

From: [REDACTED]
To: [Tollroads](#)
Subject: Go Via / LinkT: consumer issues and complaints about toll road operators and their customer service standards
Date: Sunday, 5 August 2018 10:12:22 PM

Attention:
Committee Secretary
Transport and Public Works Committee
Parliament House
George Street
Brisbane Qld 4000

[REDACTED]

I had a lot of dealings with the toll customer service in 2013/4 when I had an issue with tolls being charged to my account from a car I had sold but not removed the number plate from the account. When I phoned to highlight the issue I was told as they had recovered the toll cost (from me) it was no longer their issue and they could not assist me with any redress or attempt to recover the tolls to the newly registered owner of the vehicle.

I had a number of dealings with customer service to attempt to resolve the issue but nothing came of it. I was really shocked by the lack of interest in my issue or any attempt to provide any assistance to resolve the issue, it was all over to me. When I enquired about other toll providers in the market I was told that I was welcome to take my business elsewhere with very little care or concern at losing a customer.

I have moved providers following my poor experience with govia. My experiences with govia bring into questions the how serious Transurban are to provide a competitive and customer centric service to QLD motorists. Serious consideration should be given to awarding any further business to this provider until such time as they can demonstrate they are serious about the end customer and providing a service that is competitive and consumer centric.

I would welcome further enquiries that consider the current state of Transurban's operational practices.

Regards
Rory Campbell