AMENDMENT NO 01 TO
TOLLING SERVICES AGREEMENT
BETWEEN NORTH TEXAS TOLLWAY AUTHORITY AND
LBJ INFRASTRUCTURE GROUP LLC
IH 635 MANAGED LANES PROJECT

THIS AMENDMENT no 01 TO TOLLING SERVICES AGREEMENT (this "**Amendment**"), dated as of November 20, 2013, 2013, is entered into and executed by the North Texas Tollway Authority ("**NTTA**") and LBJ Infrastructure Group LLC ("**Developer**"). NTTA and Developer may sometimes respectively be referred to as "**Party**" and jointly as the "**Parties**".

RECITALS

I. WHEREAS, the Parties entered into that certain Tolling Services Agreement (the "**TSA**") dated as of September 4, 2009 (the "**Original Agreement**") (all capitalized terms used herein and not otherwise defined shall have the respective meanings assigned to such terms in the Original Agreement) covering the performance by NTTA of toll collection and processing services;

II. WHEREAS, the Parties desire to amend the Original Agreement to:

1. Modify Performance Item 13 in Attachment 2 of the Original Agreement ; and
2. Modify the quality monitoring form attached to Attachment 2 as Appendix A.

III. WHEREAS, the Parties have prepared this Amendment to memorialize such changes to the Original Agreement.

NOW, THEREFORE, in consideration of the premises and mutual covenants set forth herein, and for other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties hereby agree as follows:

A. AMENDMENT TO ORIGINAL AGREEMENT

1. Appendix A of Attachment 2. The quality monitoring form Appendix A of Attachment 2 of the Original Agreement is hereby replaced with the revised quality monitoring form attached to this Amendment as Schedule 1.

2. Performance Item 13 in Attachment 2. Performance Item 13 in Attachment 2 of the Original Agreement is hereby amended, as follows:

   The NTTA Customer Service Center shall maintain an ~~90%~~ 80% or higher quality monitoring rating each month, based on evaluations using the quality monitoring form appended to this Attachment 2 as Appendix A".

B. MISCELLANEOUS

1. Effect of Amendment. Except as amended hereby, the Original Agreement is, in all respects, ratified and confirmed.

2. Binding Effect. This Amendment shall be binding upon and inure to the benefit of the Parties hereto and their successors and assigns.

3. Entire Agreement. This Amendment constitutes the entire agreement among the Parties pertaining to the subject matter hereof and supersedes all prior agreements and understandings pertaining thereto.

4. Severability. If any provision of this Amendment is or becomes invalid, illegal or unenforceable in any respect, the validity, legality and enforceability of the remaining provisions hereof, or of such provision in other respects, shall not be affected thereby.

5. Counterparts. This Amendment may be executed in two or more counterparts, each of which shall be deemed an original, and taken together they shall be considered one agreement.

6. Applicable Law. This Amendment shall be governed by and construed and enforced in accordance with the laws of the State of Texas.

[Signature Page Follows]

IN WITNESS WHEREOF, this Amendment has been duly executed by NTTA and Developer as of the date first above written.

LBJ INFRASTRUCTURE GROUP LLC
A Delaware Limited Liability Company

By:
Name: Mr. Antonio Álvarez-Cedrón
Title: CEO/Program Manager

By:
Name: Mr. Jason Sipes
Title: Chief Operating Officer

NORTH TEXAS TOLLWAY AUTHORITY
A regional tollway authority and a subdivision of the State of Texas

By:
Name: Mr. Gerald Carrigan
Title: Executive Director

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SCHEDULE 1

TO

AMENDMENT NO 01 TO
TOLLING SERVICES AGREEMENT
BETWEEN NORTH TEXAS TOLLWAY AUTHORITY AND
LBJ INFRASTRUCTURE GROUP LLC
IH 635 MANAGED LANES PROJECT

APPENDIX A to Attachment 2

Quality Monitoring Form

(Refer to Item 13 of Attachment 2)

