

Factsheet: Transition to EasyPark from ParkMobile

From Thursday 31 March 2022, the EasyPark app will replace the ParkMobile app for digital parking in ACT Government parking areas.

The following is some key information about EasyPark to support you, your members or customers navigate the change:

> Downloading the EasyPark App

- The EasyParkApp can be downloaded from the EasyPark website - www.easypark.com.au or via the Apple or Google app stores.

> Ticket Display

- Customers that pay via EasyPark do not need to print or display a parking ticket as parking inspectors are able to electronically verify if payment has been made via the EasyPark app.

> Fees

- EasyPark is a user pays app, with subscription and commission costs to use the app. Customers are either charged casually or via a frequent user plan (EasyPark Saver).
 - EasyPark Casual has no upfront or monthly fees but charges a 10% commission per transaction.
 - EasyPark Saver plan is subscription based and costs \$1.99 per month plus 2.25% commission per transaction.
- More information on fees at www.easypark.com.au.
- The app does not need to be used to pay for parking – people can still pay for parking at the meter using credit/debit card or cash.

> Features

- The EasyPark app allows you to shorten or extend your parking session from your phone, so you only pay for the time that you use.
- The EasyPark app has optional SMS reminders to advise when a parking session is ending.
- The EasyPark app also includes a map of parking areas in the ACT.

> Issues

- Customers having issues with the EasyPark app can contact EasyPark on 1300 73 40 70.

> More information

- More information can be found at:
 - Easypark.com.au, or
 - Accesscanberra.act.gov.au