

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission
Date: Wednesday, 11 July 2018 1:24:04 PM

Hello,

This submission is regarding the operations of toll roads in Queensland.

I rarely use toll roads due to overpricing and the inconvenient nature of payment, however I did use toll roads recently (in the last couple of months) on a few occasions for work (I will add that one of the times was unintentional, due to a wrong turn and being unable to exit before the toll - poor road signage on Brisbane roads is also very frustrating). Govia had changed to Linkt since I last used the service so the website was new when I went on to pay the first time. The instructions and options displayed on the new website were confusing and difficult to understand but I selected a payment option which I thought was correct, which opened an account (I believe) and crossed my fingers. This time was successful however when I used a toll road again and went back online to pay, I logged in and couldn't figure it out as it seemed as though I already had an account with my credit details, it looked like I would have to create another account again but I thought I already had one. I assumed it would be deducted like the first time and took no action. Of course I received an invoice in the mail, with all additional fees attached (and the due date was the following day!). I called Linkt to try and understand where I went wrong but was told I didn't have an account open. After some arguing I was no clearer on the situation, and the person on the phone did not bother to explain the payment system to me, only told me what I owed. On another occasion I tried to pay online and it wouldn't let me access the system and told me to call (the phone call I mentioned above). The operator said he would sort it out, but today I have received yet another invoice in the mail.

I can only surmise that the system is designed to confuse people and extract as much money as possible - all about profit. I am now more determined than ever to boycott all toll roads. There shouldn't be a period of 'figuring out' their contrived payment methods, where one is penalised until getting it right (which is the process I went through when Govia first arrived - the reason I avoid toll roads in the first place). Overpriced tolls, along with the rising cost of fuel make the 'service' less convenient, more stressful and expensive in the long run. It's simply easier and cheaper to plan for a longer trip and avoid dealing with these companies altogether.

Regards,

Eleni Petridis
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