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To: [Cory Henrickson](#)
Cc: [Brenna Lyles](#); [Corey Theurer](#)
Subject: Texas Department of Transportation - TxTAG
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Attachments: [image001.png](#)

Members and staff,

It has come to our that KXAN News was in the Texas Capitol today engaging some legislative offices on the Texas Department of Transportation (TxDOT) managed TxTag toll system concerning customers' experience of TxTag.

Please be ensured, TxDOT is committed to providing quality customer service to all our TxTag customers, and our office is committed to working with your legislative offices to resolve TxTag-related issues and inquiries from you or your constituents as they arise.

TxDOT encourages all legislative offices to contact TxDOT [State Legislative Affairs](#) directly with inquiries and concerns regarding your constituent's issues with any TxTag billing and operations. Also, your constituents can directly reach TxDOT's dedicated TxTag customer service center, which is responsible for investigating and resolving all TxTag issues, by phone at [1-888-468-9824](#), [online](#) at [TxTag.org](#), or at an in-person Customer Service center (find a nearby location [here](#)). All inquiries, whether through our office or TxTag, must ultimately be handled by TxTag customer service directly to ensure customer privacy.

As always, TxDOT [State Legislative Affairs](#) is here to answer all TxTag and other TxDOT-related questions for your offices.

Respectfully,



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