

# What happens if you don't pay your tolls in Victoria

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 on CityLink.



This book is about what happens if you do **not** pay your tolls in Victoria.



When you travel on a toll road you have 3 days to pay your tolls.



You should pay your tolls as soon as possible.



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

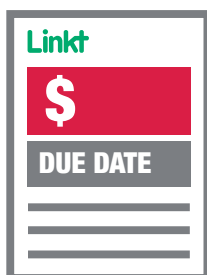


It is cheaper to travel if you have an account or a pass.

## What happens if you do not pay your tolls?



If you do **not** have an account or a pass and do **not** pay your tolls, you will get a **toll invoice**.

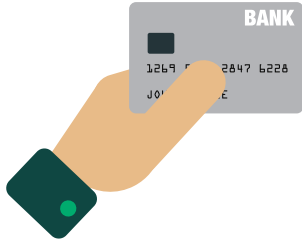


A toll invoice is a letter that tells you how much you need to pay.

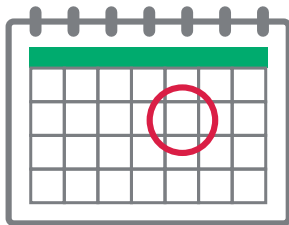
The toll invoice will tell you



- how much you need to pay



- how to pay



- when you need to pay.

You will need to pay

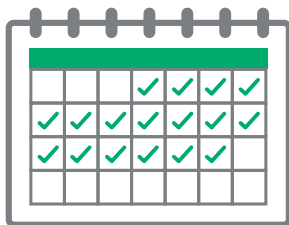


- the toll amount for each trip

and



- extra fees.



You have 17 days to pay a toll invoice.



## What happens if you do not pay the first toll invoice?

If you do **not** pay the first toll invoice by the due date you will get a **final toll invoice**.



A final toll invoice is a letter that says you have **not** paid your first toll invoice on time.



You will need to pay **more** if you get a final toll invoice.

You will need to pay

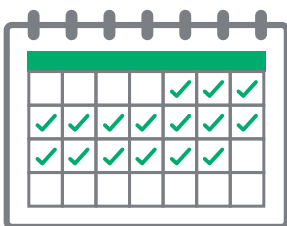
- the toll invoice amount

and

- extra fees.



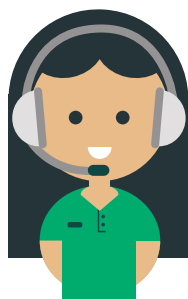
You have 16 days to pay a final toll invoice.



## What happens if you do not pay a final toll invoice?



If you have **not** paid your final toll invoice someone will try to contact you about it.



It might be someone from

- Linkt

or



- an organisation who collects money for Linkt.



## What happens if you still do not pay?



Then there are 2 things that can happen.



# 1.

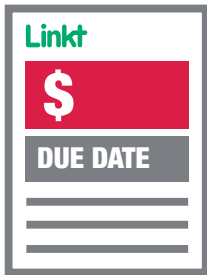
We may start a **debt recovery** process.

Debt recovery means we may use an agency to get you to pay us the money you owe.



Debt recovery agencies are not part of Linkt.

OR



# 2.

You may get an **Infringement Notice**.

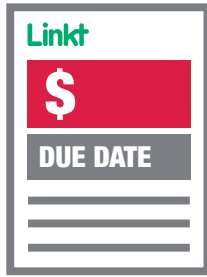


An Infringement Notice is a letter that says you have not paid your final toll invoice on time.



You will have to pay a higher amount for an Infringement Notice.





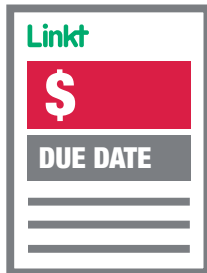
Then if you do nothing you may get a **Penalty Reminder Notice.**



A Penalty Reminder Notice is a letter that says you have not paid your Infringement Notice on time.



You will have to pay a higher amount for a Penalty Reminder Notice.



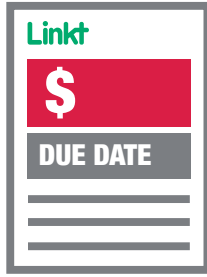
Then if you do nothing you may get a **Notice of Final Demand.**



A Notice of Final Demand is a letter that says you have not paid your Penalty Reminder Notice on time.



You will have to pay a higher amount for a Notice of Final Demand.



Then if you do nothing you may get an **Enforcement Warrant.**



An Enforcement Warrant is a letter that says you have not paid your Notice of Final Demand on time.



You will have to pay a higher amount for an Enforcement Warrant.



These letters are not sent by Linkt.



The letters will be sent by a state enforcement group.



You will need to pay the money you owe to them.



If you still do not pay you might have to go to court.



## 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](mailto:linktassist@transurban.com)



## If you need help to speak or listen

Contact us through the  
National Relay Service or NRS.

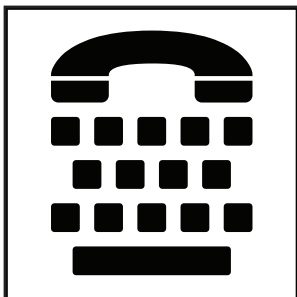


**Call 1800 555 660**



## 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.

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