

From: [REDACTED]
To: [Tollroads](#)
Subject: Massive increase, Demand Notice never sent!!
Date: Monday, 6 August 2018 12:29:32 PM
Attachments: [REDACTED]

Please find a scan of the Infringement Notice – Tolling Offence Unit.

They claim I had not paid an outstanding “Fine” notice apparently due on the 10/02/2018!

I had assumed my active account, which has been kept up to date occasionally being overpaid and occasionally under paid, was making these payments, using the automatic tolling tag in my car.

They claim a notice was sent, BUT nothing was ever received!!

I called the Department of Transport and Main Roads and attempted to explain this, I was ignored and told “the computer” says it was sent!!

He hung up!!

I then called to make a complaint about their lack of service and inability to complete my request, Australian law is founded on the innocent until proven guilty premise, I called the number listed on their website only to be put through to [REDACTED] and hung up on again, This time I kept his identifier!!

Seems a standard response, when the customer is “difficult” that means expecting employees to be capable of doing their job, you just hangup!!??

I am preparing a Statutory declaration for the department to address their expectations.

Thanks,

Michael Wren

[REDACTED]



Queensland
Government

First and Final Notice

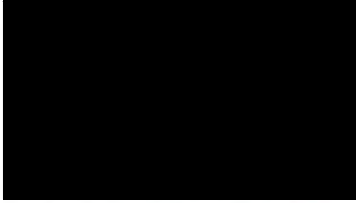
A reminder will not be sent

Infringement Notice - Tolling Offence Unit

State Penalties Enforcement Act 1999
Transport Infrastructure Act 1994

Enquiries in writing to:

Director (Central Operations & Support)
Department of Transport and Main Roads
PO Box 673, FORTITUDE VALLEY QLD 4006



036

Issue Date:	24/07/2018
Infringement Notice Number:	[REDACTED]
Customer Reference Number:	[REDACTED]
Amount Due:	\$ 176.00

Full Payment (see below for payment options)
Bill Code: [REDACTED]
Reference Number: [REDACTED]
Total Amount Due: \$ 176.00

First Instalment (see over for Section C - Payment by Instalments)
Bill Code: [REDACTED]
Reference Number: [REDACTED]
Minimum Amount Due: \$

Offence details

Date: 11/02/2018
Registration number: [REDACTED]
Offence: R/O FAIL TO COMPLY WITH S99(1) notice w/out REASONABLE EXCUSE
Location: BRISBANE - FAIL TO COMPLY WITH TOLL DEMAND NOTICE

On 06/12/2017 at 09:58 the vehicle was detected using the tolling point location mentioned below. The toll amount was not paid within the required time. A demand notice for the non-payment of the toll was sent to you by the toll road operator. The notice could have been complied with at any time up until the end of the day it was due, so the offence time is 00:01 on the following day.

Tolling point location: MURARRIE SOUTH 6865484490

Demand Notice due date: 10/02/2018

Vehicle make: [REDACTED]

Body type: [REDACTED]

Colour: [REDACTED]

This notice must be actioned within 28 days from the date of issue. For further information see Your Options (over page)

This notice may be withdrawn before or after the fine is paid. In the event that the notice is withdrawn, the issuing authority may determine that further prosecution is warranted in lieu. If payment is not received by the due date, enforcement action will be taken to recover the balance and additional costs incurred.

How and where the fine may be paid

Interstate/overseas licence holders can pay this notice in full at www.tmr.qld.gov.au or by mail.

- BPAY**
Use the Bill Code and Reference Number located above. It may take several days for your payment to be accepted by us. Credit cards are not accepted through this option.
- Online**
Visit www.tmr.qld.gov.au and select 'Pay a fine or infringement'. Use the Reference Number located above. Credit cards only are accepted.*
- Australia Post**
Payable by cash, cheque or credit card* on or before the due date. Please retain notice/receipt as proof of payment.
- Mail (No staples or pins)**
Cheques/money orders payable to Department of Transport and Main Roads (crossed non-negotiable), PO Box 525, Fortitude Valley QLD 4006.

* A surcharge will apply for payments by credit card or where the credit card option is selected. For further information please go to www.tmr.qld.gov.au/creditcard

Payment slip (please complete if payment method is by mail)
(ABN 39 407 690 291)

Customer: [REDACTED]

Customer Reference Number: [REDACTED]

Infringement Notice Number: [REDACTED]

Amount Due: \$ 176.00

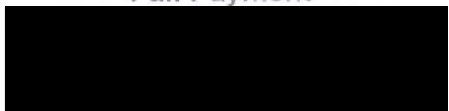
Department of Transport and Main Roads
PO Box 525, Fortitude Valley Qld 4006

Driver licence number
[REDACTED]

State/Country of issue
[REDACTED]

Date of birth
[REDACTED]

Full Payment



Do **not** send cash by mail



First Instalment