

From: [REDACTED]
To: [Tollroads](#)
Subject: Toll Roads Inquiry
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[REDACTED]

I have a toll roads account. One transponder in a car and two motorcycles attached to the account using number plate recognition.

I have found trying to contact the toll road operations for change of vehicles is very difficult. The telephone system is complex and has lots of options that don't resolve my issues.

Recently when there was a toll road organisational change, I was advised to contact them.

I tried many times and was notified by recorded message that the systems were very busy and to try again later.

I gave up trying to contact the toll road operators.

I have since been using the toll roads and they have been billing me.

I don't have a running account that I can access. I don't know if it is available and how to access it if there is a system.

I prefer an operator contact system not a computerised system as I have limited computer skills and find a lot of computerised systems presume that the person accessing the system would know how to do so.

I believe that there should be a better system in place to conduct my normal administration with the road toll operators.

Regards

Kevin John
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