

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Roads subscribe
Date: Thursday, 28 June 2018 7:17:19 AM

Good morning,

At last an investigation into the operator of the toll roads behaviour is under way, my dissatisfaction follows:

1. Checking account balances is a log-in trial.
2. A phone call results in negative response if the person contacted has a modicum knowledge of the English language.
3. Automatic top-ups must cease, all that is required is an email stating that a/c held by Joe Soap is resting at \$ minimum and a top-up is required to BSB account number.
4. Charges are far too high for private cars with no association to business use - could be reduced by 50% and 60% for the aged pensioners.

Good luck with this endeavour.

Monty Woodbridge

[REDACTED]