

# How to pay for 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

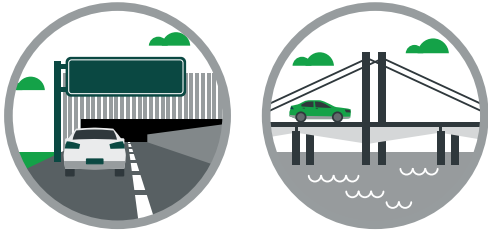
- read this book
- know what this book is about
- find more information.





## About this book

This book is from Linkt.



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



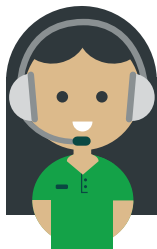
Tolls are money you pay to use a road, tunnel or bridge.



You can use Linkt to pay for tolls.



This book is about how to pay tolls to Linkt in Victoria.



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



You pay tolls in Victoria when you travel on

- CityLink
- EastLink.



## There are different ways you can pay tolls

There are 4 different ways you can pay tolls in Victoria.



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



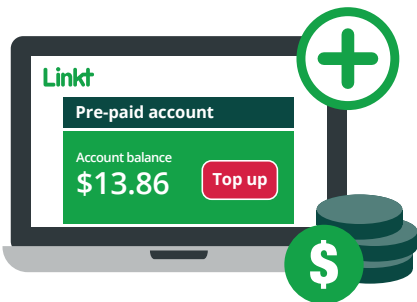
[linkt.com.au/accounts-and-passes/  
help-me-choose/melbourne](https://linkt.com.au/accounts-and-passes/help-me-choose/melbourne)



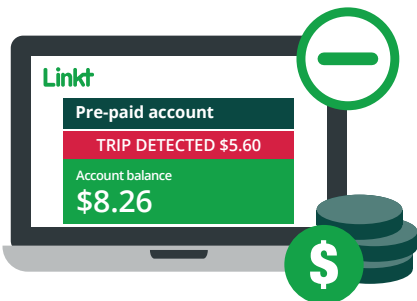
## Prepaid Account

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

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



You add money to your Prepaid Account and use this as credit to pay for toll road trips.



Each time you travel, the cost of that trip is automatically paid from the money on your Prepaid Account.



## Postpaid Account

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

To start this account you pay a small fee.

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

Any toll road trips you take will be automatically charged at the end of every day.

For information on the amount of money you pay for this account go to our website.

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

For both Prepaid and Postpaid accounts,  
you can travel



- with a tag

or



- without a tag.



A tag is a small electronic device that you  
attach to the top of your windscreen.



You do not have to pay extra for a tag.



If you travel **with** a tag, each time you pass a toll you will pay



- the cost of the toll

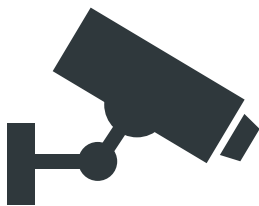


If you travel **without** a tag, each time you pass a toll you will pay



- the cost of the toll

and

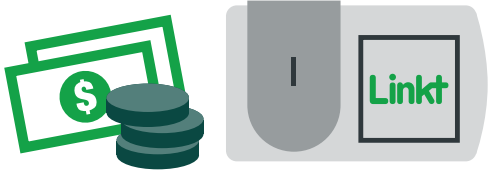


- a video matching fee.



It is cheaper to travel with a tag.





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 (Only for Prepaid Account top up payments)**

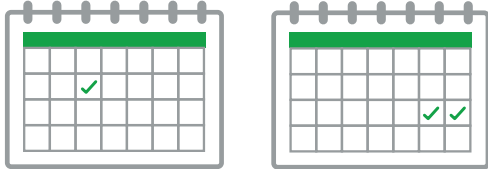


To find a place to pay in person go to

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



## CityLink 24 Hour Pass or Weekend Pass



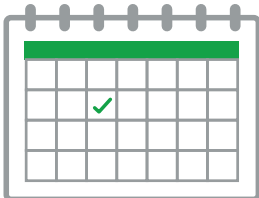
Customers who use CityLink a few times a year often choose a 24 Hour Pass or a Weekend Pass.



You pay a set amount once for these passes.

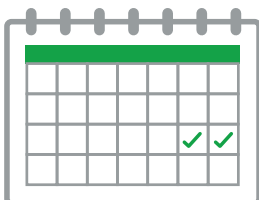


You can travel on CityLink as many times as you need to in



- 24 hours for a CityLink 24 Hour Pass

or

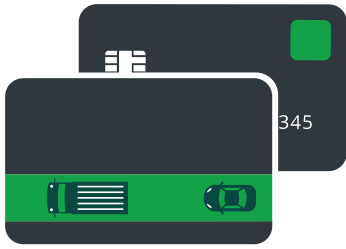


- 48 hours for a Weekend Pass.



You can only travel on CityLink.

## Visitor's Pass



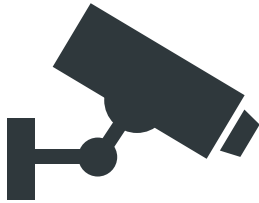
Customers who use CityLink or EastLink a few times a year often choose a Visitor's Pass.

Each time you pass a toll with this pass you pay

- the cost of the toll

and

- a video matching fee.



You can travel on any toll road in Australia as many times as you need to in 30 days.



For more information about the amount you pay for this pass go to our website.

[linkt.com.au/accounts-and-passes/  
buy-a-pass/melbourne](https://linkt.com.au/accounts-and-passes/buy-a-pass/melbourne)

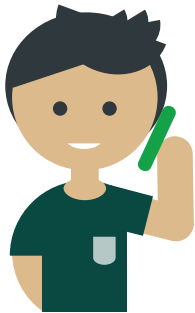


You can pay for the Passes in different ways.



**On the website**

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



**Over the phone**

Call **13 33 31**



**In person**

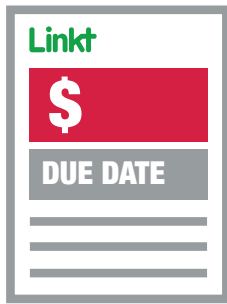
To find a place to pay in person go to

[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 invoice** will be sent to you.

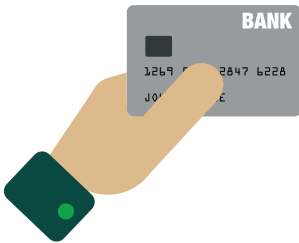


A toll invoice is a letter that tells you how much you need to pay.



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](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.

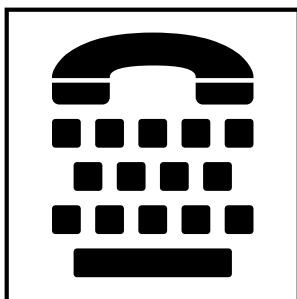


**Call 1800 555 660**



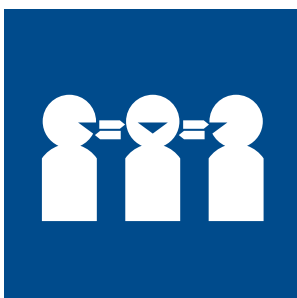
## Website

[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.

