

## **Come Test Drive Our New System**

We have now completed our system upgrade to better serve you and have resumed full customer service operations.

When you access our system, you'll find a number of new features:

- An easy-to-use online account management system
- An improved, mobile-friendly version
- New self-service options
- Ability to choose your account replenishment amounts based on your average toll use
- New-look Tollmate app, available for download

We know change is hard – especially when you're having to use a completely new system. We appreciate your patience as you learn the new system and we value the feedback from customers about your experience. We continue to modify and tweak the system as we learn from you how to make things even easier and better than before.

For details, view our [tutorial videos and FAQ](#).

Based on how often you used toll roads during our transition period (Jan. 1-10), you may have recently seen more frequent charges on your debit/credit card as our new system processed those transactions starting Jan. 11.

For questions or assistance, please contact us at: 972-818-6882 or 817-731-6882. **During this time, you may experience extended lines at NTTA Customer Service Centers and longer phone wait times as our staff acclimates to the new system, too.**

We appreciate your patience while we continue to improve your experience with NTTA.