

go via network Twitter Guidelines

go via network on Twitter

The network brand **go via network** is owned by Queensland Motorways Management Pty Ltd (Transurban Queensland). The [@govianetwork](https://twitter.com/govianetwork) Twitter account is used to share information related to our road network, which includes the Gateway and Logan motorways, Go Between Bridge, Clem7 and Legacy Way.

Our tweets may include posts about such things as:

- Road works and maintenance activities
- Planned lane closures and events
- Traffic incidents and alerts (not necessarily live updates)
- Community and project updates
- Road safety messages or campaigns
- Changes related to our toll products and services
- Emergency messages concerning incidents affecting our motorways.

We may provide links or references to other sites as part of our tweets. However, we accept no responsibility for the content of such other sites. Any links to other sites are provided as merely a convenience.

The **go via network** account is not a customer service channel. We will not respond to customer enquiries related to **go via** accounts or engage in any discussions regarding toll payment issues. For tolling enquiries customers should visit www.govia.com.au or contact our call centre on 13 33 31.

Account monitoring

The **go via network** Twitter account will be monitored and updated during normal business hours (8.30-5pm Monday – Friday), although tweets may be scheduled to be posted outside these hours.

During this time Twitter may occasionally be unavailable and we accept no responsibility for lack of service due to Twitter downtime.

Following

If you follow us on Twitter we will not automatically follow you back.

We do not endorse the comments or opinions of those we follow, or any of their products or services. Likewise we are not responsible for the accuracy of the information tweeted by those we follow.

We regularly review the accounts which we are following. This may result in us unfollowing accounts.

Re-tweets

From time to time we may retweet information relevant to our roadways, but in doing this we are not responsible for any incorrect information.

@Replies and Direct Messages

While we all @replies and direct messages, we are not able to reply individually to all the messages we receive via Twitter. We welcome feedback and ideas from our followers. We will endeavour to respond to

any emerging themes and pass on helpful suggestions to the relevant people within Transurban Queensland.

The **go via network** Twitter account is not the place to seek live alerts regarding dangerous road conditions or incidents – for live road and traffic information customers should visit www.131940.qld.gov.au

Content

We do not take any responsibility for any material posted by other accounts to the **go via network** Twitter account. All content posted to or in relation to the go via network account is the sole responsibility of the person who originated such content.

Harassment, abuse or intimidation of us, or our staff, via Twitter will not be tolerated. Tweets which feature profanity, abuse or illegal content will not be responded to.

We will not engage in politics or answer questions related to sensitive business or media issues via Twitter.

Privacy

Customers are reminded that Twitter is a public spaces on the internet and interactions are publicly viewable and searchable over time. Twitter provides its own disclaimers and policies on collection and use of visitor information, over which **go via network** has no control. We encourage customers to familiarise themselves with the terms of use of Twitter before use.