



NORTH TEXAS TOLLWAY AUTHORITY
5900 W. Plano Parkway, Plano, Texas 75093

Media Contact:

Michael Rey
214-224-2237
mrey@ntta.org

Customer Contact:

972-818-NTTA (6882)
CustomerService@NTTA.org
www.NTTA.org

NTTA UPGRADES ACCOUNT MANAGEMENT AND PAYMENT SYSTEMS

Many Services Unavailable During Transition to New Systems

PLANO, Texas – Dec. 16, 2013 – The North Texas Tollway Authority will undergo computer system upgrades Dec. 20 – 26 to better serve its customers. The NTTA system will be unavailable from 8 p.m. Friday, Dec. 20, through 7 a.m. Dec. 26.

During this period, the NTTA will be unable to process any transactions – including ZipCash payments and TollTag account activations and updates – for our customers. This includes online, over the phone, and in-person interactions at NTTA’s Customer Service Centers, as well as at ACE Cash Express locations and Regional TollTag Partner locations.

All tolls and transactions from this period will be processed beginning Dec. 26. Customers with ZipCash invoice due dates that fall during the system closure will not be assessed late or administrative fees if the invoice is paid by Dec. 30.

We apologize for any inconvenience as we work to enhance our system for better customer service. If you have any questions please call our Customer Service Center at 972-818-NTTA (6882).

About the NTTA

The North Texas Tollway Authority, a political subdivision of the state of Texas, is authorized to acquire, construct, maintain, repair and operate turnpike projects in the north Texas region. The [nine-member board](#) is comprised of Chairman Kenneth Barr; Vice Chairman Bill Moore; and Directors William D. Elliot, Matrice Ellis-Kirk, Mojoy Haddad, Gary Kloepper, Michael Nowels, George “Tex” Quesada and Jane Willard.

The NTTA serves Collin, Dallas, Denton and Tarrant counties and owns and operates the Dallas North Tollway, President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge and the Mountain Creek Lake Bridge. The NTTA is able to raise capital for construction projects through the issuance of turnpike revenue bonds. NTTA toll projects are not a part of the state highway system and receive no direct tax funding. Tolls are collected to repay debt and to operate and maintain the roadways.

###