

ANNUAL MEETING

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ROAD TO OPENING

- Tolling system delivery
- FLOW Tolling
- Interoperability with other tollways
- Marketing strategy
- Positive community awareness



TOLLING SYSTEM DELIVERY

- Development of tolling system back office complete
- Key system interfaces finalised
- Roadside equipment passed Factory Acceptance Testing
- Tolling gantries installed at northern tunnel entrance
- End-to-end testing of complete system to start in late 2009

INTEROPERABILITY WITH OTHER TOLLWAYS

- Interoperability agreement reached with Queensland Motorways
- Arrangements finalised with almost all other Australian tollways
- FLOW Tolling tags will be recognised on all tollways
- Convenient for customers

FLOW TOLLING

- Experienced management team
- Key operating procedures complete
- IT hardware and telephone systems installed
- First shipment of electronic tags in warehouse
- Enterprise agreement for customer service personnel
- Flexible customer service roll-out plan



CUSTOMER SERVICE

- Straightforward service
- Overcome customer fears
- Educate customers
- Easy-to-use website
- Retail network
- 24-hour call centre

COMPREHENSIVE MARKETING STRATEGY



- Targeted promotion
- Easy-to-use products
- Free account set-up
- No minimum use charges
- No ongoing account management fees
- Convenient payment
- Attractive incentives

OPERATING COSTS

- Tolling and customer service expenditure initially higher
- Tolling services for other roads:
 - Drive down transaction costs
 - Expand FLOW Tolling customer base

POSITIVE COMMUNITY AWARENESS

- Enormous community interest during construction phase
- Increased awareness and anticipation of opening
- 1 in 2 people surveyed in road corridor 'likely' or 'very likely' to use the CLEM7
- Maintain excellent community relations during operations

SUMMARY

- Opportunity to build a new tollway business
- User-friendly and efficient business
- New products and incentives
- Better ways to look after customers
- Positioned for successful road opening and traffic ramp-up