

Waiver Lift IVR Changes

Announcement

Waiver Queue Announcement

Announcement: If you are calling for information about an overdue registration or have a question about the Governor's waiver, Press (#).

Script: (plays while the caller is on hold in the Waiver Queue)

The temporary registration waiver issued by Governor Abbott has ended and it's time to get your vehicle inspected then renewed. Once you have your vehicle inspected, renew your vehicle registration online at www.texas.gov on or before April 14th to avoid getting a ticket. If you can't renew online you can renew at your local county tax assessor-collector's office either by mail or in person. Check the county website to find out if you can walk-in or must first make an appointment.

On Hold Messages

The Waiver Has Been Lifted (plays while caller is on hold in any VTR queue)

Script: Governor Abbott lifted the waiver which temporarily suspended requirements for many vehicle transactions. TxDMV and county tax offices have returned to normal operations. You now have until April 14th, to take care of overdue transactions. This may include things like...renewing your registration sticker or license plate, completing your title transaction, renewing your disabled placard, and more. Trying to find out if your county tax office is open and how they are providing services? Give them a call or visit www.txdmv.gov/covid-19 for more information.

Trying to Reach Your County Office? (plays while caller is on hold in any VTR queue)

Script: Trying to find out if your county tax office is open and how they are providing services? Give them a call or visit www.txdmv.gov/covid-19 for more information. You can use the *Find Your Local Tax Office* box to locate your county tax office's contact information. Remember, the Governor's waiver is no longer in effect, you have until April 14th to title or register your vehicle as well as complete other overdue transactions.