

[REDACTED]

6 August 2018

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

This information is of general information as no specific record was kept of telephone conversation undertaken with Go Via.

On 3 occasions, my wife and I have contacted Go Via to try and establish a connection to our accounts online, they (foreign call centre) provided the access name and then the temporary account password, and on all 3 occasions this has failed for both of our accounts.

I still received the monthly account transactions by email but can't open it to see whether the listing on the document is correct or not.

On two previous occasions, the transponder failed to work, instead of contacting me, Go Via just debited the account, again and again, I would have thought that Go Via should have been aware of the malfunctioning devices but no advice was provided.

In addition, I also submit that conversing with another person where their priority language is not English makes it even more difficult in trying to explain these unusual events that we have been experiencing.

I must say, however, I have no evidence which would indicate that I am being over charged, but how can I know that for sure, if I can't even see the account (joke).

Hope your enquiry goes well.

Tony Laurier

[REDACTED]