2011 NTTA Quality Monitoring Form

Revised 05/20/2011 - TNM				
1.0 Opening **Base % = 20%**	**YES**	**NO**	**N/A**	**Point Value**
1.1 Used standard greeting by a warm, friendly tone of voice				1
1.2 Reassured caller of ability to help				2
1.3 Was this a Toll Tag Customer?				
1.31 Was the driver's license number AND Account Holder's name verified? -OR- Account Number and Account Holder's name verified? -OR- DNT number and Account Holder's name verified?				2
1.32 Did the customer provide a phone number?				1
1.33 Did the customer provide the e-mail address or was an e-mail address added?				1
1.34 Did the customer provide the mailing address?				1
1.4 Was this either a Violation or Zip Cash customer?				
1.41 Was the name on the invoice AND 1 of the following items: License Plate number; ZipCash account number; ZipCash/Violation invoice number or Collection Agency account number verified?				2
2.0 Communication Skills **Base % = 20%**	**YES**	**NO**	**N/A**	**Point Value**
2.1 Allowed customer to speak without interruption				2
2.2 Did the CSS avoid unnecessary customer repetition?				2
2.3 Paraphrased to ensure understanding				2
2.4 Eliminate periods of unexplained silence				2
2.5 Adjusted pace, volume, and tone of voice throughout the call				2
2.6 Made empathetic statements when appropriate				2
2.7 Used customer's name appropriately during the call				2
2.8 Avoided the use of internal jargon/slang				2
2.9 Used courtesy phrases such as, "Please" and "Thank You"				2
2.10 Maintained control or made an attempt to handle a difficult situation				2
2.11 Followed all Hold and Transfer procedures				2
3.0 Problem Solving **Base % = 20%**	**YES**	**NO**	**N/A**	**Point Value**
3.1 Accurately identified issue(s) to be resolved				2
3.2 Offered alternatives/options when applicable				2
3.3 Took all necessary actions to resolve future account impacting issues				2
3.4 Offered Toll Tag when appropriate				2
4.0 Job Knowledge **Base % = 20%**	**YES**	**NO**	**N/A**	**Point Value**
4.1 Followed all policy & procedures re: Toll Collection				2
4.2 Followed all policy & procedures re: Escalation/Callback				2
4.3 Followed all policy & procedures re: Refunds				2
4.4 Followed all policy & procedures re: Airport				2
4.5 Followed all policy & procedures re: Other				2
4.6 Gave accurate and complete information re: TT, Vio, ZC, TXDOT, ETC.				2
4.7 Effectively utilized all resources				2
4.8 Accurately entered all data				2
5.0 Closing **Base % = 20%**	**YES**	**NO**	**N/A**	**Point Value**
5.1 Accurately and completely documented the call "Comments"				1
5.2 Effectively recapped main points of the call and/or next steps				1
5.3 Directed/educated customer to NTTA Website				3
5.4 Offered additional assistance				1
5.5 Used standard closing				1

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POWERING ACTIONABLE INTELLIGENCE

Definitions Document

Last Revised Sept 06, 2012 @ 12:09PM

1.0 Opening
1.1 Used standard greeting supported by a warm, friendly tone of voice What: At the beginning of each call, the CSS should thank the caller for calling NTTA, state their name and offer assistance to the caller. When stating the standard greeting, it is important that this opening phrase be accompanied by a tone of voice that is both pleasant and welcoming. Why: Stating your name and offering assistance begins to personalize the interaction. It also conveys willingness to help and a partnership in answering the question at hand. It is important to "set the stage" by sending the message that we are here to help and interested in the customer's reason for calling. Doing this well instantly starts the call off on the right foot. When: At the beginning of each call taken, regardless if it's an internal or external call. Example: "Good Morning. Thank you for calling NTTA. This is Jim, how can I help you?" (Said with an enthusiastic and pleasant tone of voice)
1.2 Reassured caller of ability to help What: After the caller has stated their call reason, the CSS should reply with a statement that conveys their willingness to help. Why: This statement gives the customer confidence that a resolution can be reached. When: At the beginning of each call. Example: "I'll be glad to assist you with that!"
1.3 Was this a Toll Tag Customer? What: Does this customer currently have an active toll tag account? Why: This statement is to identify TollTag account holders. Collection policies should fit those of a Toll Tag account holder. When: At the beginning of each call. Example: "Sir/Ma'am, do you have a toll tag account with us?"
1.31 Was the name AND one of the following verified: driver's license number, DNT. Number or account number verified? What: CSS verifies that the caller is able to provide the account holder's name and the driver's license number OR the account holder's name and the DNT. number or the account holder's name and account number for Toll Tag accounts. For Corporate accounts, the Federal Tax ID #in the place of the driver's license number should identify the caller. The expectation is that the caller provides the information and that the representative does NOT provide it including the account holder's name. ***Failure to correctly demonstrate this behavior will result in an automatic zero for the entire call.** Why: Verifying the caller ensures that information is not released to an unauthorized caller. When: Before releasing account specific information Ex: CSS asks for verifying information: "May I have the accountholder's name and driver's license

