

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Road Operation Enquiry Submission
Date: Tuesday, 10 July 2018 5:33:50 PM

To Whom it may concern:

I am writing to offer a perspective on Items A, B and C of the terms of reference.

(a) the operation of existing toll roads in South-East Queensland;

It has been my experience that the toll operator, Linkt, operates in such a way that the clients opportunity to pay non-linked accounts (conventional, Mail) is hindered and obstructed.

Deliberate or not, the payment system is set up in such a way it virtually ensures the client is unable to pay the minimum amount, and must wait for the paper Bill.

I have experienced this on two occasions where their system "Could not find" my registration plate - so I had no way of complying with the three-day rule.

Further, the window of opportunity for the client to pay the bill on time appears to be further minimized by the operator.

Speaking anecdotally, I have had 4 Toll notices, and 3 of the 4 arrived either on the due date or past it - ensuring additional administration fees are incurred.

I have proceeded to pay these, with the fourth re-arriving AFTER being paid online with an additional administration levy. This brings the total for a \$5 trip to \$60 or so. I have refused to pay and requested they acknowledge the initial payment of the toll. I have transfer details to show it occurred.

I performed an educated estimate of the delivery times of these notices and concluded the pre-post notices are not being shipped with immediate despatch. It would appear the pre-processing times (the "Video Matching" and invoice creation) are uniform, however the delivery to Australia post and subsequent client delivery is not.

I would like the question to be posed to the operator to clarify the maximum length of time they allow the notices to sit, the average despatch, and the target despatch. Another valid question to my mind is - why are the notices not sent on Aus Post's quicker delivery schedule? The bulk rate increase cost is minuscule in the context of the total notice value with fees added.

Lastly, they do not honor their 2 Business day response to contact.

To summarize, a fancy new logo does not a good operator make. Even after activating the tolling RFID tag I now actively avoid toll roads, as do many people I know. The only time I would is if it is abnormally convenient, or I am running late and it is on the company E-Tag. In both occasions I would be shaking a fist at the cameras if it not for the requirement to hold the steering wheel.

(b) toll pricing and incentive options to deliver better outcomes for Queenslanders;

The prices will never be reasonable based on the fact they are levied and free market principles only apply in the advertising material. I also fail to understand the calculation behind the current rates in terms of actual volumes V journey cost due to a lack of transparency on aspects like:

How are the trip costs determined?

Where is the competition?

I don't believe there are any incentives currently. A credit on registration or a fixed monthly fee would possibly reap additional revenue.

(c) the operation of the existing complaint process and current statistics;

Linkt complaint process is very much on the lower end of the scale compared to any other Front-line or customer facing service I've engaged with recently.

Thankyou for reading this submission

Scott Burrows

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