



media release

4 August, 2006

Sydney First – Transurban Establishes Customer Ombudsman

In a first for Sydney, toll road owner and manager Transurban has established a free and independent dispute resolution service for customers of its motorway, Hills M2 and tolling businesses, Roam and Roam Express.

The Customer Ombudsman will provide an opportunity for customers who cannot resolve their disputes directly with these businesses to seek a review and determination by an independent umpire. Transurban will be bound by the Ombudsman's determination.

Announcing the Ombudsman's appointment, Transurban's General Manager of Operations, Brendan Bourke said: "There is a growing level of public scrutiny of toll road owners and operators. Transurban welcomes this scrutiny. We are committed to providing our customers with first class customer service that is open and accountable to our customers and that's why we're establishing the Ombudsman role."

Customers of Hills M2, and Sydney-based tolling businesses, Roam and Roam Express will have access to the Customer Ombudsman.

"We expect most customer complaints will be resolved during their first contact with us," Mr Bourke said. "The remainder will go on to our internal customer resolution team. If any complaints still can't be resolved, customers can then seek independent determination from the Ombudsman."

Experienced dispute resolution specialist, Mr Michael Arnold, has been appointed Transurban's Customer Ombudsman.

For the past two years, Mr Arnold has served as Customer Ombudsman for Melbourne's CityLink, Transurban's first fully-owned motorway. He combines this role with existing responsibilities as National Panel Chair for the Financial Industry Complaints Service.

"Transurban will fund the Ombudsman role so there is no cost to our customers who are trying to resolve a problem," Mr Bourke said.

The Ombudsman will be located outside Transurban corporate and operational premises.

Determinations made by the Transurban Customer Ombudsman will be published every 6 months on the website – www.transurbanombudsman.com.au. Further information regarding the Ombudsman is also available through this website.

In another Sydney first, Transurban has also established a Customer Charter for its Roam tolling business, setting out concrete customer service targets.

Transurban Group

Transurban Limited
ABN 96 098 143 410

Transurban Holdings Limited
ABN 86 098 143 429

Transurban Holding Trust
ABN 30 169 362 255

email@transurban.com.au
www.transurban.com.au

Level 43 Rialto South Tower
525 Collins Street Melbourne
Victoria 3000 Australia
Telephone +613 9612 6999
Facsimile +613 9649 7380

Level 37 Gateway
1 Macquarie Place Sydney
NSW 2000 Australia
Telephone +612 9254 4900
Facsimile +612 9254 4990

For further information please contact Cassie Hamer on
Mobile 0401 021 430 or Telephone +612 9254 4913 or
chamer@transurban.com.au

Roam Operations Manager Jan Lewis said: “Every six months we will report whether we have met these targets and post our performance results on our website – www.roam.com.au”.

The Customer Charter applies to customers with a Roam e-TAG or e-PASS account, or Visitor’s e-PASS. The table below sets out the targets against which Roam will report.

Customer service targets	75% of customer calls will be answered within 20 seconds
	90% of customer issues will be resolved on the first contact
	80% of all issues raised with the Customer Resolutions Group will be finalised within 7 days
	95% of letters and emails will be responded to or acknowledged within 2 business days
	95% of new e-TAGs requested will be dispatched within 4 business days

Media Inquiries

Cassie Hamer 0401 021 430 or (02) 9254 4913

For further information please contact Cassie Hamer on Mobile 0401 021 430 or Telephone +612 9254 4913 or chamer@transurban.com.au

Transurban Group

Transurban Limited
ABN 96 098 143 410

Transurban Holdings Limited
ABN 86 098 143 429

Transurban Holding Trust
ABN 30 169 362 255

email@transurban.com.au
www.transurban.com.au

Level 43 Rialto South Tower
525 Collins Street Melbourne
Victoria 3000 Australia
Telephone +613 9612 6999
Facsimile +613 9649 7380

Level 37 Gateway
1 Macquarie Place Sydney
NSW 2000 Australia
Telephone +612 9254 4900
Facsimile +612 9254 4990