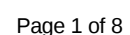


Tolls must be **paid within three days**, and the onus is on the driver to contact the toll provider and pay a toll if they don't already have an established toll account.





Go via is the sole toll account provider in SEQ.¹ Regular users of SEQ toll roads should establish a go via account. Visitors to SEQ and infrequent toll road users do not have to establish a tolling account. Casual trip passes or a road pass can be purchased to cover the one-off cost of using a toll road. These and other toll payment options are explained in the next section.

Options for paying a toll with go via

The table below provides a summary of the key points associated with the tolling system in SEQ and toll prices. For more detailed information, members should contact the go via call centre on 13 33 31 or visit their website: govia.com.au.

	Details
go via tag account	You fit a small tag (transponder) to the inside of your vehicle's windscreen. Every time you pass through a tolling point, the system detects the tag (it will beep) and deducts the toll from your account. Tag accounts are compatible with all Australian toll roads. The tag is provided free of charge and is posted to you once you open an account. There is no deposit for the tag, however, should you lose the tag or are not able to return it, you will be charged a tag non-return fee of \$47.78.
How do I get one?	You can establish a go via tag account online at govia.com.au or by phone 13 33 31.
Cost	You can open a go via tag account for \$25. This amount is credited to your account for use in paying tolls and charges. The account must be maintained in a credit balance. If you set up an automatic top-up facility, you nominate the trigger level for the automatic top-up.
Penalties	There are a range of penalties for late payment or failure to pay a toll. A toll invoice fee of \$8.36 will be issued if the tag account has insufficient credit prior to going through a toll and you fail to pay within three days of travel. If you do not pay a toll invoice by the due date you will be charged a Demand Notice fee of \$23.89 per unpaid toll. For full details visit the go via website: govia.com.au
Best For	The tag accounts are best suited to Brisbane motor vehicle drivers, and others who expect to be occasional or frequent users of toll roads.

¹ It is also possible to set up an account with a provider in Sydney or Melbourne and pay for usage of SEQ toll roads. If it is a tag account there are no extra charges when you use a SEQ toll road, although there may be initial set up and administration fees.



	Details
go via video account	Your vehicle is electronically photographed at the toll point and a record of your registration details taken in order to bill your established account.
How do I get one?	You can establish a go via video account online at govia.com.au or by phone 13 33 31.
Cost	You can open a go via video account for \$25. This amount is credited to your account for use in paying tolls and charges.
Video Matching	This allows the toll operator to take a digital image of your vehicle and registration for levying the toll. Motorists with a go via video account are charged a fee of \$0.48 for video matching every time a toll is levied on their vehicle (except on AirportlinkM7 where the fee is \$0.92). A video matching fee is not levied on motorcyclists who sign up for a video account.
Penalties	There are a range of penalties for late payment or failure to pay a toll. A toll invoice fee of \$8.36 will be issued if the account has insufficient credit prior to going through a toll and you fail to pay within three days of travel. If you do not pay a toll invoice by the due date you will be charged a demand notice fee of \$23.89 per unpaid toll. For full details visit the go via website: govia.com.au
Best For	The video-based accounts need to be used for all motorcycles and are best for those vehicle drivers likely to be infrequent users of the tolled roads, e.g. less than once a month.

	Details
CASUAL TRIP PASSES	If you are a visitor to SEQ or you live in SEQ but rarely use the toll roads, you can still organise toll payment before you travel without having to set up a tag or video tolling account. Options include pre-paid trip passes, pre-paid credit passes or a road pass. These are not available for travel on Sydney or Melbourne toll roads. With a go via road pass you nominate the start and end dates of your travel (maximum period is 30 days) and supply credit card details. Tolls and fees incurred in the nominated period will be charged to your credit card. This includes travel on all go via toll roads. The road pass can be organised retrospectively, but only up to three days after you first travel on a toll road. Go via has two types of pre-paid passes that can be purchased from retail outlets: a toll credit pass or a trip pass. The trip pass allows you to pay for a specific toll but only on the Gateway and Logan motorways. It is valid for 90 days and is non-refundable. With a toll credit pass you can purchase pre-set credit amounts of \$10, \$20 and \$50 to cover travel on SEQ toll roads. The credit lasts for 90 days and any credit you don't use will not be refunded. Both the trip pass and the toll credit pass can be purchased retrospectively, but only up to three days after your initial travel on a toll road.
How do I get one?	You can buy a go via road pass online or over the phone.



