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THINGS TO KNOW

ABOUT THE MOBILITY AUTHORITY (and Your Toll Bill)

Navigating the tolling landscape can be complicated.

We're the **Central Texas Regional Mobility Authority** (Mobility Authority), and we're here to help you understand important pieces of the tolling puzzle, like what we do and how your toll bill works.

1

The Mobility Authority is not the only toll operator

- The Mobility Authority is one of two main toll road operators in the region.
- **TxDOT** operates Loop 1 Toll, 45 North, 45 South East, SH130 Toll.
- **The Mobility Authority** operates 183A, 45SW, MoPac Express Lane, SH 71 Toll Lane, 290 Toll and 183 Toll.

2

We're **NOT** TxTag

The electronic tag provider TxTag is not owned nor operated by the Mobility Authority. The Mobility Authority does not have access to TxTag account details.

3

There's a reason you might get a bill in the mail

Drivers without electronic tags will receive a Mobility Authority Pay By Mail (PBM) bill. For electronic tag holders, bills generated and mailed by the Mobility Authority are the result of declined responses after multiple attempts to post tolls to a customer's electronic tag account.

4

We use your address on file with the Texas DMV for bills

State law requires the Mobility Authority to use the address on file with the Texas Department of Motor Vehicles registration records. The Mobility Authority mails all bills and late notices via First Class Mail as required by law. First Class Mail is assumed delivered if not returned.

5

Using the Pay By Mail program costs you more

If tolls are not paid by an electronic tag account, then they are billed through the Mobility Authority's PBM process. PBM rates are **higher than the tag rate** to cover the additional processing cost. PBM payments on Mobility Authority operated roads must be paid directly to the Mobility Authority.

6

Late fees **DO** apply

If Mobility Authority bills are not paid by the due date, late fees apply. Late fees are a fixed amount and not a percentage of the toll. The Mobility Authority's fee schedule is **outlined on every bill** to alert customers to the consequences of paying late.

7

We accept a variety of electronic tags

The Mobility Authority is not an electronic tag provider. However, we accept all interoperable tags as a form of payment, such as NTTA's TollTag, TxDOT's TxTag, HCTRA's EZ TAG, Kansas Turnpike Authority's K-Tag, Oklahoma Turnpike Authority's Pikepass, Florida Turnpike Enterprise's Sunpass, BancPass/PlusPass, and Colorado's E-470 ExpressToll.

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There are options, options everywhere

- We accept all standard forms of payment and offer several convenient ways to pay.
- Online at www.PayMobilityBill.com
 - By phone by calling (512) 410-0562
 - By mail
 - In person at one of our convenient locations including the newly opened Ridgepoint location, or at one of several participating stores like HEB or Walmart*
 - **NEW: Scanning the QR code on your bill**

9

It's important to keep your electronic tag account in good standing

Again, the Mobility Authority is not an electronic tag provider or operator. We encourage all electronic tag customers to log into their account with their tag provider to ensure they are in good standing and to avoid receiving a Mobility Authority PBM bill in the future. An account in good standing has a positive balance, a valid payment method, a tag matched to the correct license plate, and a tag that is still valid (not labeled damaged or lost).

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What to do when you sell your car

When selling your car, remove the license plates and electronic tag from the vehicle to avoid future charges. You should also remove the vehicle from your electronic tag account (see #9). If you've sold your car and received a PBM bill, fill out a Vehicle Transfer Notification and submit it with the required documentation to the DMV. You may receive a toll bill in the mail until the new owner registers the car (see #4). If you do receive a bill, please contact us so that you won't be held responsible.

WE'RE ALWAYS HERE TO HELP

Given the number of transactions we process annually, only a small number of issues arise. If you experience an issue, call or send us a message and our great customer service team will be there to assist you.

*There is an additional convenience fee for paying your toll bill at these stores.