

# **AI VOICE AGENT -C4SCALE.**

## **Extracted FAQ Questions and Answers (Cleaned)**

### **1. Who is subject to being banned from NTTA toll roads?**

Those who are deemed as a habitual violator as defined in section 372.106(a) of the law may be banned. A habitual violator is someone with 100+ nonpayment events within a year and received written warnings.

### **2. Why is the NTTA banning people from using NTTA toll roads?**

To ensure fairness and prompt payment from all users, protecting paying customers from covering costs of non-payers.

### **3. When will the NTTA begin to ban vehicles?**

NTTA currently bans vehicles as part of toll enforcement actions.

### **4. How will I know or be notified that I am subject to a vehicle ban?**

You will receive a notice with the ban's start date and instructions for how to resolve your habitual violator status.

### **5. How does the vehicle ban work?**

There are 3 steps:

1. You receive notice and have a chance to dispute in court.
2. If unresolved, you get a ban warning with a final chance to pay.
3. If you still violate, your vehicle may be impounded.

### **6. If I am banned from NTTA toll roads, how long will the vehicle ban be in effect?**

Until all tolls/fees are paid, a payment plan is arranged, or you're no longer a habitual violator.

### **7. Can I dispute my toll bill that subjects me to the vehicle ban?**

Yes. You can contact NTTA to review and correct your toll bill and arrange payment.

### **8. How long will it take once I settle my bill before I can drive on NTTA toll roads?**

Typically, the ban is removed within 1 business day, and confirmation mailed within 7 days.

**9. What happens if I am banned but get caught driving on an NTTA toll road?**

You can be fined up to \$500. Repeated violations may result in vehicle impoundment.

**10. How will the NTTA know if I'm still driving after being banned?**

Toll cameras and plate readers detect banned vehicles and notify law enforcement.

**11. How will I get my vehicle back if it is impounded?**

After paying all towing, storage, and toll-related fees or setting up a payment plan. NTTA will notify the impound yard to release the vehicle.

**12. How can I settle my bill so that I can continue to drive on NTTA toll roads?**

Log into your account or call NTTA, and pay via card, cash, or open a TollTag account with a payment plan.

**13. What other toll enforcement tools does NTTA have besides the vehicle ban?**

Other tools include:

- Charging ZipCash rates with late fees
- Blocking vehicle registration
- Issuing Class C misdemeanor fines