



As a government agency, the health and safety of the public is important to us.

Amid ongoing concerns about coronavirus (COVID-19) and following the governor's guidance to avoid or slow the spread of the disease, **we've made the decision to temporarily close our Customer Service Walk-In Center in Irvine from 5:30 p.m. on March 13, 2020, until 7:30 a.m. on Monday, March 30, 2020.** Due to the complexity and fluidity of the situation, the reopen date is subject to change.

There have been no reported cases of coronavirus at The Toll Roads' Customer Service Walk-In Center. This closure is not mandatory, but, rather, a social distancing measure.

Our Customer Service Call Center, website, app and roads remain open and ready to serve you.

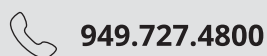
We'll announce when the Walk-In Center reopens. In the meantime, we've made enhancements that make it easier than ever to perform customer service functions digitally. Following are some helpful links you can use from home 24/7:

- Manage your account: <https://secure.thetollroads.com/customer/>
- Pay a toll(s) without an account: <https://secure.thetollroads.com/violation/payTolls.do>
- Sign up for an account: <https://secure.thetollroads.com/customer/enroll.do?cmd=goto>
- Resolve a violation: <https://secure.thetollroads.com/violation/>
- Communicate with a customer service representative:
<https://secure.thetollroads.com/customer/contact.do?cmd=goto>
- Download The Toll Roads free app: <https://thetollroads.com/accounts/mobile-app>
- Facebook: <https://www.facebook.com/TheTollRoads/>
- Twitter: <https://twitter.com/TheTollRoads>

Thank you for your patience and understanding as we continue to closely monitor the situation and evaluate additional measures to support our customers, community and colleagues.

Sincerely,
The Toll Roads
Transportation Corridor Agencies

Coronavirus updates:
[Centers for Disease Control and Prevention \(CDC\)](#)
[Orange County Health Care Agency \(OCHCA\)](#)



Contact Us: We can't respond to emails sent to this address, but you can email us through our ["Contact Us" webpage](#).

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