Attachments

Attachment 1 – NCTA Business Policies

Attachment 2 – State of North Carolina, Statewide Information Security Manual

Attachment 3 – Design Build Contracts

Attachment 4 – Infrastructure Design Drawings

Attachment 5 – Project Responsibility Matrix

Attachment 6 – OBO ICD

Attachment 7 – Lane Closure Restrictions

Attachment 8 – Future Transaction Projections

Attachment 9 – KPI Guidebook

Attachment 10 – Preventative Maintenance Checklist

Attachment 1
NCTA Business Policies

Includes two documents: 1) *NC Quick Pass Business Policies* 2) *NCTA Program Policies for Tolling System Operations*

Business Policies

Version 6.5

May 2025

SUBJECT TO REVIEW AND REVISION BY NCTA, OTHER GOVERNMENT AGENCIES, AND LEGAL COUNSEL

DOCUMENT REVISION HISTORY

Version	Date	Modification
1.0	October 2008	Original – utilized for TCS RFP
1.1	February 2014	Addition of Reciprocity / Reconciliation Process
2.0	November 2016	Updated, verified, and reformatted
2.1	March 2017	Added Exempt Vehicle Business Rules
2.2	July 2017	Added new account and transponder types, policies for HOV Declaration and Express Lanes, and revised document organization
3.0	September 2017	Merged and formatted document
3.1	November 2017	Comments from Tim Morrison, Kristen Pearce, Joe Donahue, Kathryn Lorbacher, Christine O'Loughlin, Seth Fisher and Warren Cooksey have been considered and as applicable have been incorporated.
4.0	April 2018	Updates made to NC Quick Pass Account Types and Plans, additional edits to HOV Declarations and Express Lanes, as well as the inclusion of various updates to NCTA polices.
5.0	March 1, 2019	Complete revision and rewrite of the NC Quick Pass CSC Business Policies document.
5.1	September 2019	Updates to version 5.0
6.0	April 2020	Updates for BOS 2 preparation, I-77 deployment, and CSC efficiencies.

Version	Date	Modification
6.1	August 2020	Added Policy 4.1.2, identifying that customers can open an account without assigning a vehicle to that account. Approved by Policy Committee on 5/12/20. Revised Policy 8.3.3, identifying that a customer can increase or decrease the replenish amount by calling the Customer Service Center. Approved by Policy Committee on 5/12/20. Added Policy 8.5.5, identifying that the first Bill by Mail invoice to be sent to an account converted from a negative balance NC Quick Pass Transponder account shall be sent to the NC Quick Pass Transponder account address. Approved by Policy Committee on 5/12/20. Added Policy 8.5.6, identifying that the first Bill by Mail invoice to be sent to an account converted from a negative balance NC Quick Pass Transponder account shall show the previous balance amount as the negative balance from the converted account. Revised Policy 13.1.1, removing a duplicate sentence. Revised Policy 14.1.1, clarifying what account activity is as it relates to inactive accounts. Deleted Policy 14.1.4, 14.1.5, 14.1.6, these policies were related to account inactive fees, which are being removed. Approved by Policy Committee on 5/6/20.

Version	Date	Modification
6.2	April 2021	Policy 8.5, Negative Account Balance. Revised Policy 8.5.1, 8.5.2, and 8.5.8, Transponder accounts will now be put in “invalid status” when a balance reaches $0.00. Previously the threshold was negative ten dollars (-$10.00). Policy 21.2, Non-NC Quick Pass Account Owners Interoperability with Turnpike Projects. Revised Policy 21.2, small text edits. Policy 21.3, Disputes and Refunds for NC Quick Pass Account Owners and Out-of-State Transactions. Revised Policy 21.3, small text edits. Policy 21.4, Disputes and Refunds for Out-of-State Agency Account Owners and Turnpike Project Transactions. Added Policy 21.4.2, small text edits and added a policy that disputes from out-of-state agency account holders must be received by NC Quick Pass 180 days from the transaction date to be considered. Policy 209.1, General Collections Policies. Revised Policy 209.1.1, General Collections Policies, debt sent to a collection agency must have escalated to a fourth invoice and must have aged for at least 90 days from date of the original invoice. Previously, the only criteria were the four invoices. Revised Policy 209.1.1, General Collections Policies, and Policy 209.1.2, Collection Agency, overall section rewrite for clarification and restructuring.

