



Ticket Price Increase FAQs

- 1. Why is Texas811 increasing the ticket prices?**
 - a. Over the past year, we have been facing increasing costs due to changing economic conditions. These costs include things like inflation, higher fees for goods and services that we rely on, and increased wage requirements. After careful consideration, the Texas811 Board of Directors has decided to implement a price increase to help offset these costs and ensure that we can continue to provide the same high level of service that you have come to expect from us.
- 2. What is the new ticket notification price?**
 - a. The new price for ticket notifications will be \$1.15 per notification.
- 3. When will the price increase go into effect?**
 - a. January 1, 2024
- 4. Who decided or authorized the price increase?**
 - a. The Texas811 Board of Directors
- 5. Who can I speak to if I have questions about the ticket price increase?**
 - a. Member Services by phone or email
 - i. 1-888-771-1877, option 2
 - ii. MemberServices@Texas811.org.
- 6. Does Texas811 offer discounts to members who have been with Texas811 for a long time?**
 - a. Texas811 does not offer services at a discounted cost.
- 7. If I sign up for ticket screening, will I get a discount on my ticket cost?**
 - a. Texas811 does not offer services at a discounted cost.
- 8. If I have multiple CDC's in the same area, will I be charged the additional cost for each code or just one?**
 - a. Members are charged per notification. If you have multiple CDC codes registered, you will be charged for each notification each CDC code receives.
- 9. Are there ways I can decrease my costs?**
 - a. Yes, you can refine your mapping data if you have not already done so. For more information visit [Member Mapping](#).
 - b. We also offer subscription-based services through [Customized Solutions](#) to help reduce costs.
- 10. What services are included in my membership costs?**
 - a. You can view information about what's included in membership [here](#) or by contacting a Member Service Manager by phone at 1-888-771-1877, option 2, or by email MemberServices@Texas811.org.