



# Road Service for business

A guide to your  
taxi entitlements

[raa.com.au](http://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 the following information ready when you call.

- 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](http://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 contact methods are subject to the reliability of the public telecommunications network.*

*If you don't receive a reply in a timely period, you should use an alternative method.*

# Contents

<b>1. RAA Road Service Benefits</b>	<b>1</b>
1.1 Road Service Call-out limits	1
1.2 Wheel changing	2
1.3 Battery replacement/jump-start	2
1.4 Lockout/locksmith services	2
1.5 Fuel	3
1.6 Electric Vehicles	3
<b>2. Towing</b>	<b>3</b>
2.1 Towing entitlements	3
2.2 Non-Collision 'Accident' towing	5
<b>3. Exclusions</b>	<b>5</b>
<b>4. General terms and conditions</b>	<b>6</b>
4.1 Road Service Product	6
4.2 Accessing your Benefits	6
4.3 Location	6
4.4 Repairs	6
4.5 Accidents	7
4.6 Call-outs	7
4.7 Reimbursement	7
4.8 Cancellation	7
4.9 Waiting periods	8
4.10 Road Service Subscription Fees	8
4.11 Interstate service	8
4.12 Personal information use and disclosure	9
<b>5. Glossary</b>	<b>9</b>
<b>Road Service – summary of benefits</b>	<b>11</b>
<b>We're here to help</b>	<b>13</b>



# 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.

When we refer to 'you' or 'you're/your', we mean you the Product Holder. When we refer to 'us', 'our' or 'we', we mean RAA. When we refer to 'Benefits', we mean the services that you're entitled to with your Road Service Product.

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.

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 for your Taxi is available within Australia at any time - it doesn't matter who's 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.

Where this occurs, any repairs will be carried out for the limited purpose of making your Taxi mobile and are not intended to be a complete or permanent fix.

Following any such repairs, you'll be responsible for any further repairs or maintenance that may be required to the Taxi, or for any damage arising as a result of you failing to attend to those repairs.

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 you all this information when you call us, so you can decide if you want to go ahead with the Call-out.

### 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. This applies per incident

If your Taxi needs Road Service outside of this distance, there'll be additional costs. We'll invoice you for these costs and they must be paid within 14 days. But don't worry - we'll give you all this information 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 of 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.

If the Taxi isn't normally equipped with a spare wheel, you can use your Towing Benefits (see section 2) to tow your Vehicle to a place of repair.

Tyre repairs won't be undertaken at the roadside.

## 1.3 Battery replacement/jump-start

If your 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 RAA-branded automotive batteries for roadside purchase. If you'd like to purchase an RAA battery from the RAA Service Provider, (subject to availability) they'll install it for no extra charge.

With Road Service for Taxis, you'll get a \$20 discount on an RAA battery.

If the Taxi's battery can't be easily and quickly replaced by an RAA Road Service Provider, following attendance and diagnosis, the Taxi/driver will be directed to an approved workshop for battery fitting or repair. If the Taxi is disabled, you can use your Towing Benefits (see section 2) to tow your Taxi to an approved workshop.

## 1.4 Lockout/locksmith services

If you tell us there's a child locked in your 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 up to \$75 for locksmith services in each Subscription Year.



If, at your request, the RAA Service Provider is required to break into your Vehicle, you'll be responsible for any loss or damage to your Vehicle or property.

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 your 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 your Taxi to a fuel outlet.

We'll 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 your 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 your 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'll send you an invoice for any additional fees applicable to the Excess Kilometres, which 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

Up to 20km towing in any direction from the Breakdown, per Incident.

#### Country

Up to 100km (200km Round Trip) towing back to the designated Country Service Depot, per Incident.





Towing in any direction from the Breakdown location or from the attending RAA Country Service Depot, up to a distance of 20km or to a value of \$144, whichever is the lesser, 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

Government regulations apply to towing after an accident in the Metropolitan Serviced Area, whether it's the result of a Collision or non-Collision.

If your Taxi needs non-Collision Accident towing, we can't directly provide Towing Benefits. Instead, we'll contribute 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 repair of your Taxi.
- Vehicles involved in specifically convened organised events (such as rallies) involving road closures or official traffic controls are excluded from Road Service. However, benefits are available during travel to and from such events.
- A subsequent Call-out for a fault that has previously been attended to by an RAA Service Provider and 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.
- Vehicles that are not registered.
- Towing Benefit for tyre trouble with an unroadworthy 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.
- 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.
- If, in our reasonable opinion, a Taxi hasn't been maintained in good working order and roadworthy condition, and you're using the Road Service Product as an alternative to regular routine maintenance of a Taxi, RAA may refuse or restrict your Benefits, or charge a fee, which you'll be advised of at the time of each subsequent Call-out.

### 4.2 Accessing your Benefits

To access your Road Service Benefits:

- you must be driving a Nominated Taxi
- a driver must be present when the RAA Service Provider arrives
- your RAA Road Service Product must be financial when you call for Road Service
- the disabled Taxi must be registered
- you'll be asked to provide the correct vehicle registration number 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 your 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'll invoice you for these costs and they must be paid within 14 days.
- If the RAA Service Provider needs to travel Excess Kilometres there'll be an additional cost. We'll 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.
- The RAA Service Provider will attempt to diagnose the fault at the roadside. However, any findings are to be used as a guide to assist the mechanic or repairer in isolating a specific fault and are not intended to supersede an inspection, maintenance or advice provided by the repairer.

#### 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 your Taxi is unattended, this will count as a Call-out.
- If a second Call-out is needed after your 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 RAA to reimburse these costs (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 posted, emailed or lodged online. Contact RAA Incident Management on 1800 888 522 for further details.

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. 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 for a pre-existing Breakdown, or 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. Once RAA has received the applicable fees, 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 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 the equivalent of the affiliated motoring organisation's Standard Road Service Benefits 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 Standard 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 Product Holder's request for Road Service.
- **Collision** means an event where the Taxi makes contact with another 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 the Product.
- **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 two-wheel drive vehicle at the time of needing Road Service.
- **Metropolitan Patrol Serviced Area** means the geographic area of Adelaide as defined by RAA.
- **Nominated Taxi** means a Taxi specified on your RAA Road Service Product that's 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 two-wheel drive vehicle at the time of needing Road Service, or if an RAA Service Provider isn't available at the location of the Breakdown.
- **Product** means any annual subscription for an 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 by an RAA Service Provider in an attempt to mobilise a Product Holder's Nominated Taxi at the Breakdown location.
- **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 needs Road Service immediately for a pre-existing Breakdown or within 48 hours of purchasing an RAA Road Service Product. 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 Product.
- **Taxi** is any vehicle registered or licensed to operate as a Taxi in South Australia.
- **Towing Benefit** means the Benefits available to Product Holders under section 2.
- **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 \$144
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  
[roadservicebusiness@raa.com.au](mailto:roadservicebusiness@raa.com.au)

**[raa.com.au](http://raa.com.au)**

Effective 8 November 2021.