



Road Service for business

A guide to your
taxi entitlements

raa.com.au



We're here to help

Call 13 11 11 to talk to our Road Service team

Road Service for Taxis is a vehicle based Road Service Product. To receive Road Service you must be present with the Nominated Taxi when the RAA Service Provider arrives.

So we can help you, have this information ready:

- Your Nominated Taxi's registration number and the best phone number to reach you on
- The make, model and colour of your Taxi
- All your location details, including the street name, suburb or town, closest intersection, which side of the street you're on, and any distinguishing landmarks
- An explanation of what happened or appears to be the problem with your Taxi

After calling us, stay with your Taxi until help arrives. Leave your mobile switched on and make sure it's easy to hear.

If there are extraordinary circumstances or you're worried about your safety, please let us know when you call.

If you're in South Australia or Broken Hill, your call will be routed directly to RAA. In all other locations throughout Australia, your call will be directed to the local affiliated motoring organisation.

For drivers with a hearing or speech impairment

- You can contact us for Road Service by using the National Relay Service www.relayservice.gov.au
- The number to provide for RAA Road Service is 13 11 11
- If you have no internet access, you can access the National Relay Service via SMS by texting 0423 677 767
- Make sure you have all information ready to relay.

Please note that these methods are subject to public telecommunications network reliability. If you do not receive a reply in a timely period, you should use an alternative method.

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1. RAA Road Service Benefits

Here's everything you need to know about RAA Road Service for Taxis, including all the terms and conditions of your Benefits.

By the way, when we refer to “you” or “you're”, we mean you – the Product Holder. When we refer to “us”, “our” or “we”, we mean us – RAA. When we refer to “Benefits”, we mean the services that you receive as the Product Holder. When we refer to Road Service, we mean Road Service for Taxis. When we refer to “the” or “your” Taxi we mean the Nominated Taxi. For more definitions, refer to the glossary on page 9.

The Benefits:

- Only apply to Breakdowns that occur within Australia
- Can only be provided within the locality of the Breakdown
- Only apply if you're driving the Nominated Taxi at the time of the Breakdown
- Don't apply if you, against our advice or the advice of a qualified repairer, continue driving your Taxi following a Breakdown.

If you request Road Service an excessive number of times for a single recurring vehicle fault that you have failed to rectify we may refuse or restrict your Benefits.

All RAA Road Service monetary Benefits, limits and charges include GST.

Road Service

Road Service is a vehicle Breakdown service that provides you with assistance if your Taxi has an unexpected mechanical or electrical fault or failure. Road Service does not cover an Insurable Event and is not a substitute for motor vehicle insurance.

Road Service is available within Australia at any time to your Taxi – it doesn't matter who is driving.

Our main aim is to get your Taxi moving after a Breakdown, but we can only undertake minor repairs that can, using parts and tools available within the service vehicle, be completed safely and within a reasonable time, at the roadside.

The type of Road Services that are available may be influenced by the location and circumstances of the Breakdown.

You might need to pay for some services and Benefits if the Breakdown happens in a Non-Serviced Area. However, you may be eligible to get these costs reimbursed (see section 4.7).

1.1 Road Service Call-out limits:

- You get up to eight Call-outs each Subscription Year.
- More than eight Call-outs will incur an additional fee, which will need to be paid at the time of the Call-out. But don't worry – we'll give all this information to you when you call us, so you can decide if you want to go ahead with the Call-out.

If you request a Call-out for a fault or defect, where we have previously attended, and you have failed to rectify, we can refuse or limit the Road Service.

Metro

If your Taxi breaks down anywhere in the Metropolitan Patrol Serviced Area, an RAA Service Provider will attend without charge.

Country

If your Taxi breaks down outside the Metropolitan Patrol Serviced Area, Road Service will be provided by the designated RAA Country Service Depot for that location.

Call-outs to areas outside of the Metropolitan Patrol Serviced Area are limited to Breakdown locations within 100km (200km Round Trip) from the designated RAA Country Service Depot, per Incident.

If your Taxi needs Road Service outside of this distance, there will be additional costs. We will invoice you for these costs and they must be paid within 14 days. But don't worry – we'll give all this information to you when you call us, so you can decide if you want to go ahead with the Call-out.

1.2 Wheel changing

If you have a suitable, roadworthy spare wheel, the RAA Service Provider will change the wheel for you during the Call-out.

This Benefit is limited to:

- Vehicles that weigh less than three tonnes fully loaded
- Circumstances that don't need specialised equipment to safely provide a wheel change.

