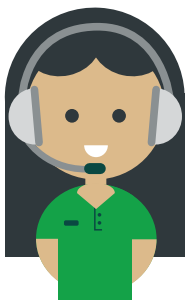
Some roads, tunnels and bridges in Australia have **tolls**.



Tolls are money you pay to use a road, tunnel or bridge.



You can use Linkt to pay for tolls.



Linkt may contact you if you don't pay your tolls.



This book is about how to pay tolls to Linkt in New South Wales.



## There are different ways you can pay tolls

There are 3 different ways you can pay tolls in New South Wales.



For information on the amount you pay for each account or pass go to our website.

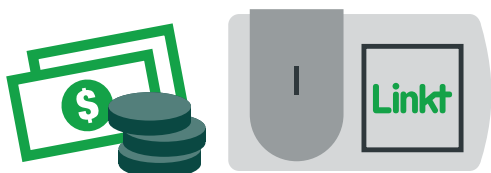


[linkt.com.au/accounts-and-passes/help-me-choose/sydney](https://linkt.com.au/accounts-and-passes/help-me-choose/sydney)

## Tag Account



Customers who use toll roads once a month or more often choose a Tag Account.



You start this account with a payment that you can use to pay for tolls.

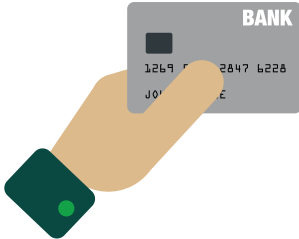


Each time you use a toll road we will charge your Tag Account for the cost of the toll.

## Tagless Account



Customers who use toll roads every few months often choose a Tagless Account.



To start this account you pay a small fee.

Each time you pass a toll we will charge your Tagless Account

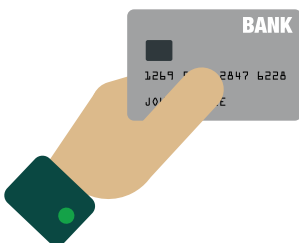


- the cost of the toll

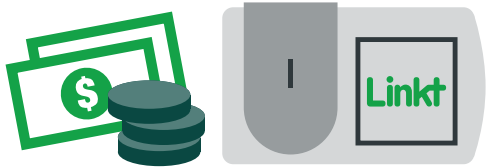
and



- a vehicle matching fee.



Money for tolls in this account will automatically come out of your credit or debit card.



You can add money to your account in different ways.



### On the mobile app

Search for **Linkt** in your app store.



### On the website

Go to [linkt.com.au](https://linkt.com.au)



### Over the phone

Call **13 33 31**



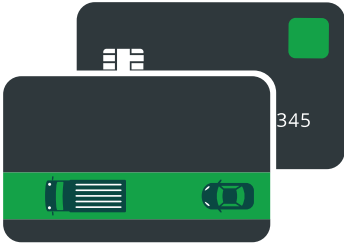
### In person

To find a place to pay in person go to

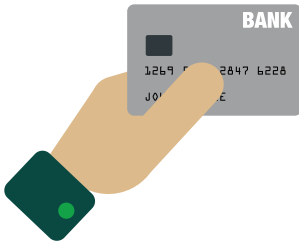


[linkt.com.au/pip](https://linkt.com.au/pip)

## Sydney Pass



Customers who use toll roads only a few times a year often choose a Sydney Pass.



You start this account with a small payment on a credit card that you use to pay for tolls.



Each time you pass a toll we will charge your Sydney Pass

- the cost of the toll

and

- a vehicle matching fee.



Money for tolls in this account will automatically come out of your credit or debit card.



The Sydney Pass will expire after 30 days.

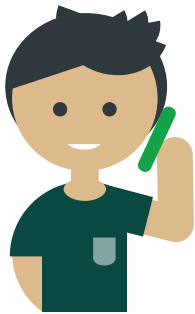


You can pay for a pass in different ways.



**On the website**

Go to [linkt.com.au](https://linkt.com.au)



**Over the phone**

Call **13 33 31**



**In person**

To find a place to pay in person go to

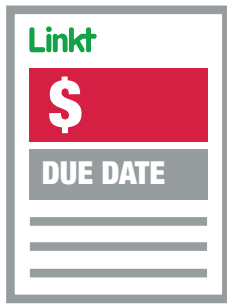
[linkt.com.au/pip](https://linkt.com.au/pip)



## What happens if you do not have an account or pass?



If you travel on a toll road and do **not** have an account or pass a **toll notice** will be sent to you.

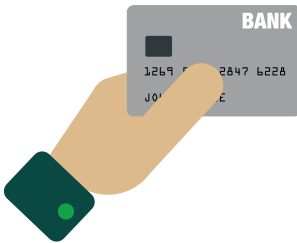


A toll notice is a letter that tells you how much you need to pay.

The letter will tell you



- how much you need to pay



- how to pay



- how to set up an account for next time.



You will pay more for using toll roads if you do not have an account or pass.



It is cheaper to travel if you have an account or a pass.



## Contact us for more information

### Linkt

General support for your account.



**Call**      **13 33 31**



**Website** [linkt.com.au](https://linkt.com.au)

### Linkt Assist

Linkt Assist may be able to give you extra support to pay your tolls.



**Call**      **1300 767 865**



**Website** [linkt.com.au/linkt-assist](https://linkt.com.au/linkt-assist)



**Email**      **linktassist@transurban.com**

**National  
Relay  
Service**

**If you need help to speak or listen**

Contact us through the  
National Relay Service or NRS.

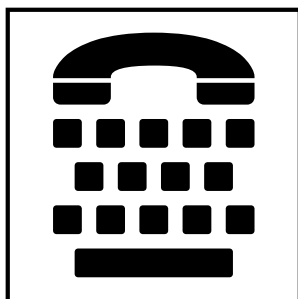


**Call            1800 555 660**



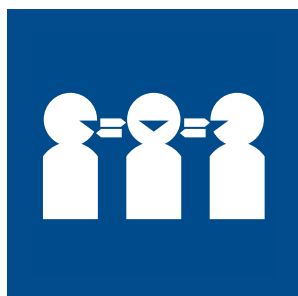
**Website**

[communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)



**TTY users**

**Call            1800 555 677**



**Telephone Interpreting Service**

**Call            131 450**

This Easy English document is a guide, written to be more accessible for people with reading difficulties. This should be read as an accompanying document to the original version of the document and information contained on the Linkt website.

Legal advice and, if necessary, support from an appropriate advocate or professional should be obtained to ensure the individual has capacity to understand the full document.

