

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission
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Thank you for this opportunity to share my experience with QLD toll roads.

I wish I could say that it has been pleasant but I have some serious concerns with the way these tolls are collected and the administration process and fees.

The exorbitant admin fees for Notices are ridiculous, and due to a simple admin error at our end my daughter accrued a debt of over \$3000 from only \$600 worth of tolls. This took us many months and much distress to fight against, which had a terrible effect on my daughters poor physical and mental health. She was only a very young adult and the pressure of this was unacceptable. Eventually, after much back and to, the debt was reduced to the actual amount which we paid immediately. I found it unreasonable that this system was even a consideration, to put such a small window of time to pay for the tolls (3 days) before 1000% fees were added, and then another outrageous admin fee on top of that. Taking no consideration for the unforeseen pressures of life, or possible internet issues with all the network problems as we roll out NBN across the South East.

The other concern I have is the amount of road works being done on the Gateway Arterial Road. Some days the dual lanes are reduced to single lanes that cross over onto the opposite side of the road. Often the speed limit is reduced to 40km per hour. There are reduced speeds across the majority of my trip from Mt Lindsey Hwy to Miles Platting Road and I do not believe I should be paying full price of tolls to use the road during these interruptions.

Thank you for addressing these concerns.

If you require any further information please let me know.

Regards

Claire Bowden
[REDACTED]