

[REDACTED]

[REDACTED]  
**Sent:** Thursday, 28 June 2018 7:35 AM  
**To:** Tollroads <[Tollroads@parliament.qld.gov.au](mailto:Tollroads@parliament.qld.gov.au)>  
**Subject:** Congratulations on addressing this thorny issue

My experience is a very common one.  
I and family members have been drawn into use of the Clem 7 toll road while making a trip to the airport ( the signage is deliberately in my submission) unclear. Then of course needing to double use the road to extricate oneself from the mistake.  
A similar scenario exists, being drawn by misleading signage across the gateway bridge leaving the airport, then having to double up on the toll to reverse the drama.  
Mistaken use ought be recoverable.  
It's not hard to prove a mistake since it is a continuous trip and yet the toll company refuses to refund.

I have had my drivers' license cancelled by SPER without any reference AT ALL to me. I discovered I had been driving unlicensed for almost 2 years for an unpaid fine of less than \$20, when trying to renew my license online. So dangerous to have an absurdity like that acting outside the rule of law.

I have a friend who has been charged FOR YEARS for random vehicles which do not belong to them and because they have automatic topup did not realise for more than a year and the toll company refuses to refund the money overpaid!

It's draconian. We are drowning in red tale in this country. It must be worse than the former Soviet Union in terms of bureaucratic bungling- actually strangling!

I have got rid of the transponder in my car. I refuse to deal with that tolling company. I think I have worked out how not to get sucked into the toll roads, tunnels and bridges!

Tolls are just another drag on our time and resources. Why doesn't government take over the construction of roads instead of Private - State partnerships which consume SO MUCH human effort with multiple bids- I could go on...and On!

Well done taking up this challenge.

[REDACTED]