

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Roads Committee Submission
Date: Monday, 2 July 2018 9:57:18 AM

Dear Committee Secretary,

I'd like to add some feedback regarding an interaction with Go Via (now linkt) which I hope the committee will consider when making recommendations of how the industry can be improved.

The below occurred some time in 2016 (dates uncertain, sorry)
I received my statement and noticed an odd entry (a trip across a road we never use, on a date when both my wife and I would have been at work and our car nowhere near the road in question). I rang go-via to advise them that this charge was incorrect. They told me there was nothing they could do (even though they were the ones billing me for this false trip) and that I would need to call the road operator to resolve the issue.

Despite not thinking that this should be my responsibility, I called the road operator who took my details and told me that I'd need to wait a few weeks while it was 'investigated'. After a few weeks I called back and was informed that the offshore organisation performing the manual visual matching of number plates had made a mistake. They advised they would contact go-via to initiate a refund.

After a few more weeks (with no refund) I again called go-via. They stated that there had been some internal issue with the road operator and that I would need to contact them again to get it resolved.

I contacted the road operator, and they advised that go-via had rejected their request and that there was nothing further they could do.

After now having made about 6 separate phone calls and spent the better part of 3hrs either on-hold or waiting for someone to 'look up' my details, I finally gave up and Go-Via kept my \$2.50 for a trip I never made

My Concerns are as follows:

- There's currently a heavy reliance on ensuring some offshore company actually is correct when the match license plates against video footage
- The company taking my money is offloading all responsibility for proving that I incurred a charge
- I (as the customer) had to act as the intermediary between Go-Via and the road operator themselves and was ultimately unable to facilitate their working together properly.
- The individual amounts are often quite small which means that many errors on their behalf, likely go un-notice or un-reported due to it not being work the persons time to continually chase up.

My Suggestions

- Laws requiring companies like Linkt / Go-Via to be entirely responsible for validating charges are correct (and dealing with any road operators behind the scenes to do so)
- Heavy penalties for incorrect charges (false video matches)

Toll Roads required to make a still image showing the car available to the customer
(e.g. via website / app) whenever a 'video matching' fee is charged

Thanks for your consideration,

Nick Turner