number." "May I have the accountholder's name and the DNT#" "May I have the accountholder's name and the account number." If customer is unable to provide the 2-piece verification then CSS advises customer: "Because you are unable to verify the information requested, I can only take a payment and provide a confirmation number. Unfortunately, I cannot provide you with account specific details."
1.32 Did the customer provide a phone number? What: CSS allows customer to provide information. Do not give information and allow customer to respond 'yes' or 'no'. Why: Verifying the caller ensures that information is not released to an unauthorized caller. When: At the beginning of each call before releasing any specific information. Example: "Mr. Smith, would you please confirm the phone number on this account?"
1.33 Did the customer provide the e-mail address or was an email address added? What: CSS allows customer to provide information. Do not give information and allow customer to respond 'yes' or 'no'. Why: Verifying the caller ensures that information is not released to an unauthorized caller. When: At the beginning of each call before releasing any specific information. Example: "Mr. Smith, would you please confirm the email address associated with this account?"
1.34 Did the customer provide the mailing address? What: CSS allows customer to provide information. Do not give information and allow customer to respond 'yes' or 'no'. Why: Verifying the caller ensures that information is not released to an unauthorized caller. When: At the beginning of each call before releasing any specific information. Example: "Mr. Smith, would you please confirm the mailing address on this account?"
1.4 Was this either a Violation or a ZipCash customer? What: This customer did not have an active toll tag account and was either a violation customer or a ZipCash customer. Why: This statement is to identify TollTag account holders. Collection policies should fit those of a Non-Toll Tag account holder. When: At the beginning of each call. Example: "Sir/Ma'am, do you have a toll tag account with us?"
1.41 Was the name on the invoice AND 1 of the following items: License Plate number; ZipCash account number; ZipCash/Violation invoice number or Collection Agency account number verified? What: CSS verifies that the caller is a valid contact by verifying the name on the invoice AND either the license plate number, ZipCash account number, ZipCash/Violation invoice number, or Collection Agency account number for Non-Toll Tag accounts. The expectation is that the caller provides the information and that the representative does NOT provide it. ***Failure to correctly demonstrate this behavior will result in an automatic zero for the entire call.** Why: Verifying the caller ensures that information is not released to an unauthorized caller. When: Before releasing account specific information Ex: CSS asks for verifying information: "For security purposes can you provide the name on the

invoice along with either the license plate number, the ZipCash account number, the ZipCash/Violation invoice number, or the collection agency account number?"

If the caller is unable to provide the 2-piece verification then CSS advises customer: "Because you are unable to verify the information requested, I can only take a payment and provide a confirmation number. Unfortunately, I cannot provide you with account specific details."

2.0 Communication Skills

2.1 Allowed customer to speak without interruption

What: The caller must be allowed to speak without interruption. The CSS should not make assumptions about the issue that causes unnecessary interruptions. The caller must be allowed to finish their sentences even though the CSS may think they know the issue/answer. If the caller interrupts, the CSS should refrain from talking and let the customer complete their statement.

Why: Allowing the caller to speak without interruption demonstrates our ability to listen and to intently focus on the caller and their issue. This also demonstrates proper telephone etiquette and is both professional and polite.

When: Throughout the call.

Examples: Caller states, "I'm calling to get information on my...." The CSS interrupts *inappropriately* by saying, "Oh yeah. And your account number is....?"

Caller states, "I ordered a TollTag and..." The CSS interrupts *inappropriately* by saying, "and you haven't received it yet?" The caller replies "No, I received it and I'd like to order another one."

2.2 Did the CSS avoid unnecessary customer repetition?

What: Focus on what the caller is saying in such a way as to eliminate them having to repeat unnecessarily.