	Details
	Trip passes and toll credit passes can be purchased from nominated go via retail outlets. The list of retailers is available online at govia.com.au
Cost	In addition to the actual tolls incurred, the go via road pass has a video matching fee of \$0.48 per toll point (or \$0.92 for AirportlinkM7). Trip passes and toll credit passes incur a \$0.48 video matching fee per toll point (\$0.92 for AirportlinkM7) and a \$1.19 retail service fee.
Penalties	There are a range of penalties for late payment or failure to pay a toll. A toll invoice fee of \$8.36 will be issued if you wait more than three days after using a toll road to organise the road pass or trip / credit pass. You will also incur the toll invoice fee of \$8.36 if you use a toll road after the road pass or trip / credit pass has expired. If you do not pay a toll invoice by the due date you will be charged a demand notice fee of \$23.89 per unpaid toll. For full details visit the go via website: govia.com.au
Best For	The Brisbane road pass is best for infrequent users that are likely to use multiple toll roads in SEQ. A trip pass or toll credit pass is best for infrequent users that want to pay for their tolls using cash.

Tolls by tolling point as at 1 January 2017	class 1 (motorcycles)	class 2 (cars)	class 3 (light commercial vehicles)	class 4 (heavy commercial vehicles)
Murarie	\$2.24	\$4.47	\$6.71	\$11.84
Kuraby	\$1.32	\$2.64	\$3.96	\$6.99
Loganlea	\$0.85	\$1.69	\$2.55	\$4.49
Heathwood	\$1.40	\$2.79	\$4.18	\$7.38
Paradise Road	\$1.40	\$2.79	\$4.18	\$7.38
Go Between Bridge	\$1.57	\$3.13	\$4.70	\$8.31
Clem 7	\$2.51	\$5.02	\$7.54	\$13.31
Legacy Way	\$2.51	\$5.03	\$7.54	\$13.33
Bowen Hills to Kedron	\$2.69	\$5.38	\$8.07	\$14.25
Bowen Hills to Toombul	\$2.69	\$5.38	\$8.07	\$14.25
Kedron to Toombul	\$2.02	\$4.03	\$6.05	\$10.69

Frequently Asked Questions

Is it compulsory to open an account if I live in Brisbane?

It is not compulsory for motorists to sign-up for an account. But failing to have an account will not mean you can evade the tolls.

An account will help you avoid additional fees and charges associated with the toll roads in SEQ.

Page 4 of 8



How can I minimise toll transaction costs?

RACQ recommends establishing an account with go via in order to keep transaction costs at a minimum and reduce your risk of any penalty.

Having an account that you keep topped up is a good way to avoid the risk of travelling through a toll point and failing to pay the toll within the relevant time limit. If the account is a tag account, motorists avoid the video-matching fee charged by go via.

What if we have more than one car in the family?

If you open an account you can have more than one vehicle linked to that account. This means households with more than one car need only maintain one account, but have multiple vehicles linked to that account. This covers a variety of options including partners, children, relatives or friends.

What happens if I have a tag account and my tag doesn't work when I go through a toll?

You will know your tag has worked if it beeps when you pass through the tolling point.

If you drive through a tolling point and your tag doesn't beep or is not in the vehicle, you will be video tolled automatically. The toll amount and a video-matching fee will be deducted from your account.

If your tag does not beep when you go through a tolling point and you had the tag properly fitted, you should contact go via to clarify why it didn't work. Your tag may be faulty, in which case a new tag will be issued. If your tag did not work because it was not positioned properly, you will be advised on how to reposition it and you will need to pay the toll plus the video matching fee.

What do the different tag beeps mean?

Number of beeps	What it means	
1	Everything is OK	When you travel through a toll point, your tag automatically deducts the cost of the toll from your account. The single beep tells you that the payment has been made successfully.
1 then 2	Warning	Your account balance is low. You need to top up your account. If your account is: • manually topped up - you need to top up your account immediately to avoid slipping into the red • set to automatically top-up - your account will be topped up automatically.



4	Problem	Your account has a negative balance and could be suspended. You need to top up immediately, because each time you travel through a toll point and hear 4 beeps: • a photo will be taken of your vehicle • you may receive an Toll Invoice requesting payment of the toll • a Video Matching Fee will be applied per toll point and an administration fee may also be charged.
none	Problem	Your tag may not be installed correctly. Please read the go via Tag Installation Guide OR There may be a problem with your tag. Please call 13 33 31 to report the problem

Table sourced from govia.com.au

Is there adequate signage on the tolled roads to explain what I should do if I drive through a toll without first organising a payment option?

Signage is posted on the approach roads directing motorists to a website and/or the telephone call centre. You are expected to contact go via within three days of travel to make arrangements for the payment of the toll. Failing to contact the toll provider can result in further penalties being imposed.

Much of the toll signage is a different colour scheme (gold lettering on a blue background) to the normal road signage. This increases the effectiveness of the toll road signage and helps motorists to understand that they are travelling on a toll road.

I visit Brisbane once a year. What is the best way for me to pay a toll?