If the Taxi falls outside our weight and equipment limitations, an RAA Service Provider will be dispatched to assess and assist with the wheel change where possible, using your Taxi manufacturer's wheel changing equipment.

Tyre repairs won't be undertaken at the roadside.

1.3 Battery replacement/jump-start

If the Taxi doesn't start because of a flat battery, the RAA Service Provider will assess the battery during the Call-out, and provide a jump-start if appropriate.

If necessary, and where available, we offer an extensive range of competitively priced automotive RAA branded batteries available for roadside purchase. If you'd like to purchase an RAA battery from the RAA Service Provider, (subject to availability) they'll install the RAA battery for no additional charge.

With Road Service for Taxis, if you buy an RAA battery, you will get a \$20 discount.

1.4 Lockout/locksmith services

If you tell us there's a child locked in the Taxi, and that it's an emergency situation or the child is distressed, we'll transfer the call to emergency services (000), and send an RAA Service Provider.

If you've locked your keys in your Taxi, the RAA Service Provider will make a reasonable attempt to unlock your Taxi using available hand tools. If this isn't possible, we can arrange for a locksmith to attend your Taxi. If a locksmith attendance is needed because your Taxi is disabled, then we'll contribute an amount towards the cost of the locksmith services.

The maximum we'll contribute to locksmith services in each Subscription Year is \$75.

Or, instead of using the locksmith contribution (or if a locksmith is unavailable), you can use your Towing Benefits (see section 2).

The locksmith contribution isn't available if your Taxi has been disabled because of an Accident or vandalism, or if the Taxi has been stolen.

1.5 Fuel

Out of fuel

If your Taxi has run out of fuel, the RAA Service Provider may provide, at your cost, sufficient fuel so that you can drive to the nearest fuel outlet.

If the RAA Service Provider can't supply fuel at the roadside, you can use your Towing Benefits (see section 2) to tow the Taxi to a fuel outlet.

We will invoice you for any fuel we provide and this must be paid within 14 days.

Incorrect fuel

If you've filled your Taxi with incorrect fuel, you can use your Towing Benefits (see section 2) to tow the Taxi to a place of safety or repair.

1.6 Electric Vehicles

If your Electric Vehicle runs out of charge, you can use your Towing Benefits (see section 2) to tow the vehicle to your home or to the nearest Accessible Charging Station.

If you're towed to an Accessible Charging Station, you'll need to provide your own charging cable and/or adaptor to charge your Electric Vehicle. We can't supply charging cables or adaptors for Electric Vehicles, and any costs associated with charging the vehicle will be at your own expense.

2. Towing

If we're unable to get your Taxi moving again, we'll arrange for a Towing Provider to tow the Taxi to a place of safety or repair. Towing is only provided for mechanical or electrical fault or failure.

The Towing Benefits don't cover the towing or recovery of bogged vehicles. However, we may arrange towing or recovery of bogged vehicles at an additional expense.

Towing Benefits are limited to the distances and other conditions that are listed below. We will send you an invoice for any additional fees applicable to the Excess Kilometres and they must be paid within 14 days. These additional fees are set by the Towing Provider. We'll tell you prior to attendance if an additional fee will apply to the tow. If you don't want to go ahead with the tow, you can cancel without charge any time before the Towing Provider is dispatched.

2.1 Towing entitlements

Metro

Towing, in any direction from the Breakdown location up to 20km, per Incident.

Country

Towing back to the designated RAA Country Service Depot up to 100km (200km Round Trip), per Incident.

Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, the lesser of a distance of 20km or to a value of \$132, per incident.

The tow must be taken at the time of the Breakdown.

Towing Benefits are only available using Standard Towing Equipment, which is any towing equipment legally able to safely tow a vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.



2.2 Non-collision 'Accident' towing

After an Accident in the Metropolitan Patrol Serviced Area – either as a result of a Collision or Non-Collision – government regulations apply to towing.

If your Taxi needs Non-Collision Accident towing, we can't directly provide Towing Benefits – instead, we'll give you a contribution of up to \$100 per Incident towards towing costs, upon presentation of a receipt and the government 'Authority to Tow' form. This contribution is only available where the towing cost isn't covered by a claim on any comprehensive vehicle insurance you hold in relation to your Taxi.

