

TCO Review

1 March 2016 to 1 November 2016

**Michael Arnold
Tolling Customer Ombudsman**

TOLLING CUSTOMER OMBUDSMAN REVIEW

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Introduction

I believe it is appropriate to provide a Tolling Customer Ombudsman Review update.

This, as previously indicated, is a period in which toll road operators and customer should be aware that a third party has attempted to take control of the name of the “Tolling Customer Ombudsman” without the authority or consent of the toll operators or myself as the Tolling Customer Ombudsman.

This is despite the fact that the name “Tolling Customer Ombudsman” has been used since 2008 as part of dispute resolution of complaints made by toll road customers to toll operators. A system that has seen thousands of disputes resolved between the toll operators and their customers.

Action has been taken by me as the Tolling Customer Ombudsman to try and resolve this situation but unfortunately these steps have not been successful to date. All complaints should continue to be addressed to the website details provided by toll operators.

Infrastructure

There are both a number of road infrastructure projects that are in progress or announced to be carried out in Victoria, New South Wales and Queensland. Some of these projects will enhance the toll road system or improve road congestion.

ITS Australia is holding a National Electronic Tolling Forum entitled “Converging Smarter Tolling Technologies” in early 2017 which will address issues relevant to toll operators and infrastructure development.



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