

## Are We There Yet?

We've shared updates throughout the year about our efforts to enhance and upgrade the systems we use to manage customer accounts. It's almost here! In order to complete this major technological upgrade, we will **close all customer service contact methods**, including Customer Service Centers, call center and website (NTTA.org), **beginning 8 p.m., Dec. 31 – Jan. 10**. We will resume operations beginning 8 a.m., Jan. 11.

Toll transactions will continue during this time period.

**Prior to the shutdown on Dec. 31**, it is very important that customers log in to their current TollTag account on [NTTA.org](http://NTTA.org) to ensure all information (especially email address and credit/debit card) is accurate and up to date. NTTA does not sell or share customer's personal information.

TollTag customers should expect to see a delay in the posting of transactions once our new system comes online. This may lead to more frequent charges on the credit/debit card used for account charges. The number of charges will be based on toll road use during the system transition, but this should not be confused with double billing.

When the NTTA system resumes, we will process TollPerks points earned during the system shutdown. Please note, there may be a slight delay for TollPerks points earned to appear on your account following the system upgrade completion on Jan. 11 at 8 a.m. If you haven't already, sign up for our rewards program, [TollPerks](#). We appreciate your patience. Please check [ntta.org](http://ntta.org) and NTTA's social media channels for updates on the system upgrade.

Following the system upgrade, customers will gain access to:

- An easy-to-use online account management system
- An improved, mobile-friendly version
- New self-service options
- New look to NTTA's [Tollmate mobile app](#)
- Ability for customers to choose their account replenishment amounts based on their average toll road use

As with any major technological transition of this scale, some glitches and possible service disruptions are to be expected shortly after the process is complete. We appreciate customer's patience while we work to improve the NTTA experience.

After Jan. 10, customers should expect:

- Extended lines at NTTA Customer Service Centers
- Extended phone wait times
- **TollTag customers** – the need to answer new security questions and set up a PIN upon first login to the system

Customers should follow NTTA on Twitter [@TollTagNews](#) or [Facebook](#) for updates.