

As our customer, we want to make your Airport Link journey safe and easy

Commitment	For you, we will
Safety	<ul style="list-style-type: none"> • Provide a safe driving environment • Respond to any incidents in a safe and swift manner
Simple and clear products and charges	<ul style="list-style-type: none"> • Provide products that are easy for all to understand and use • Be accountable for our fees and charges • Not overcharge accounts
Clear and convenient communication and access	<ul style="list-style-type: none"> • Communicate in an open, honest and accountable manner • Provide clear information about our products, charges and traffic information • Keep our call centre open 24 hours a day, 7 days a week • Keep our website updated and accessible 24 hours a day, 7 days a week
Resolve complaints and enquiries clearly and quickly	<ul style="list-style-type: none"> • Resolve complaints in an accurate and clear manner • Answer your calls within 20 seconds • Provide you with an update within two hours if your complaint and/or enquiry cannot be answered immediately • Resolve your complaint within five business days if it cannot be answered within two hours • Employ motivated and helpful staff
Privacy	<ul style="list-style-type: none"> • Respect any private and personal information that is provided to us • Comply with the Privacy Act
Involve the customers and community	<ul style="list-style-type: none"> • Build relationships with the community in which we operate • Create opportunities for community and customer input and feedback
Improve and change	<ul style="list-style-type: none"> • Be independently audited on our customer service performance • Research and study future technology advancements and changes related to improving our business to customer service • Acknowledge and prepare for the role that climate change will play in the future of our business