Why: To maintain a positive interaction with the caller and to enable the CSS to engage the caller in an efficient manner. This is one way we can demonstrate that we are listening and focused on the caller.

When: Throughout the call

Examples: Caller states, "Hi. This is John Smith. I'm calling to check on my account ......" CSS then inappropriately states, "What is the reason for your call?" The correct response would be, "I'll be happy to check on your account for you, John."

2.3. Paraphrased to ensure understanding

What: Paraphrase to ensure the caller knows you are listening and understanding him/her by summarizing what he/she just said. This is especially important with critical and/or lengthy descriptions and statements.

Why: To get a clear understanding of what was said and heard by both parties.

When: When necessary to ensure understanding.

Example: "Let me confirm what you're saying. You sold this vehicle a year ago and you would like to update your account with your new vehicle. Is that correct?"

2.4 Eliminated periods of unexplained silence

What: The CSS reduces long periods of silence in the conversation by advising the caller of what is being done. During long periods of silence, the CSS provides an update/reason and shows appreciation for the caller's patience. The CSS avoids muting the caller or placing them on hold unnecessarily. CSS uses what could otherwise be a period of silence to engage in productive conversation.

Why: Keeping the caller informed on progress and avoiding pauses in the conversation engages the caller in a desirable experience. This is also a way of demonstrating professionalism and helps us meet our productivity goals.

When: Throughout the call

Examples: Incorrect: The CSS says nothing while updating an account/license plate/adding comments.

Correct: The CSS says, "Thank you for your patience while I am updating [the notes, license plate, account]."

Another correct response might be, "It will be just a moment while I review your account information."

2.5 Adjusted pace, volume, style to accommodate the caller

What: The CSS is expected to adjust the pace of the call (rate of speech, length of the call, etc.) to accommodate the customer. This could include eliminating small talk to accommodate someone obviously short of time or in a hurry, speaking more slowly and softly to accommodate a slower speaker, or increasing rate of speech to better match someone who is simply speaking at a faster rate. This should never be done to the extent that it might be perceived as mimicking or mocking the caller. Simply make an adjustment in the direction of the caller. The CSS should also use a pleasant, confident tone of voice. Sounding monotone, bored, unsure, patronizing, or condescending is not acceptable. Different situations require a different tone of voice from time to time such as sounding empathetic, sounding confident when delivering information, conveying a sense of urgency and sounding sincere when offering help.

Why: Helps to increase rapport as well as the caller's level of understanding. This is also a non-verbal way to demonstrate listening and a focus on the customer. Demonstrates professionalism and respect.

When: Throughout the call

Example: The CSS slows their pace of speaking with a customer who asks repeatedly the same question and demonstrates a lack of understanding. "Mr. Jones. I can help you with that." (Said with a confident and pleasant tone of voice or "smile" in your voice)

2.6 Made empathetic statements when appropriate

What: Certain situations cause a caller to convey some emotion such as anger, sadness, disappointment or even happiness. These situations require an expression of empathy and understanding of the issue from their perspective. The CSS should make specific statements that demonstrate concern and understanding of the caller's situation and treat them with respect.

Why: To demonstrate that we care for and value them as an individual.

When: As appropriate, throughout the call.

Examples: Caller states, "My car was just stolen and I need to replace my Tolltag. ..." The CSS responds, "This must be very difficult time for you. What is the license plate of the vehicle?"

Caller states, "I just bought my first new car!" The CSS responds, "I'm happy to hear that. That must be pretty exciting for you! Is that the vehicle you want to add to your account?"

2.7 Used customer's name appropriately during the call

What: The CSS is expected to address caller by the name given to them by the caller such as Jason,

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Dr. Jones, or Mr. Smith.

Why: Demonstrates respect, and builds rapport.

When: At least once throughout the call.

Examples: Correct: CSS states,"Hi Jason, thanks for calling, let me get that information for you."

2.8 Avoided the use of internal jargon/slang

What: The representative is expected to avoid using internal terminology, acronyms, jargon, or slang that can be confusing to the caller. The exception might be when responding to a caller who is already using our terminology and obviously understands it. It is also the expectation that proper English be used, eliminating the use of slang.

Why: Use of jargon keeps the caller at a distance and stands in the way of the rapport we are trying to establish and maintain. This also can create a "We vs. Them" mindset that we want to avoid. Avoiding both jargon and slang allows us to create the perception of professionalism with our customers.

