

From: [REDACTED]
To: [Tollroads](#)
Subject: Submission to the Parliamentary Inquiry into how toll road operators work and how they treat their customers.
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Submission to the Parliamentary Inquiry into how toll road operators work and how they treat their customers.

From: Iain McCall WYETH - JP (Qual) [REDACTED]

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To whom it may concern.

My personal experiences with the Toll Operator within South East Queensland have been decidedly poor.

On the 15th of July 2015, prior to setting out on a road trip holiday I paid \$150 to "Flow Tolling" via BPAY Internet cash transfer. Flow Tolling was a subsidiary company along with Qld Motorways (?) of Transurban, a multinational organisation based in Greater Washington in the USA.

Returning, some days later from our holiday, we decided to use the newly opened Legacy Tunnel. I was quite surprised when the toll transponder emitted multiple beeps.

On arrival home I checked the receipt for the transaction and noted that the payment had been accepted.

When time permitted a few days later I drove from home in Redcliffe to the Toll Operator's office at Murrarie on the south side of the Gateway Bridge (incurring another brace of tolls) only to find the gates locked and indication that the office had been closed permanently.

A few days later I drove to the Toll Authority's other office at Parkinson (?), incurring multiple tolls again in both directions and found it, too had been closed, permanently.

Sometime later, I drove to, what I had found on the internet, to be the registered office of Flow Tolling at Cannon Hill/Murrarie. (Two more tolls). There was no signage on the building and I enquired with some employees occupying another office in the complex who advised that Flow Tolling had moved out some weeks/months prior.

Thereby, there was no face to face opportunity where the issue may have been quickly and easily resolved.

I contacted a phone number that was still active for Qld Motorways and found it connected to a call centre in the Philippines. They denied having received my payment. In between and after all this had happened, I made multiple trips to my local bank branch at Kippa-Ring and several subsequent and unproductive calls to the Philippines call centre.

Each visit to the bank had the same result - the funds transfer had occurred - the money had been received and accepted by Flow Tolling. It had NOT been returned from Flow Tolling.

My next step was to visit the Motor Registry Office (Dept of Transport and Main Roads). The staff there were sympathetic to my plight, but informed me that they had nothing to do with the Toll Operator and would only step in when the matter became an "Offence". This, they suggested may take some time to happen.

I received written correspondence from the Toll Operator's legal representative. I telephoned the number provided and once again I was connected to a call centre in the Philippines. During this call they suggested I provide them with my banking details. As the Philippines is well within the top 100 most corrupt countries, as you might imagine, I declined to do so and the call was terminated.

I did receive a telephone call from a person who indicated he was an employee of the Motorway Authority. He took up what I felt was a supercilious attitude and his parting words were, "Oh, we closed that company (Flow Tolling) down some time ago".

I have removed the toll transponder from my vehicle and on two occasions only have, due to appalling signage - once returning along the Port of Brisbane freeway and intended to bypass the Gateway Bridge and get home to Redcliffe via the city. The second occasion happened when I went to make a right hand turn off Lutwiche Road into Kedron Park Road - a route I have followed many times over the years - only to find that option blocked and had no option other than driving directly into the toll tunnel. Note, I believe these tolls would not have been incurred, given better and more appropriate signage - but, in any case, should have been covered by the \$150 paid originally.

Since that time, I have made a number of trips to Sydney by road and have made use of that State's toll road system. Each time I have used these well signposted toll routes I have paid the toll plus any administration fee due within the designated time period. Thus, I have demonstrated that I have been willing to pay the toll when I have willingly used the facility.

Quite recently "Linkt" has apparently replaced GoVia as the "face" of the toll operator. Since this innovation I have received a number of emails from Collection House, representing Queensland Motorways Management and numerous mobile phone text messages again from Collection House representing Linkt detailing demands for payment of \$159.77. In each case I have replied "As per (1/2/3/4/5) previous correspondences with you or the previous companies Philippino legal agents, this company, in fact, has been in debt to me since 2015. I will not, repeat and emphasise, WILL NOT be paying this or any other amount".

Each of my replies to their "Texts of demand" have NOT evoked a response at all from "Collection House", I have attempted to call the originating mobile phone number on several occasions, but in each case it is engaged. Convenient, or a one way number, I wonder. I have noticed an upsurge in calls that are indicated as "No Caller ID".

In closing this submission, I must emphasise that this matter has caused me much, much grief and, dare I say it, anxiety. I welcome the Leader of the Opposition, Deb Frecklington's, application for a Parliamentary Enquiry into the behaviour of the Toll Operator and it's treatment of it's customers. The Toll Operator in my opinion rankles with me

Finally, I hold the honour of being a Justice of the Peace in Queensland. To lose a legal debate in Court may see me fined or worse to retrieve their ill perceived debt. I will not submit to their big time bullying and will refuse to pay any such penalty. This may cause the Attorney General to revoke my status as a JP (Qual).

Iain Wyeth

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Tuesday 7th August 2018