

**From:** [REDACTED]  
**To:** [Tollroads](#)  
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Use the gateway bridge 12-15 times a week. Top up my account when tag goes off. Receive letter from SPER saying I owe 1600 on unpaid trips. I tell them my tag must be faulty, they don't care. I told them there is money in account why is there unpaid trips, they don't care. I ask how can there be so many unpaid trips 1600 equals over 300 trips they tell me 1200 is admin fees. Blatant rip off of the worst kind. I have no choice but to spend precious money on these stupid admin fees when if the tags were reliable it would register. Worse rip off ever.

Jack Ivey  
[REDACTED]