

From: [REDACTED]
To: [Tollroads](#)
Subject: submission
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I found the toll roads to be

- 1) poorly marked which have caused me to unknowing have used them until a long time later when I get a demand
- 2) tolls are not just stand alone relief roads where the driver can consciously choose to use it but there are section in the city that make connections that are difficult to avoid, due to congestion its hard to find an alternative (and poorly marked)
- 3) payments for one off use is so difficult. I wasn't able to make a payment online because the toll company's system wasn't working, so I phoned and the employee really didn't know what was going on. Gave me a fee and how to pay and then organised some kind of pass that I told him I didn't want. They took the payment from my account. A month or so later I get a bill in the mail informing me of fines for delayed payment. There was no record of the person who had previously dealt with me, I had proof of payment on my bank statement but they had no record of the transaction. I submitted a copy of my bank statement with proof of payment and they accepted it and said the matter was closed, but proceeded to continue charging me. I had to call back and complain again. It was a \$4 bill and I can imagine most people would just let that amount go pay it again and move on with there lives. If thats done on a regular basis, then the money the toll companies take could be high.

Thanks for the opportunity to have my say.
Corinne

Corinne Lendon

[REDACTED]