When: Throughout the call

Examples: Incorrect (jargon): "We can vtoll those transactions out of your account....." vs. Correct: "We can deduct those transactions from your Tolltag balance....." Additional Jargon Examples: Avoid use of "VPS, Tagstore, Vtoll, TxDOT, VTN, ETC, SRT, DNT, PGBT, LLTB, SH161, AATT, MCLB, plaza, gantry" Examples of slang: "Yo. Dude. You Rock, Honey."

2.09 Used courtesy phrases such as, "Please" and "Thank You"

What: The CSS is expected to use phrases such as "Please" and "Thank you" when asking for information and/or making a request.

Why: This provides a professional and courteous experience

When: Throughout the call

Example 1: "May I please have your driver's license number?"

Example 2: Once the information is received, CSS states, "Thank you. Just a moment while I access that for you."

2.10 Maintained control of the call or made an effective attempt to handle a difficult situation

What: The CSS manages the conversation to focus on the purpose of the call. Sometimes, the caller must be refocused on the call when going into long involved conversations not relative to the task at hand. An exception to this guideline is when an emotional caller needs to vent his/her frustrations. It should also be noted that brief pieces of conversation (some small talk) may be appropriate to maintain rapport. The CSS is also expected to take responsibility and accountability to help the caller on every call. Instead of escalating the call immediately upon request, the representative is expected to make a good attempt at handling the issue without having to escalate. The representative should, however, transfer the customer if an effective attempt has been made and the customer is still demanding to speak to someone else. If the caller is abusive, the Handling Abusive Customers procedure must be followed.

***Failure to correctly demonstrate this behavior will result in an automatic zero for the entire call.**

Why: Demonstrates professionalism and has a positive impact on our efficiency.

When: At all times.

Example 1: Caller says, "I just bought a new car and my children took the old car. They went on the tollway and ran up some tolls and now I have to pay them. They are under 18 so I guess I am responsible. What am I going to do with these kids? I tell ya'." The CSS waits for a pause and politely responds, "It sounds like you have a lot going on. Let me take a look at the vehicle information so that I can solve this matter and you can get back to those kids. May I please get your license plate?......"

Example 2: After CSS greets the caller, the caller immediately requests to speak with a supervisor.

Incorrect response – "One moment while I get a supervisor for you...."

Correct response – "I understand you want to speak with a supervisor. Could you tell me a little more about what it is you want help with?" (Customer explains) CSS responds, "You know I'm positive that I can take care of that for you. If you would allow me the opportunity to assist you, I'm positive I can help you take care of that. If I'm not able to fix it for some reason, I'll still transfer you to a supervisor. OK?" (All said with a confident, friendly tone of voice)

2.11 Followed all Hold and Transfer procedures

Hold:

What: Prior to placing caller on hold (avoid the use of mute), ensure that you have obtained all the necessary information to reduce the number of times they might need to be placed on hold. Then, gain the caller's permission to be placed on hold. Upon returning, thank them for holding. The caller should not hold for extended periods of time without a status update. The CSS should eliminate unnecessary chitchat when speaking with other departments.

Why: Professionalism. This also limits frustration for the caller.

When: Throughout the call

Example: "Mr. Jones. I've got everything I need and would like to place you on hold while I check on this. Would that be OK with you?" Upon returning, "Thank you for holding, Mr. Jones. I appreciate your patience. Here's what I've found........."

Transfer:

What: Gain the caller's permission to transfer them and give them a brief explanation of why you are transferring the call. Place them on hold. Call 3rd party and, when applicable, relay all necessary information to the correct individual, close the call (when applicable) and release the line.

Why: Professionalism. This also demonstrates your willingness to solve their problem and prepares the person you are transferring to.

When: Throughout the call

Example: "Mr. Jones. Would you mind holding while I check my resources for other options/clarity. (Call 1281.) "Hi Senior CSS, this is Ed. I have Mr. Jones on the line in regards to...." (Connect Mr. Jones to 1281 then release the call.)

3.0 Problem Solving

3.1 Accurately identified issue(s) to be resolved

What: Accurately identify the need to be addressed prior to making any attempt at resolution by effectively utilizing probing and open and close-ended questions. Identifying the need is recognized by the agent gaining verbal confirmation of the need/issue from the customer.

