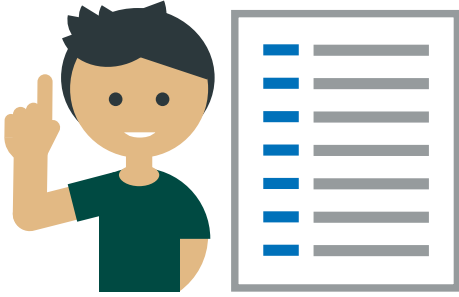


How to pay for tolls in Queensland

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.

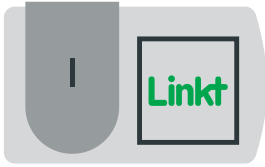


You can get help with this book

You can get someone to help you

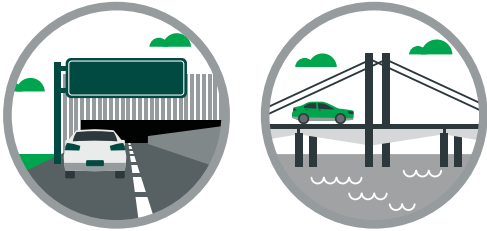
- read this book
- know what this book is about
- find more information.





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 Queensland.



There are different ways you can pay tolls

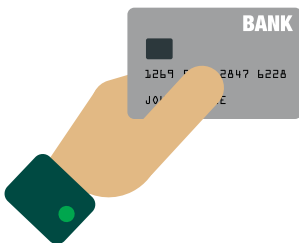
There are 3 different ways you can pay tolls in Queensland.



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

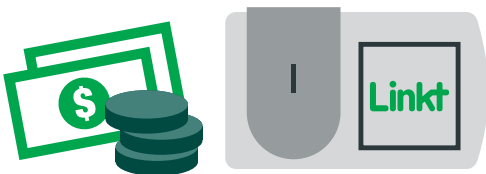


linkt.com.au/accounts-and-passes/help-me-choose/brisbane



Prepaid Tag Account

Customers who use toll roads once a month or more often choose a Prepaid 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 Prepaid Tag Account for the cost of the toll.



Prepaid Tagless Account

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



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

Each time you use a toll road you will pay

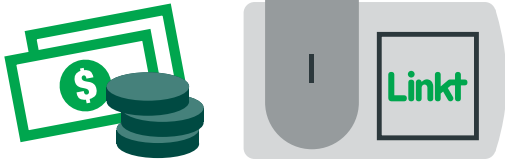


- the cost of the toll

and



- a video matching fee.



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



Over the phone

Call **13 33 31**

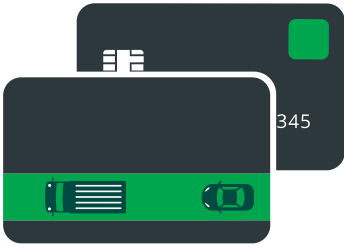


In person

To find a place to pay in person go to

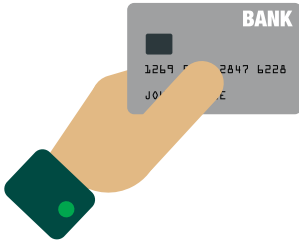


linkt.com.au/pip



Road Pass

Customers who use toll roads only a few times a year often choose a Road 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 credit card or debit card

- the cost of the toll

and



- a video matching fee.

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



Each Road Pass will expire after 30 days.



You can pay for a pass in different ways.



On the website

Go to linkt.com.au



Over the phone

Call 13 33 31



In person

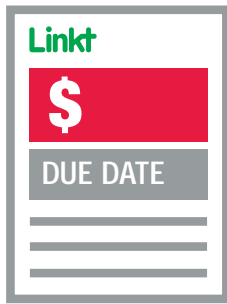
To find a place to pay in person go to

linkt.com.au/pip

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 invoice** will be sent to you.

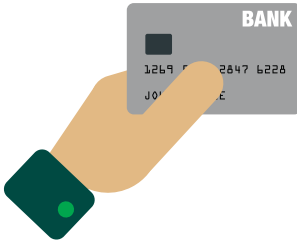


A toll invoice is a letter that tells you how much you need to pay.

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

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



Email linktassist@transurban.com



If you need help to speak or listen

Contact us through the
National Relay Service or NRS.

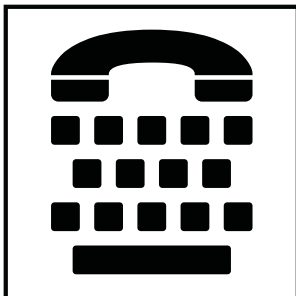


Call 1800 555 660



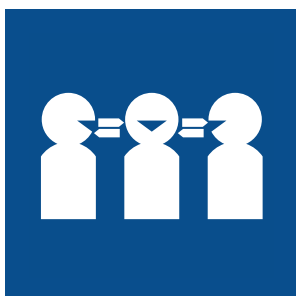
Website

communications.gov.au/accesshub/nrs



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.

