

**Roam Tolling Pty Ltd**

Customer Services

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Reference Number: 829977

7 November 2007



Mr Roger Clarke  
78 Sidaway Street  
Chapman ACT 2611  
AUSTRALIA

Dear Mr Clarke,

Thank you for your recent letter dated 12 October 2007 in relation to travel on Westlink M7 and anonymous payment options available to users of Westlink M7.

We appreciate all customer feedback that we receive. We understand that you have questions regarding Roam's compliance with the National Privacy Principles and the Australian Standard ISO 10002-2006 in relation to complaints handling.

Our responses to each of your questions are outlined below.

1. Our records do not show that you travelled on Westlink M7 on 26 August 2007.

Our records indicate that your vehicle did travel on Westlink M7 on 2 September 2007. We received a \$15.00 cash payment from you on 30 August 2007. This payment was not matched to your earlier trip on 26 August 2007, as we had no record of this trip. The payment was not matched to your travel on 2 September 2007 either, as this trip had not yet occurred.

Your trip in September did not result in the issuing of a Toll Notice as both NSW and ACT have issued licence plates with YYM450. On this occasion, the system did not distinguish the different state and we did not proceed with issuing of a toll notice. It was not suppressed because of your cash payment or your call to the call centre.

In light of the above, we enclose a refund of \$15.00.

2. You do not currently owe any money for trips made on Westlink M7 for vehicle registration YYM450 (ACT).

3. Roam Tolling Pty Ltd (a subsidiary of Transurban Limited) ("Roam") provides tolling and customer management services in relation to the M7. Roam does not presently provide a product that allows our customers to travel on the M7 completely anonymously.

Westlink M7 benefits from the use of a full electronic tolling system. This system allows our customers and the surrounding community to benefit from reduced congestion and pollution caused by stop-start traffic. Full electronic tolling also means that cash-booths are no longer required on the road, and we operate without a physical customer service centre. Therefore, in order to be able to operate our business, we need to be able to identify vehicles that travel on our road as well as receive payment from our customers. These factors make it impractical for Roam to provide a completely anonymous product to use Westlink M7.

However, Roam continually monitors the use of our tolling products to assess whether further improvements can be made. In this regard, feedback from customers like yourself is very informative and will be incorporated into our current practices, where practicable. Please see our response to question 6 for more information about how your feedback will be taken into account.

Presently, customers wishing to minimise the amount of personal information provided to us in order to travel on the M7 may set up a Visitor's e-Pass account. Visitor's e-Pass account holders need to pay by credit card and provide their vehicle registration number and contact information. Contact information is not required if the account is established over the phone through our customer service centre.

4. As discussed above in relation to question 3, customers who wish to minimise the personal information provided to us in order to travel on the M7 can set up a Visitor's e-Pass account. Please refer to question 3 for further details.

At this stage, there is no completely anonymous option for our customers to use and pay for tolls to travel on the M7. If this option is considered to be practicable in the future, we would ensure that our staff and relevant service providers are informed of this new product and are trained to answer questions about the availability and use of the anonymous account product.

5. The Visitor's e-Pass product is promoted through brochures, the call centre and Roam's web site at [www.roam.com.au](http://www.roam.com.au).
6. As a result of your communication to us, we will conduct training for our call centre staff so that they are aware that a Visitor's e-Pass can be set up for customers in a way to minimise the amount of personal information required to travel on the M7. We will also ensure that our call centre staff is aware that the Visitor's e-Pass may be an appropriate option for customers who enquire about anonymous options for travel on Westlink M7.
7. Australia Post is one of our payment channels available to customers wishing to pay a Toll Notice in cash. It is not our intention for Australia Post to be a full customer service centre. Rather, Australia Post personnel are only trained to be able to process face-to-face cash payments of toll notices or account top-ups, or to open a new Roam account.



If you or other customers require further information about Roam's products, this is available through the Roam website at [www.roam.com.au](http://www.roam.com.au) or by contacting our customer service centre.

8. As you are aware, National Privacy Principle 8 states that wherever it is lawful *and practicable*, individuals must have the option of not notifying themselves when entering into transactions with an organisation (our emphasis added).

As stated in our response to question 3 above, the nature of our business (particularly as we utilise a full electronic tolling system on the M7), means that we need to collect certain personal information in order to for us to provide our services. The purposes for which we collect, and the way in which we use, personal information in relation to the M7 is detailed in the privacy policies at [www.westlinkm7.com.au](http://www.westlinkm7.com.au) and [www.roam.com.au](http://www.roam.com.au).

9. As you are aware, National Privacy Principle 1 provides, amongst other things, that an organisation must not collect personal information unless that information is necessary for one or more of its functions.

The Federal Privacy Handbook states that the 'necessity' of collecting information should be considered in a practical sense. Therefore, our view is that practically speaking, the collection of personal information is necessary in order for Roam to perform its key function of providing convenient tolling solutions for individuals and businesses. In order to do this, Roam offers a range of tolling products to suit the needs of regular users (eg. the e-Tag account) and occasional users (eg. the Visitor's e-Pass) of the M7. Also, our focus on customer service means that we collect information from our customers so that we can provide convenient, tailored tolling products.

10. Roam has established policies and procedures in relation to complaint handling. These procedures are designed to enhance performance in complaints handling and increase customer satisfaction. Our policies and procedures have been developed with reference to the Australian Standard for Complaints Handling (AS ISO 10002-2006). Customers are advised of how to make a complaint to Roam on Roam's website ([www.roam.com.au](http://www.roam.com.au)) under the heading 'Charter and Ombudsman'.
11. Roam's complaint handling system is designed to ensure customers receive a substantive response. Roam apologises if you feel this has not been the case in your situation. Your feedback in relation to your experience with the complaint handling system is appreciated.
12. In instances where customers do not feel like they have received a satisfactory response to their concerns, Roam has a documented escalation process. This is outlined on Roam's website under the heading 'Charter and Ombudsman', sub-heading 'Resolving Problems'.

In summary, our complaint handling system has three levels. Firstly, in most cases we will be able to resolve your concern the first time we speak to you (by phone on 13 86 55 or email at [enquiries@roam.com.au](mailto:enquiries@roam.com.au)). If the issue is not resolved at this level, the complaint will be escalated to Roam's Customer Care Group. This is a specialist group within Transurban that is responsible for finding fair solutions to any problem our customers face by using our roads.



If a complaint is still not resolved to the customer's satisfaction it can be considered by Customer Resolutions. As a specialist group within the company, they are responsible for providing fair solutions to any problem you may face.

If we have not resolved your concern to your satisfaction at the second Customer Care level, it can be escalated to the Transurban Customer Ombudsman. If the Transurban Customer Ombudsman makes a formal decision to resolve the problem, Roam will abide by that decision. For more information about our complaint handling system, please refer to the Roam website at [www.roam.com.au](http://www.roam.com.au).

I refer to your comment regarding the Roam registered address and advise that we are currently reviewing the inclusion of this on the Roam website.

Thank you again for your comments. We appreciate feedback from our customers so that we can continually improve our products and service.

If you would like to discuss this matter further, please contact me on 02 9834 9315.

Yours sincerely

Michelle Wilson  
Operations Manager Roam