

NTTA ANNOUNCES NEW CUSTOMER SERVICE HOURS

Change Takes Effect Oct. 3

PLANO, Texas – Sept. 23, 2016 – The North Texas Tollway Authority (NTTA) announces a change to service hours in the NTTA Call Center and Plano, Irving and Fort Worth TollTag Stores to improve service during peak demand periods.

Beginning Oct. 3, new hours for the NTTA Call Center and all [NTTA TollTag Store locations](#) will be 8 a.m. to 6 p.m. weekdays. Saturday hours for all locations remain unchanged at 9 a.m. to 5:30 p.m.

As always, customers may get help 24/7 through NTTA's [Online Customer Service Center](#), [Tollmate app](#) or by phone at (972) 818-6882 or (817) 731-6882. NTTA also offers customer service appointments through the [At Your Service](#) program. Two thirds of NTTA customers already conduct their business through these self-help channels.

For more about NTTA customer service, visit [NTTA.org](#).

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 across 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, Mojoy Haddad, John Mahalik, Michael Nowels, George "Tex" Quesada and Jane Willard.

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, Mountain Creek Lake Bridge and Chisholm Trail Parkway. NTTA raises 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.

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