

CE09/1935

Mr Roger Clarke
78 Sidaway Street
CHAPMAN ACT 2611

Dear Mr Clarke

I refer to your letter concerning Toll Notice 10032759366-1A. I apologise for the delay in responding.

The Roads and Traffic Authority (RTA) is committed to improving service levels and increasing customer satisfaction. I was concerned to hear about this situation and asked for the matter to be investigated.

Your cash payment was received by Sydney Harbour Toll Operations by mail on 13 October 2009 and processed on that date. I confirm that the toll notice has been cancelled. The toll notice is dated 13 October 2009 and was sent to you on that date. As the date of these two events coincided, it was not possible to prevent issue of the notice.

When a person drives past a toll point without paying, a toll notice is automatically generated and sent to the registered operator of the vehicle.

The Sydney Harbour Bridge was converted to cashless tolling on 11 January 2009 and it is not possible to cross the Bridge anonymously however, there are two options, which may suit your needs, the Short Term Tag and the RTA Casual User Pass.

The Short Term Tag allows the customer to travel as many times as they like on any toll road and is available for rental from any RTA Motor Registry for a \$5.00 weekly fee. Toll charges are billed in arrears and are payable by credit card.

The RTA Casual User Pass can also be used on all NSW Toll Roads and can be purchased via the RTA myE-toll website, the RTA Call Centre on 131 865 or at a NSW Motor Registry. The Casual User Pass can be purchased either before travel or up to 48 hours after first travel on a toll road and is valid for up to 14 days. If the pass is purchased on line a \$1.50 registration fee applies and a \$0.75 video processing fee applies for each toll transaction.

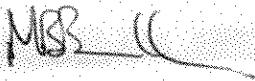
Your name and address was obtained electronically from the National Exchange of Vehicle & Driver Information System (NEVDIS) database using the ACT vehicle registration number YYM450. This is part of a New South Wales toll compliance process that aims to collect tolls from driver's of interstate vehicles detected not to have paid the toll on any toll way in and around Sydney.

Based on the instruction received from the RTA's Sydney Harbour Toll Operations the access to your personal data was justified in this instance.

Any breach of the confidentiality requirements by anyone with access to this information is dealt with severely in accordance with the law.

A copy of all toll notices and photographic images generated by vehicles using the Sydney Harbour Bridge Toll is retained in a data base maintained by the RTA Toll Operations, as per the above-mentioned process, for further reference if necessary.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'MB' followed by a stylized flourish.

Michael Bushby
Chief Executive

22 FEB 2010