

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission, "Inquiry into the operations of Toll Roads in Queensland"
Date: Monday, 6 August 2018 8:43:40 PM

Committee Secretary
Transport and Public Works Committee
Parliament House
George Street
Brisbane Qld 4000
6-8-2018

Dear Committee,

Something that has bothered me greatly is receiving video matching charges on my account by the Go Via Toll road network in Brisbane. This annoyed me greatly as I had strong suspicions that they were deliberately turning off the overhead tag readers and then charging the additional video matching charge. As you are charged a fee to ring on the 1300 number it was not worth ringing them to get the extra video toll removed. This would happen periodically and I would see sometimes a few of these and E-Mail them demanding they remove those charges, which they did. Go via however made it difficult to pursue them as they removed the option of E-Mail, so then I would ring up and complain. They would say that my tag must be faulty but I insisted it has worked perfectly well for months with no obstructions to the tag and then it would work perfectly well again for months after until again it stopped beeping for no good reason. I knew something must be up when a short time later I would drive my work truck under same toll point and no bleep came from that tag either but then later it was working ok under the same toll point. This has left a lot of suspicion and ill feeling towards the toll company as it appeared to me that someone was increasing the profits of the company by turning off the tag readers on the overhead gantry and then getting a windfall of cash from the video matching charges. This should be investigated to see if this is actually happening or its just a fault somewhere that conveniently creates extra revenue. It was for a long time very difficult to keep a track of the toll charges as their web site was put together by a child it seemed. They only had a short list of toll charges listed, which made it a nightmare to check if they were sneaking in video matching charges here and there. They have recently overhauled their site after community consultation of which I participated. They also changed their name to Linkt. Thankyou.

Sincerely yours,

David Dasler

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