

Mr Michael Arnold  
Tolling Customer Ombudsman  
admin@tollingombudsman.com.au

Reference: TCO Review 1st March 2014 – 31<sup>st</sup> August 2014

Dear Michael

Thank you for your latest report.

In following our commitment to deliver an exceptional customer experience, Queensland Motorways recently implemented updates to our toll invoicing system.

These improvements will make it easier for our customers to understand their bills, make arrangements for their tolls, and in turn reduce the number of unpaid toll invoice fees and dissatisfied motorists.

Our focus will remain on customer education and guidance with tolling policy and legislation, to reduce confusion and strengthen customer relationships.

Best regards,

Janine Clayton

Processing & Operations Support Manager  
**Queensland Motorways Limited**