Why: Quickly and efficiently identifying the need(s) to be addressed increases our overall efficiency and enhances the caller's experience increasing efficiency and contributing to 1st call resolution.

When: On every call and prior to attempting to resolve the issue.

Example: A toll tag account holder called due to receiving a ZC invoice – Obtain the LP# or ZC Invoice# to pull up the information (on ZC screen). Obtain proper verifying information (see section 1.31) to pull up Toll Tag account (Toll Tag screen). Pulled up TOLL Tag account and ZC invoice and

identified the issue immediately - vehicle update. "Do you have the new LP# on the new vehicle? Thank you, can you also please provide me with the year make model and color of the new vehicle? ... Thank you, Mr. Jackson. What I will do is, I will replace the Toyota with the Lexus, and then I will apply the ZC invoice towards your toll tag account which will give you a discounted toll tag rate."
3.2 Offered alternatives/options when applicable What: When an alternate option is available, make the caller aware of the option by involving them in a discussion that helps establish what resolution best serves the customer's need. Remember to balance business and customer needs when offering alternatives. Why: Offering alternatives conveys to the customer that we care and provides the customer with the ability to make a decision that best suits their need(s.) When: Throughout the call Example: Suggested to add email address to setup online access
3.3 Took all necessary actions to resolve future account impacting issues What: CSS follows through and performs all actions promised in the call. In addition, the CSS is expected to notice and attempt to resolve ALL issues that may adversely impact the customer's account at some point in the future. Why: Provides accurate and timely resolution while preventing unnecessary callbacks increasing 1st call resolution. Offers efficient service and demonstrates our commitment to high quality service creating a more loyal customer. When: Throughout the call and after resolving the customer's original concern. Example: "What I will do is replace the Toyota with the Lexus, and then I will apply the ZC invoice towards your toll tag account which will give you a discounted toll tag rate. (Added veh into toll tag account and collected tolls through toll tag account at discounted rate). In the future, you can update your account information by going to our website at www.ntta.org to avoid ZipCash/violation invoices. Mr. Jackson, I also notice that you do not have an email address on your toll tag account. Would you like to add one so that you can set up online access? Ok, I will be glad to add your email address to your toll tag account. Mr. Jackson, it looks we got everything taken care of that now so that you won't run into any problems in the future."
3.4 Offered Toll Tag when appropriate What: The CSS is expected to offer Toll Tag to all "non-Toll Tag" customers. Why: Generates additional revenue for NTTA When: Throughout the call, as appropriate to the conversation Example: "I have resolved all those invoices for you. Would you like to save up to 50% in the future by opening a Toll Tag account?"
4.0 Job Knowledge
4.1 Followed all policy & procedure re: Toll Collection What: The representative is expected to follow all policy and procedures re: Toll Collection Why: Improves call efficiency, improves 1st call resolution and creates a balance between the needs of the company and the needs of the customer. When: Throughout the call Example: "Zip Cash Invoice converts to Toll Violations when payment is not received within 45 days of ZC invoice. At this point we can reduce total amount of violations invoice up to 67% of the admin

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fees if paid by the new due date."

4.2 Followed all policy & procedure re: Escalation/Callback

What: The representative is expected to follow all policy and procedures re: Escalation/Callback

Why: Improves call efficiency, improves 1st call resolution and creates a balance between the needs of the company and the needs of the customer.

When: Throughout the call

Example: Before transferring call, attempt to resolve issue by using all resources. If unable to resolve, place customer on hold and contact 1281 and perform warm transfer or ask question.

4.3 Followed all policy & procedure re: Refunds

What: The representative is expected to follow all policy and procedures re: Refunds

Why: Improves call efficiency, improves 1st call resolution and creates a balance between the needs of the company and the needs of the customer.

When: Throughout the call

Example: Submit refund request to supervisor for approval if wrong invoice is paid, or if customer paid full amount of invoice before due date.

4.4 Followed all policy & procedure re: Airport

What: The representative is expected to follow all policy and procedures re: Airport

Why: Improves call efficiency, improves 1st call resolution and creates a balance between the needs of the company and the needs of the customer.

