

Fact sheet for Transport Operators

Information for Transport Operators obtaining IAP services from Transport Compliance Services (TCS)

What's happening?

Transport Compliance Services (TCS) will retire as an Application Service Provider (ASP) for the Intelligent Access Program (IAP) application on 24 June 2021.

From 24 June 2021, MTDData—the parent company of TCS—will be offering IAP services as a Certified Service Provider.

What does this mean for Transport Operators obtaining IAP Services from TCS?

Customers of TCS will be able to continue receiving IAP services through MTDData so long as they sign a new Transport Operator Agreement before 24 June.

Alternatively, customers may elect to obtain IAP services from another Certified Service Provider for IAP.

Details of ASPs certified for IAP are available at Information for Transport Operators on the TCA website at tca.gov.au/transport-operators.



From 24 June 2021, MTDData will be offering IAP services as a Certified Service Provider, to replace TCS.

What if I don't sign a new Transport Operator Agreement with any ASP before 24 June 2021?

The IAP is applied as a condition for specific road access arrangements.

Transport operators must ensure that IAP services are maintained for vehicles where the IAP is a requirement.

Signing a new Transport Operator Agreement—with MTDData or another Certified Service Provider—before 24 June will ensure continuity of IAP services.

Can't I just remain with TCS?

No—TCS will only continue to provide IAP services until 24 June 2021.

Will I still be monitored during the transfer process?

Yes, there will be no data lost during the transfer from TCS to MTDData.

Where can I get more information?

Transport Operators can obtain information from the following::

- TCS/MTDData by phone on **1300 683 282**
- Department of Transport and Main Roads (Qld) by phone on **1300 753 427**
- Transport for NSW by phone on **1300 364 847** or email **at IAP@transport.nsw.gov.au**
- National Heavy Vehicle Regulator (NHVR)
- TCA at tca.gov.au/transport-operators.

You can also contact TCA by phone on **(03) 8601 4600** or email at tca@tca.gov.au.