3. Exclusions

The following are excluded from the Benefits of this Road Service Product:

- Work (mechanical or otherwise) carried out on your Taxi when your Taxi is located at a commercial place of repair or RAA Country Service Depot.
- The cost of any labour (not performed at the roadside), spare parts or other costs associated with the Taxi repair.
- Vehicles involved in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service. Benefits are only available during travel to and from such events.
- A subsequent Call-out for a fault that's already been attended to by an RAA Service Provider where the fault hasn't been rectified.
- Service to and recovery of vehicles on a road that isn't a Maintained Public Road.
- Where home mechanical repairs have been undertaken to the Taxi prior to Breakdown.
- Any repairs associated with an Accident.
- Towing Benefits don't apply for tyre trouble with an unserviceable or missing spare wheel on a vehicle that's normally equipped with a spare wheel.
- Towing Benefit for a Taxi that has been dismantled.
- Towing Benefit where there's already been a tow in connection with that Breakdown.
- Towing from or to Restricted Areas.
- Towing from a repair facility.
- Road Service isn't available to an unattended Taxi.
- Road Service isn't available in Restricted Areas.
- Road Service for battery-related faults where the Taxi battery can't be easily and quickly replaced by an RAA Road Service Provider. Following attendance and diagnosis by an RAA Service Provider, the Taxi will be directed to an approved workshop for battery fitment or repair.
- Vehicles that have been defected by the Police and/or an authorised Government Officer are only entitled to Road Service and Towing Benefits where the Breakdown isn't related to the reason for the defect.
- Vehicles that have been driven against our advice or the advice of a qualified repairer.

4. General Terms and Conditions

4.1 Road Service Product

- Road Service for Taxis must be taken out directly with RAA in South Australia or Broken Hill and can't be taken out through an interstate motoring association or club.
- The Road Service Product is not an alternative to regular routine maintenance of a vehicle. All Product Holders need to maintain their Taxi in good working order and roadworthy condition.

4.2 Accessing your Benefits

To access your Road Service Benefits:

- You must be driving a Nominated Taxi.
- You must be present when the RAA Service Provider arrives.
- Your RAA Road Service Product must be active when you call for Road Service.
- The disabled Taxi must be registered.
- You'll be asked to provide the correct vehicle registration number for adequate identification information at the time of asking for Road Service.
- Only one RAA Road Service Product may be used for each Incident.

Any circumstance or event where your verbal or physical conduct puts the health, safety or wellbeing of an RAA Service Provider or any other RAA employee or contractor at risk, or jeopardises their ability to safely carry out their responsibilities, may result in the immediate suspension of access to your Road Service Product. These events will be formally investigated. During the process, you'll be provided with an opportunity to explain your conduct.

4.3 Location

- Road Service is only available if the Breakdown location and the Taxi are accessible by a Maintained Public Road.
- If Road Service is needed in a location where the road isn't a Maintained Public Road, Road Service may not be available or an additional cost might apply. We will invoice you for these costs and they must be paid within 14 days.
- If the RAA Service Provider needs to travel Excess Kilometres there will be an additional cost. We will invoice you for these costs and they must be paid within 14 days.
- The RAA Service Provider will tell you before attendance if an additional fee will apply to the Call-out, if you don't want to go ahead with the Call-out, you can cancel without charge any time before the Service Provider is dispatched.

4.4 Repairs

- The RAA Service Provider will provide Road Service with the objective of getting your Taxi back on the road or to a garage for permanent repairs. The RAA Service Provider may carry out minor repairs on the roadside, but only if they can be done safely and within a reasonable time using available hand tools.

- Spare parts offered by the RAA Service Provider during Road Service may or may not be genuine parts. All spare parts meet or exceed manufacturer's specification and comply with relevant Australian Standards and regulatory requirements and are fit for purpose. Spare parts have been sourced from independent manufacturers and comply with manufacturer's specifications.

4.5 Accidents

- Unless specified, the Benefits aren't available following an Accident including, without limitation, Towing Benefits, or roadside repairs arising from an Accident.

4.6 Call-Outs

- If an RAA Service Provider attends a Call-out to provide Road Service and the Taxi is unattended, this will count as a Call-out.
- If a second Call-out is needed after the Taxi was initially unattended, the Product Holder will be charged a set fee, which we'll tell you about when you request the Road Service.
- If a Product Holder doesn't use the available Call-outs or contributions within the Subscription Year, the Call-outs will expire. They don't carry over to the next Subscription Year.
- Call-outs cannot be transferred to another person.

4.7 Reimbursement

- If you need to pay for Benefits ordinarily covered by your RAA Road Service Product (such as in a Restricted or Non-Serviced Area or interstate), you may apply for re-imbursalment of these costs by RAA (these are limited to applicable Road Service Benefits).
- If you've paid for services or Benefits we have deemed to be eligible for partial or full reimbursement, you've acted as an agent for RAA.
- We'll reimburse you at the same rate that would apply if RAA engaged one of its normal RAA Service Providers to provide those services.
- Product Holders seeking a reimbursement for services or Benefits must apply within ten months of the Breakdown date.
- Receipted accounts for these services or Benefits, with details of the Breakdown, can be sent to
RAA Incident Management
101 Richmond Road
Mile End SA 5031.