When: Throughout the call

Example: When vehicle is blocked from entering or exiting airport, complete a DFW request for credit form and submit to CSC interop desk.

4.5 Followed all policy & procedure re: Other

What: The representative is expected to follow all policy and procedures re: Other

Why: Improves call efficiency, improves 1st call resolution and creates a balance between the needs of the company and the needs of the customer. Email, chat or other items should not impact the quality of the call.

When: Throughout the call

Example: ACE – Refer customers to ACE locations to open Toll Tag accounts or make a payment using cash for a minimal fee.

4.6 Gave accurate and complete information re: All Outstanding Invoices, Toll Tag, TxDot, Other

What: The agent is expected to give accurate and complete information at all times.

Why: Positively an impact 1st call resolution, increase our efficiency and provides the customer with a "world class customer experience."

When: Throughout the call

Example: When customer calls to pay a ZC invoice be sure to check for any violation invoices as well. Inquire about any additional license plates. Also, inform customer about "Uninvoiced Transactions"; Inform customer of any alerts on Toll Tag account; Refer to date of assignment and date of vehicle transfer when looking over TxDot information. Inform customer to fill out a VTN Form when appropriate; "Mr. Customer, you are scheduled to appear in Judge Larson's court on xx date, 2011.

Please bring your receipt. To inquire about additional court fees, please contact the court at........"
4.7 Effectively utilized all resources What: Attempt to use all resources available prior to contacting floor support or supervisors. Why: It allows us to assist the customer in a timelier manner. When: Throughout the call. Example: Customer asks about the toll rate on Sam Rayburn Tollway. CSS navigates to Toll Rate on the Intranet and provides the correct toll rate.
4.8 Accurately entered all data What. CSS is expected to enter all data accurately. Why: It ensures accuracy, customer satisfaction, exhibits efficiency and improves 1st call resolution. When: Throughout the call. Example: Customer calls to add a license plate to their account. CSS repeats the license plate back to the customer using the phonetic alphabet table and correctly enters the plate number into the account.
5.0 Closing
5.1 Accurately and completely documented the call ("Comments") What: The CSS should note the account ***completely and accurately*** including dates, dollar amounts, payment arrangements, business decisions, etc. CSS uses comment pickers in VPS. Why: This provides information to allow the next representative to better assist customer and ensures accuracy When: Before taking the next call Example: CSS is documenting information related to actions taken on account. Incorrect – "Advised customer amount due for citations is $10,000." Correct – "Advised customer amount due for citations is $10,000 and, after making payment, must take receipt to court on or before the court date." Example: "Advised customer total amount due for invoices 1-5 is 600.00 at 33% and due by Jan 5, 2011 to prevent collection activity."
5.2 Effectively recapped main points of the call and/or next steps What: CSS reviews and summarizes the information provided to the customer and future actions required by either the CSS or the customer. Why: This ensures understanding between the customer and the CSS, ensures accuracy and improves first call resolution. When: Usually at the end of the call, but may occur elsewhere Ex: CSS summarizes the call: "Mr. Smith, I've documented that you will be making a payment today of $128.46 on the website to prevent the invoice from going into collections. Is that correct?"
5.3 Directed/educated customer to NTTA Website What: CSS is expected to create an opportunity to educate the customer about NTTA website and to direct them to the site if the customer has not mentioned that they are already on the website. If the

customer is not familiar with the website, the CSS must say "ntta.org." Why: Promotes alternate channels of contact for the customer and reduces future call volumes When: Anytime during the call as appropriate to the conversation and/or just before the end of the call. Example: CSS: Mr. Smith I have updated your license plate on file. In the future, to save you time, you may also update your account at www.ntta.org. You will need the following information..."
5.4 Offered additional assistance What: The CSS is expected to offer further assistance. Why: Helps reduce callbacks and identifies unresolved issues. When: On every applicable call before closing the call. Example: CSS asks, "Is there anything else I can help you with?" Example: "Do have any other vehicles that you would like me to check the status on?"
5.5 Used standard closing What: At the end of each call, the CSS should thank the customer for calling and brand the company. It is optional if the CSS would like to add a pleasantry such as, "Have a great day." Why: Because this shows our appreciation for the customer's business and leaves them with the company brand firmly in their mind. When: At the end of each call. Example: "Have a great day and thank you for calling NTTA."