

From: [REDACTED]
To: [Tollroads](#)
Subject: Recent toll experience
Date: Sunday, 5 August 2018 6:11:27 PM

Hello.

On a recent journey through the Loganlea West Toll I was charged for a truck that was going through the toll beside me plus I was charged for my vehicle. This would've gone unchecked had I not downloaded the latest Linkt app where I also picked up on several video charges even though I have current tags and all my details and payments are up to date.

I spent more than half an hour on the phone and had to speak to two people...their was much confusion and many minutes waiting on hold before they finally gave up and put me through to someone with more knowledge.

The last person I spoke to thinks the battery in my tag must be failing and that is the reason for their mistakes.

My question is;

'How many people are receiving duplicate charges and extra video charges and not realising it'?

Mine wasn't even double; the truck charge I received was \$4.57 and mine was \$1.72 at Loganlea West at 4:59pm on Friday 27th July.

This hasn't been my only issue with govia / linkt this year and I'm sure it won't be my last.

Yours Sincerely,
Edward Kavanagh

[REDACTED]
[REDACTED]