

## EzPass website, call center experience technical difficulties

Posted by [Alan Van Wormer](#) On 10/15/2018

### Update

The E-ZPass Maryland Call Center is operational. Customers may call 1-888-321-6824 to reach a customer-service representative. Please note that customers may experience queueing due to high call volumes. The Call Center will remain open until 6 p.m.

The website ([ezpassmd.com](http://ezpassmd.com)) and Interactive Voice Response (IVR) system remain down and are not operational. Staff continues to work on resolving the technical issues and apologizes to its customers for the inconvenience.

Intermittent issues with the website and IVR began on Friday, Oct. 12. As such, no civil penalties will be assessed from Friday, Oct. 12, through Wednesday, Oct. 17, to customers attempting to make Notice of Toll Due payments.

The E-ZPass Maryland system was not breached, and customer accounts and data have not been compromised.

If any updates become available during the evening/overnight hours, we will post to our website at [mdta.maryland.gov](http://mdta.maryland.gov) and [Twitter at /TheMDTA](#).

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**ANNAPOLIS, Md.** The E-ZPass Maryland website ([ezpassmd.com](http://ezpassmd.com)), Call Center and Interactive Voice Response (IVR) phone system (1-888-321-6824) are currently down and not operational. Staff continues to work on resolving the technical issues and apologizes to its customers for the inconvenience.

Intermittent issues with the website and IVR began on Friday, Oct. 12. As such, no civil penalties will be assessed from Friday, Oct. 12, through Wednesday, Oct. 17, to customers attempting to make Notice of Toll Due payments.

The E-ZPass Maryland system was not breached, and customer accounts and data have not been compromised.

Updates will continue to be provided via the Maryland Transportation Authority's (MDTA) website [mdta.maryland.gov](http://mdta.maryland.gov) and [Twitter at /TheMDTA](#).

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