

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Roads QLD
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My story is similar to many others.

Both I and my son have established accounts to pay tolls.

The toll operator has somehow lost this information and despite proof of having set up accounts has charged additional costs for trips taken.

To add insult to injury, a \$3 toll becomes a \$220 Sper debt. If you have a \$100 speeding fine, it doesn't become a \$7,000 Sper debt so why does a \$3 toll become a \$220 debt.

My son has had to pay thousands of dollars to Sper for trips taken that he believed were already paid for with the account provided and submitted tags etc but still had to pay.

I set up accounts three times and each time they had lost my details and expected me to pay extra.

On the last occasion I resent them their acknowledgement email. I got a letter from BCC saying that on this occasion they would let me go - no apologies, sorry we got it wrong.

It is time to stop having to pay for a toll bridge that was supposed to be done with when it had paid for itself which is ages ago.

This is just a revenue raiser for the government and is unfair and unjust.

Wendy Weston
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