Reimbursement for towing costs in Non-Serviced Areas is determined at RAA Country Service Depot payment rates as amended from time to time.

4.8 Cancellation

- You can cancel your Road Service at any time by giving us written notification addressed to 101 Richmond Road, Mile End SA 5031, by calling us on 8202 4821 or by visiting an RAA Shop.
- We may cancel your Road Service with immediate effect at any time by notifying you in writing where in our reasonable opinion it's needed to protect the health, safety or wellbeing of an RAA Service Provider or any of our other employees or contractors. In this case, we'll refund any Subscription Fees that relate to the period after cancellation, or cancel any direct debit on and from the date of cancellation. If we cancel your Road Service Product under this clause, we may, at our discretion, cease to make the Road Service Product available to you.

4.9 Waiting Periods

- If you've purchased an RAA Road Service Product and you're not an existing RAA Product Holder and you need Road Service within 48 hours of purchasing your RAA Road Service Product a Service Fee will be charged. You'll be told about this Service Fee when you request Road Service.

4.10 Road Service Subscription Fees

- These will need to be paid in advance, with rates set and approved by the Board of Directors. Upon receipt of the applicable fees by RAA, you'll be recorded as an RAA Road Service Product Holder. No pensioner or other concessions are applicable to Subscription Fees.
- Subscription Fees are payable using the following methods:
 - Credit card by telephone
 - Cash, credit card, EFTPOS, cheque or money order at an RAA Shop
 - BPay (renewals only)
 - IVR (renewals only).
- If a Road Service renewal or other debt to RAA is overdue, access to Road Service and additional Benefits may be denied, pending payment of any outstanding Road Service or other fees.
- At our discretion, and upon payment of outstanding and overdue fees and other charges, you may have your Road Service reinstated.
- If your Road Service Product is cancelled or terminated, your Subscription Fees won't be refunded.

4.11 Interstate Service

Holders of RAA Road Service have access to assistance throughout Australia through our affiliated motoring organisations. Simply call the Australia wide 13 11 11 phone number and you'll be provided basic Road Service in that state.

If you need Road Service interstate, the affiliated motoring organisations are:

- NRMA in New South Wales and Australian Capital Territory
- RACV in Victoria
- RACQ in Queensland
- RAC in Western Australia
- RACT in Tasmania
- AANT in Northern Territory.

4.12 Personal Information Use and Disclosure

We handle personal information in accordance with the Privacy Act 1988 (Cth), including the Australian Privacy Principles (APPs), and we'll deal with personal information in accordance with our Privacy Policy.

Privacy of your personal information

We collect and use your personal information to process your RAA Road Service application; provide and administer Road Service and offer other RAA (or RAA partner) products and services to you; manage our outgoing relationship with you; provide you with marketing and promotional communications in accordance with your above selections; and otherwise as necessary for our business purposes. If you don't provide us with this information, we may not be able to process your application, or give you the full range of Road Service Benefits.

We may disclose your personal information for the above purposes to third parties who provide services to RAA, and as otherwise required or permitted by law. We won't disclose your personal information to recipients located overseas without your consent, except where required or permitted to do so by law.

