

NTTA NOTIFIES SOME ZIPCASH PAY-BY-MAIL CUSTOMERS OF BILLING RE-SET

PLANO, Texas – Feb. 27, 2015 – During the quality assurance/quality control process for the North Texas Tollway Authority's new monthly billing process, NTTA identified some ZipCash pay-by-mail customers who may not have received notices from all five stages of billing:

- ZipCash Invoice
- First Notice of Nonpayment
- Second Notice of Nonpayment
- Third Notice of Nonpayment
- Collections

Toll charges are correct and reflect toll road use. TollTag charges are not affected. NTTA apologizes for any customer inconvenience and is taking action to re-set the affected notices.

Beginning March 9, NTTA will notify affected customers and re-set their charges to the ZipCash invoice, or first stage of the billing process. Customers will have 60 days to pay for tolls with no fees. Payment plans are available, if necessary.

Affected customers who already paid a notice with administrative fees will receive an automatic refund of their administrative fees. Those who believe they are affected may check www.ext-ntta.org beginning Monday, March 2, but are not required to do so to receive their refunds. Refund checks will be issued by the end of March.

NTTA Customers should be advised of a possibility of heavy call volumes and should consult NTTA.org for predicted wait times. Customers are also urged to use [At Your Service](#) to book an appointment to talk to a customer service representative. Customers with billing questions can call NTTA at (972) 618-NTTA (6882) or (817) 731-NTTA (6882).

NTTA implemented a monthly, consolidated invoice in May 2014 that is similar to many other bills customers receive. Invoices are issued on the same date each month and include clearly outlined payments, adjustments and current tolls to help ZipCash customers track expenses more easily.

About the NTTA

The North Texas Tollway Authority, an unfunded 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. Elliott, Matrice Ellis-Kirk, Mo'ji Haddad, Gary Kloepper, Michael Nowels, George "Tex" Quesada and Jane Willard. NTTA serves Collin, Dallas, Denton, Tarrant and Johnson counties and owns and operates the Dallas North Tollway, President George Bush Turnpike, Sam Rayburn Tollway, Addison Airport Toll Tunnel, Lewisville Lake Toll Bridge, the Mountain Creek Lake Bridge and the Chisholm Trail Parkway. 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.