If you visit infrequently your best option may be to organise a road pass in advance, or simply contact go via within three days of travelling through a toll point to arrange an appropriate payment option (see the section above). If you are visiting family or friends they may be able to add your vehicle details to their toll account in advance.

Can I pay for the toll as soon as I go through a tolling point or do I have to wait a few hours for it to be processed before I can settle the account?

You can pay for toll transactions immediately or even before the trip, either online, by phone, or at a nominated retailer. Contact go via or visit their website for further details.

What if I am a casual user and don't pay the toll within three days?

If you do not pay within three days an unpaid toll notice is issued. This notice will include a video matching fee and a toll invoice fee.

Further failure to pay can result in an escalation of fees and a legal demand including a toll evasion penalty. If you do not pay the toll and associated charges, the issue will be escalated to the State Penalties Enforcement Registry (sper.qld.gov.au), and they may commence action against you.



Motorists should contact go via as soon as possible once they realise they have failed to pay a toll. Toll operators have a non-compliance process and are expected to use their best endeavours to be fair and reasonable when dealing with non-payment issues.

What if my toll account runs out of credit and I go through a toll?

It is your responsibility to ensure you have sufficient funds in the account to cover outstanding tolls. Failure to do this can result in an unpaid toll notice being issued. If you do not have sufficient funds in your account and you travel on a toll road, you should deposit funds to your account within three days of travel to cover any outstanding debt.

When establishing an account, motorists should consider selecting the option to automatically top up their account. This will ensure the balance remains in credit.

Will the tag go off every time I pass through a toll point?

Yes. The tags are designed to activate every time they pass under the designated toll point.

If you happen to be carrying your tag with you while travelling in another vehicle (e.g., in a handbag or in your pocket), *it is likely* the tag will activate. If you suspect that your tag has activated inadvertently, you should advise the toll operator.

If my vehicle breaks down and is towed could I be charged for a toll?

If your vehicle is fitted with a tag and is towed through a tolling point, a toll will automatically be charged to your account. To avoid this, we recommend that you remove your tag from the vehicle prior to it being towed.

What if I lend my car to someone and am unaware that they have gone through a toll without paying?

If you have a valid toll account, the toll will be deducted automatically.

If you don't have an account, a video record of the vehicle will be taken and the driver (or the owner) will be expected to notify go via within three days to make arrangements to pay the toll. If the driver (or the owner) does not organise to pay, the registered owner of the vehicle will receive notification in the mail. This will include the toll amount, a video matching fee and a toll invoice fee.

Can I lend someone my tag if they need to travel on a toll road?

Motorists should be aware that with the availability of video tolling, it is not necessary for you to lend your tag. Even without a tag, video tolling will ensure the vehicle is recorded and the owner needs to then make contact with the toll operator within three days to arrange for payment of the toll. Alternatively, the registration number of the vehicle could be temporarily added to your account without the need for a tag.

Can I pay for a toll using cash in SEQ?

You can organise cash payment of tolls by paying in person at one of go via's authorised retailers (see the go via website for locations).



If I purchase toll credit, do I have to use it within a specified time period?

If you establish either a tag or video account, the credit will not expire. If you choose to close the account and return the tag, go via will refund any unused credit.

If you purchase a trip pass or toll credit pass, the credit expires after 90 days and is non-refundable.

Does the tolling system work differently if I ride a motorbike?

Tags do not work well on motorcycles because it's difficult to attach them in a safe location where they can be easily read.

Motorcyclists are encouraged to open a video account (they will not be charged a video matching fee).

Will other toll tags work in Brisbane?

Electronic tags issued for Sydney or Melbourne toll roads can be used for all Brisbane toll roads. Similarly you can use your Brisbane-based tag for travel on tolled roads anywhere in Australia.

What do I do if I have a problem with go via and can't resolve it with them?

Contact the Tolling Customer Ombudsman on 1800 145 009 or admin@tollingombudsman.com.au. Further details about this process, as well as a postal address, are available on the Tolling Customer Ombudsman website: www.tollingombudsman.com.au.

How does toll payment work if I hire a car?

Most hire companies have a tolling program that allows you to pay tolls when hiring a car. You will usually have to pay the hire car company an administration fee or service fee in addition to the toll charges you incur. Be sure to ask the hire company upfront about these additional charges.

What happens if I am towing a trailer or a caravan?

If you are towing a caravan or trailer there is still only one toll charge, but make sure you get the registration of the trailer or caravan listed on your toll account. This will make the video matching process easier if your in-vehicle tag doesn't beep (or if you just have a video based account) and could help you avoid getting a toll invoice in the mail.

For more information on tolling, or to purchase a product, see go via at govia.com.au or phone 13 33 31.

This factsheet was produced in July 2017 by RACQ Public Policy Department

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