5. Glossary

- **Accessible Charging Station** is any Electric Vehicle Charging Station that can be accessed by the Towing Provider's Towing Equipment, together with the Electric Vehicle.
- **Accident** means an incident in which a vehicle has been damaged in a collision, whether involving another vehicle or otherwise, water crossing damage, water ingress, theft, malicious damage, fire or storm.
- **Benefit** has the meaning given in section 1 on page 1.
- **Breakdown** means a circumstance in which a vehicle is incapable of being driven because of a mechanical or electrical failure or puncture, which isn't caused by an Accident, theft, fire or malicious damage.
- **Call-out** means a request for Road Service by a Product Holder.
- **Collision** means an event where the Taxi makes contact with a foreign object.
- **Country Areas** means areas within South Australia, which have been defined by RAA as being outside the Metropolitan Patrol Serviced Area.
- **Country Serviced Area** means any non-metropolitan area in Australia where you're able to obtain Road Service from RAA or affiliated motoring organisations.
- **Electric Vehicle** is a vehicle that uses one or more electric motors for propulsion and draws its current from storage batteries.
- **Excess Kilometres** means the distance for which a Nominated Taxi receives Road Service or towing services over and above the limit applicable to their level of cover.
- **Home** means the usual garaged address of the Nominated Taxi.
- **Incident** means a single Breakdown event or situation which gives rise to one or more RAA attendances.
- **Insurable Event** means any event or risk for which insurance coverage is offered to any vehicle.
- **Maintained Public Road** means a road, the surface of which has been prepared, formed, metalled or gravelled as defined by RAA and is trafficable by a conventional 2-wheel drive vehicle at the time of requiring Road Service.
- **Metropolitan Patrol Serviced Area** means the geographic area of Adelaide as defined by RAA.
- **Nominated Taxi** means a Taxi specified on your Road Service Policy with RAA to be provided Services.
- **Non-Serviced Area** is any area in Australia where you're unable to obtain Road Service from RAA or affiliated motoring organisations, such as outside of the Benefit distances from an RAA Country Service Depot, areas not accessible by a conventional 2-wheel drive vehicle at the time of requiring Road Service, or if an RAA Service Provider isn't available at the location of the Breakdown.
- **Product** means any annual subscription for a RAA Road Service Product.
- **Product Holder** means a financial subscriber of RAA Road Service.
- **RAA** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **RAA Country Service Depot** means an independent service provider, contracted by RAA to deliver Road Service in regional locations as defined by RAA.
- **RAA Road Service Product** means a subscription for RAA Road Service Benefits.
- **RAA Service Provider** means an RAA employee or contracted Road Service Provider.
- **Restricted Area** means any areas that aren't accessible to the general public without a permit or special permission, or any areas not accessible by a conventional 2-wheel drive vehicle at the time of needing Road Service.
- **Road Service** means the assistance provided to a Nominated Taxi by an RAA Service Provider to attempt to mobilise the vehicle at the Breakdown location.
- **Road Service Policy** means the documentation we provide the Product Holder that sets out the details of the Policy Holder and the Taxi(s) covered.
- **Round Trip** means the journey both out to and back from a location.
- **Service Centre** means any business premises of an independent service provider, contracted by RAA to service your Taxi.
- **Service Fee** is an additional fee payable by a person or entity that does not hold a Road Service Product and require Road Service immediately or within 48 hours of joining. This is a set fee approved by the Board of Directors.
- **Special Towing Equipment** is any additional equipment needed by the attending Service Provider. This is in addition to normal hand tools, car trailer or tow truck required for the provision of Road Service or towing the disabled Taxi.
- **Standard Towing Equipment** means any towing equipment legally able to be used to safely tow a vehicle with a gross mass of up to 3 tonnes, maximum height of 2 metres, maximum length of 5.5 metres, maximum width of 2.3 metres and/or wheel span of 1.8 metres.
- **Subscription Fee** is the annual fee payable for a RAA Road Service Product. This is a set fee approved by the Board of Directors.
- **Subscription Year** is your annual period of Road Service cover.
- **Taxi** is any vehicle registered or licensed to operate as a Taxi in South Australia.
- **Towing Benefit** means the Benefits available under section 2 to Product Holders.
- **Towed Unit** means any two, three or four wheeled domestic trailer, caravan, or boat trailer, and anything similar that's attached to the vehicle.
- **Towing Provider** means a contracted provider of towing services.
- **we, us, our** means the Royal Automobile Association of South Australia Inc., ABN: 90 020 001 807, including its officers, employees, agents and contractors.
- **you, your** means you – the Product Holder.

Road Service – summary of benefits

Everyday	
24/7 Road Service, Australia-wide	Up to 8 Call-outs a year
Attendance: country – entitlement from designated country depot to breakdown	Up to 100km
Towing: metro	Up to 20km
Towing: country – back to designated country depot	Up to 100km
Towing: country – in any direction from either breakdown or designated country depot*	Up to 20km or \$132
Flat or faulty battery service	✓
Battery Discount	\$20 discount
Emergency Fuel Service++	✓
Lockout	✓
Locksmith subsidy	Up to \$75 a year
Flat tyre	✓

*Towing: country – in any direction from either breakdown or designated country depot is the lesser of the distance or value stated.
 ++Sufficient fuel may be provided, at your cost, to enable you to drive to the nearest fuel outlet.
 Conditions, distance and monetary limits may apply. Please read Road Service entitlements guide.



We're here to help

24/7 Road Service

13 11 11

24/7 Battery Service

13 11 11

We have a free battery delivery and installation service for Road Service product holders, with an extensive range of competitively priced automotive batteries available for roadside purchase.

Enquiries

Call us on 8202 4821 or email
commercialroadservice@raa.com.au

raa.com.au