



## **Customer Service Charter**

### **I. How can we help you?**

- Book a taxi by calling our professional Australian call centre – **6280 0077**.
- Book a taxi using the Internet – **[www.actcabs.com.au](http://www.actcabs.com.au)**
- Book a taxi using ACT Cabs Book & Track App – Download from Apple App Store or Google Play Store. Works on iOS and Android.
- Find ACT Cabs taxis lined up at Taxi Ranks, or at Canberra International Airport

### **II. Your Responsibilities**

#### **As a taxi user you must:**

- Pay the estimated fare if requested prior to commencing the hiring
- Pay the correct fare including any tolls and booking fees
- Not eat, drink or smoke in the taxi
- Not swear or act in an offensive way
- Ensure any children under 14 are secured in an approved child restraint

The driver can refuse to take you if you are drunk, and/or likely to soil the vehicle, and/or refuse to pay a fare deposit when requested. If you soil or damage the taxi, the driver can charge you a \$50 fee for cleaning costs. Please let the driver know if you need change from \$50 or more.

### **III. Your Rights**

#### **As a taxi user you have the right to:**

- Decide on the route
- See the taxi meter
- Refuse multiple hiring
- Have the A/C or radio on or off

- See the taxi identification number

#### **IV. Our Mission**

Provide a professional and safe taxi service to our customers, drivers and operators.

#### **V. Who we are:**

- Local Canberrans who are committed to improving taxi services in the ACT
- Employees, taxi drivers and operators who work together to create the best possible experience for the people who we work with.

#### **VI. How can you help us?**

To help us provide a high standard of service, we ask that you:

- Treat our call centre staff and drivers with courtesy and respect.
- Provide us with clear information about your booking requirements.
- Let us know if you have particular access or other needs so we can help accommodate them.

#### **VII. Telephone & Taxi Waiting Times:**

ACT Cabs will make every effort possible to abide by the Road Transport (Public Passenger Services) Minimum Service Standards-Network regulations in relation to Telephone & Taxi Waiting Times, and will submit reporting for such data.

#### **VIII. Compliments and complaints**

Taxi Customers who wish to provide feedback about ACT Cabs Taxis, are to provide details in writing to:

Fleet Manager  
ACT Cabs  
5B / 52 Wollongong Street  
Fyshwick ACT 2609

or Via [www.actcabs.com.au](http://www.actcabs.com.au) website using Contact Us Enquiry form.

or Via Fax: 02 6169 3006

**ACT Cabs will action complaints according to the Standard for Responding to Written Complaints:**

- a. First response to complainant within 3 days.
- b. Complaints to be substantially acted on / investigated within 14 days.
- c. Complainant to be notified of outcome of investigation within 28 days.