

NSW Toll Operators – Complaints – 12 months to March 2017

Category	April 2016	May 2016	June 2016	July 2016	Aug 2016	Sept 2016	Oct 2016	Nov 2016	Dec 2016	Jan 2017	Feb 2017	Mar 2017
Account Management	-	2	2	1	2	1	3	3	1	4	-	1
	5	1	8	5	6	7	1	2	8	5	9	2
	2	4	5	4	5	3	2	3	-	3	5	4
Billing & Tolling	-	1	2	1	1	1	2	1	1	2	2	5
	2	5	8	5	7	5	8	2	5	5	3	8
	6	6	11	5	2	7	7	10	2	2	5	4
Service	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Damage to Vehicle	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Infrastructure/Traffic Management	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Vehicle Classification	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
Website	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	1	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-
TOTAL	-	3	4	2	3	2	5	4	2	6	2	6
	7	6	16	10	13	12	9	5	13	10	12	10
	8	10	16	9	7	10	9	13	2	5	10	8
Resolved/Closed	-	3	4	2	3	2	5	4	2	6	2	-*
	7	6	16	10	13	12	9	5	13	10	12	-*
	8	10	16	9	7	10	9	13	2	5	10	-*

Key:

Interlink Roads
Roam
Roam Express

* Incomplete

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