

# AUSTRALIA TOLLS FAQ

## Overview

This FAQ provides information regarding the payment and processing of toll charges in Australia.

## Do I need a Linkt account?

No, Linkt will create a temporary account using the details from your rental agreement and automatically charge to the card you have provided. You will receive login information via SMS so you can access tolling information and a receipt.

## How do tolls get charged on rentals with a split bill?

Customers will receive their receipt via email, usually within 14 days after their booking has ended, If no email address has been provided, Linkt will send an SMS to the customer with a link to the toll receipt.

## Are tolls charged immediately?

Tolls payments can take a few business days to process.

Details of the actual date and time that the toll was incurred can be found on the toll receipt.

## Are there any additional fees?

There is a \$3.50 fee charged per trip, per day (i.e driving to Melbourne Airport from the south-east is one trip and returning from Melbourne Airport is a second trip).

## What happens if Linkt is unsuccessful in obtaining payment for tolls?

Linkt will make numerous attempts to charge the card provided.

If payment continues to be unsuccessful, they will attempt to contact the customer with the contact details provided on the rental agreement.

If they are unable to obtain payment or contact the customer, Linkt will refer the charges to ABG for payment. ABG will then engage an debt collection agency to recover the funds.