

Mr Michael Arnold
Tolling Customer Ombudsman
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Reference: TCO Review 1st September 2013 – 28th February 2014

Dear Michael

Thank you for latest report, and we acknowledge your recommendations on toll signage.

Customer feedback regarding toll signage has been seriously considered by Queensland Motorways, and together with the recommendations from RACQ's review of Toll Road signage in South East Queensland in late 2012, we have moved to implement clearer pricing and toll signage in strategic locations on our toll road network.

This includes both permanent and variable message signs, with additional signage to accommodate peak travel during holiday periods to assist casual users.

Queensland Motorways remains committed to delivering an exceptional customer experience.

Regards

Janine Clayton
Processing & Operations Support Manager