

**Tolling Customer Ombudsman Review
01 March 2012 – 31 August 2012**

Queensland Motorways Response

Publicity

This review considers the need to educate toll road users on their payment obligations when using Queensland Motorways network.

Queensland Motorways are committed to ensuring that road users are aware of their tolling obligations and the methods in which they can meet those obligations. These are well documented on our website. We have extensive ongoing advertising campaigns at the roadside, on local radio, in press and at prominent places, such as the airport. We also have strong relationships with a number of key Queensland motoring organisations and have regular discussions with those organisations to educate members and subscribers on their tolling obligations.

Where possible, we actively encourage, and participate in printed publications to further educate road users. We also provide subscribers with correspondence in the form of a regular newsletter, 'Driven'.

Communication

In the review it was highlighted that some customers had experienced levels of customer service which did not meet their expectations. Queensland Motorways insists on the highest level of customer service from all staff.

We regularly undertake training with all Customer Service Representatives and operate a Call Quality Monitoring Program to identify areas for continuous improvement. We actively encourage customers to provide feedback on their experience with Queensland Motorways.

We have recently conducted a Mystery Shopper exercise in which Queensland Motorways were highly commended for our customer service provision.

We are committed to providing outstanding customer service and will continue to review our customer service and implement changes to improve our customer service experience where appropriate.

Delivery of toll notices or invoices

This review highlights the need for toll notices to be correctly addressed. When a vehicle passes a toll point, and does not have valid arrangements to pay the toll within the required timeframe, Queensland Motorways have no record of the ownership details of that vehicle.

Details of the vehicle are sent to the relevant road authority. The road authority provides the name and address of the owner of the vehicle to our print vendor, who prepares and delivers the toll notice / invoice.

Due to the privacy policy of the Department of Transport in Queensland, we are not advised of the vehicle owner's address and as such cannot make contact to confirm postal details.

It is important that road users maintain accurate records with the relevant road authority to ensure notices can be delivered in a timely manner.

For customers who have a go via account, we regularly undertake campaigns to ensure that account details are up to date. We actively encourage customers to check their details to ensure that we are able to communicate effectively. We will continue to educate customers on the importance of maintaining accurate records.

Signage

The review addresses comments regarding the location and quality of information provided on road side signage.

Queensland Motorways signage complies with the regulations as determined by the Department of Transport and Main Roads.

There are a number of signs along our network, including signs at each entry point. Prior to each toll point, signs state "toll point ahead". Further signs indicate "last exit before toll". At the toll point there is additional signage which states the toll point name and provides contact details for go via.

Queensland Motorways is constantly reviewing our road side signage to ensure that it is clear and concise. We are committed to ensuring customers are educated when travelling on our network.