

From: [REDACTED]
To: [Tollroads](#)
Subject: Issues with Toll company
Date: Monday, 2 July 2018 1:54:28 PM

Dear Sir/Madam,

Until late 2017, we did not have any problems with our Toll Road tags.

When the change of system occurred at the end of 2017, we then had some issues with the provider.

We had two cars with Toll Road transponders but only one was showing online.

We tried to email the company about this issue but did not receive a response within a reasonable time.

We phoned the company. They were unable to find a record of one of our cars with its transponder.

They said the best thing was to send us a new transponder. Credit on the old one was not transferred.

It did not seem possible to have our transponders recorded separately. If one was automatic top-up, it seemed the other had to be also.

The auto top-up did not work initially.

There were some language barriers during phone calls.

We found the process of dealing with the provider quite frustrating and felt there was nowhere to trouble shoot.

Thank you.

Patricia and Lawson Barney

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