### Toll Escalations Q&A

**Question:** When do toll late fees start back up and how will my toll bill be affected?

**Answer:** After Sept. 9, 2016, unpaid toll bills will be assessed fees as shown in the example below.

<table>
<thead>
<tr>
<th>Example</th>
<th>Description</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Statement (Day 35)</td>
<td>1st Mail Fee + Toll</td>
<td>($1.15 + 0.65)</td>
</tr>
<tr>
<td>Second Statement (Day 70)</td>
<td>1st Mail Fee + 2nd Mail Fee + Toll</td>
<td>($1.15 + 1.15 + 0.65)</td>
</tr>
<tr>
<td>Violation Notice (Day 105)</td>
<td>Violation Fee + Toll</td>
<td>($5.00 + 0.65)</td>
</tr>
<tr>
<td>Transferred to Collection Agency (Day 140)</td>
<td>Collection Fee + Toll</td>
<td>($25.00 + 0.65)</td>
</tr>
<tr>
<td>Transferred to Court (Day 255)</td>
<td>Court Fees, Fines + Toll</td>
<td>(Up to $350.00 + 0.65)</td>
</tr>
</tbody>
</table>

**Question:** Why did TxDOT turn off toll late fees to begin with?

**Answer:** In February 2015, TxDOT paused additional toll fees as the agency migrated to a new billing system. During the pause, no fees or penalties were assessed on unpaid tolls; however, customers continued to receive monthly statements for unpaid tolls as a reminder they still owed money for driving on toll roads (SH 130, SH 45N, SH 45SE, Loop 1, SH 255, and Grand Parkway).

**Question:** When will late fees be turned back on?

**Answer:** Late fees will resume September 2016.

**Question:** How will my bills be affected when late fees are turned back on?

**Answer:** In September 2016, any unpaid transactions will start moving through the fee process, and you can be charged with $5 violation fees, $25 collection fees or court fees as shown in the table above, if tolls remain unpaid. If you have unpaid toll bills, you can prevent any additional fees from being applied to your account by paying all outstanding bills by August 31.

**Question:** Who is affected by resuming late fees?

**Answer:** Customers who currently have overdue tolls and fail to pay their tolls will be impacted. The assessment of fees will resume from the point at which they were paused in February 2015. For example, customers who had toll transactions in the violations stage when toll fees were paused, will next have their unpaid tolls sent to a collection agency and a collection fee of $25 will be applied to each transaction. See the above table for how toll late fees can grow.
**Question:** What’s going to occur once late fees are turned back on?

**Answer:** Customers using TxDOT’s roadways (Loop 1, SH 45N, SH 130, SH 45SE, Grand Parkway and SH 255) will see late fees on their next statement for transactions that remain unpaid longer than two statement cycles. Drivers on the Grand Parkway in Houston will see late fees applied for unpaid tolls after one statement cycle.

**Question:** How can I check to see if I have unpaid toll transactions?

**Answer:** Please contact the TxTag Customer Service Center at TxTag.org or by calling 1-888-468-9824 to ask for assistance in determining how much you owe and to pay your bill. Please listen to the entire automated message in order to be transferred to a Customer Service Representative.

**Question:** Why did it take TxDOT more than a year to turn late fees back on?

**Answer:** The transition from our old billing system to the new system required the migration of millions of transactions and, as is the case with any major data transition, this required many upgrades to improve service and ensure the new system functioned correctly.