

From: [REDACTED]
To: [Tollroads](#)
Cc: [REDACTED]
Subject: Toll Roads Submission
Date: Thursday, 19 July 2018 12:07:58 PM

Committee Secretary
Transport and Public Works Committee
Parliament House
George Street
Brisbane QLD 4000

I would like to make the following submission on behalf of my daughter, [REDACTED] in relation to a tolling pricing matter that she has had to deal with in the last 6 months or so.

SUMMARY OF SUBMISSION

- My daughter has recently been served with a statement of claim for \$8,834.18 to date by Linkt/Go Via lawyers Mason Black in relation to a toll account no [REDACTED] which shows an outstanding balance of \$278.14 which has since been paid. I understand that according to Linkt/GoVia the total actual amount owed on toll fees, charges etc excluding the \$278.14 amounts to \$10,308.63.
- We are currently waiting on Mason Black lawyers after providing them on 15 June 2018 with details of my daughter's financial position with an offer to settle of \$2,500 on a repayment plan of \$10 a week on all outstanding amounts. My daughter has a lawyer from the South West Brisbane Community Legal Centre representing her in this matter.
- I did put in a submission to the Toll Ombudsman on 20 April 2018 expressing my concern at how unfair and unjust that tolls owing of \$278.14 had somehow snowballed to an amount of \$10,308.63 in additional charges. The TCO in response advised to seriously consider the settlement offer of \$3000 and in no way questioned the fairness of the charges. He advised that the law was on their side. I was very disappointed with the TCO's effort to consider the settlement offer which was still some 10 times the outstanding toll amount of \$278.14. The settlement offer was subsequently withdrawn without explanation and replaced with a statement of claim notice. In addition a claim for financial hardship was also rejected for no apparent reason.

- Prior to the statement of claim I had been in constant contact over the last few months with Linkt/Go Via, TCO and Collection House agency trying my best to resolve my daughter's escalating toll charges issue to no avail. It has been extremely frustrating having to deal with different Linkt/GoVia customer service officers, TCO, debt collection agencies, bailiff serving notices to the point that you think my daughter had committed some heinous crime. I admit that she was a little ignorant of the consequences of not paying her tolls on time but the circus surrounding the whole toll pricing and charges situation she has been confronted with is mind boggling to say the least.

I hope that the parliament can restore some common sense in relation to toll pricing and charges which is fair and just.

Regards

Robert Zuanetti

[Redacted signature block]