Version	Date	Modification
6.3	November 2023	Revised Policy 2.1 and 100.1.9 number of registered vehicles to ten (10) or less. Revised Policy 208.1.7 registration hold to five (5) business days and removed reference to payment of $250 or more. Revised Policies 3.6.1 and 300.3.4, removed Email as customer communication channel and added NCQP website to 300.3.4. Revised Policies 7.6.1, 104.6.1 and 204.7.1, removed Fax as payment channel. Added ACH as a Payment and Replenishment option, Policies: 5.1.5 7.1.1 7.6.1 8.1.5 102.1.3 104.1.1 104.6.1 105.1.5 105.1.5.1 204.2.1 204.7.1 208.1.5 208.1.7 Added Declined ACH Fee, Declined ACH Payment and Rejected ACH Payment, Policies: 7.5.4 8.1.5.6 11.1.2 104.5.4 105.1.5.6 109.1.2 204.6.4 206.1.2 208.1.8 Only one type of Registered Video Account Deleted Policies 100.2, 100.3, 101.2, 101.3, 103.2 Incorporated 100.2.1 and 100.2.2 into Policy 100.1, and 101.2.1 and 101.2.2 into Policy 101.1 Added Nixie escalation to collections, Policies 19.2.4, 116.2.4, and 214.2.4 Policies 5.1.5, 19,2.6, 102.1.3, 111.1.3, 201.1.3, 214.2.6, small text edits

6.4	October 2024	Revised Policy 6 and Policy 103. Lowered the opening account balance amount for prepaid accounts from $30.00 to $10.00 for the first two (2) vehicles and from $15.00 to $10.00 for each additional vehicle Revised Policies 8.2, 105.2.2, 105.2.3, 105.4,3,1. Lowered replenishment amount for prepaid accounts from $20.00 to $10.00 Revised Policies 8.4.2, 8.4.3.1, 8.4.3.2, 8.4.5. Lowered threshold amount minimum for prepaid accounts from $10.00 to $5.00 Revised Policies 8.3, 8.4.2, 105.3.1, 105.3.2, 105.3.3 and 105.4.2. Changed account replenishment evaluation from quarterly to monthly Customer Service Center Overview, Section III. Added CSC locations in Rocky Mount and Winston Salem Updated N.C. 147 to N.C. 885 in Section II, NCTA Overview Deleted Motorcycle Plan, Policies 2.1.5, 3.2.2, 4.2.2 and 20.1.12.2 Deleted Policy 2.2.2. Requirement for (2) contact names registered on Business Accounts Revised Policy 2.2.1. Increased number of vehicles that customer want to register on Business Accounts from (5) to (10) vehicles Policy 3.2 and 3.3. Revised Tables 1 and 2 Transponder Options. Revised price for NC Quick Pass E-ZPass Transponder from $7.40 to $6.69. Added disclaimer, Transponders available for purchase at select partners include a convenience fee that may vary by location Revised Policies 3.82, 3.83 and 3.84. Increased transponder return timeframe from ten (10) to fifteen (15) business days Added Policy 3.8.2, Only unopened unused transponders can be returned to the partner location where the transponder was purchased Renamed Government, Transit and First Responder ‘Plans’ to Accounts Renamed Registered Video Account to NC Only Account Renamed Bill by Mail invoices to Toll Invoices Renamed ‘Transponder’ Account to NC Quick Pass Account

Version	Date	Modification
		Policies 7.6, 104.6, 204.7. Added License Plate Agencies as a payment channel where customers are permitted to make payments Policy 205.4.1.1. Added if in-state customers with delinquent balances of less than $500.00 cannot be placed on NCDMV registration hold, the debt will be sent directly to collections Clarified Bankruptcy Dismissals v. Discharges, Policies 18.1.6, 18.1.7, 18.1.8, 15.1.6, 15.1.7, 15.1.18, 211.1.6, 211.1.7, 211.1.8

6.5	May 2025	NCTA Overview, Section II. Customer Service Centers: Deleted Morrisville location Policy 3.2 and 3.3. Revised Tables 1 and 2 Transponder Options. Lowered price for NC Quick Pass E-ZPass Flex, Interior Hard Case from $16.49 to $14.50 Deleted Policy 3.8.2, Only unopened unused transponders can be returned to the partner location where the transponder was purchased Deleted HOV Accounts, Policies 2.6, 3.4, 4.8, 5.1.5, 6.6, 11.4.4, 19.1.14 Revised Policies 5.1.5 and 102.1.4 to delete the use of ACH as a payment method to **open** a new account. ACH is a valid method for invoice payments and for existing customers to replenish their account. Revised Policy 6.6.1.1 to the opening account balance amount is $10 for the first two (2) *vehicles* and $10 for each additional *vehicle.* (removed 'transponder') Revised Policies 7.5.3, 11.1.2, 104.5.3, 109.1.2, 204.6.3 and 206.1.2 to change Returned Check Fee to Returned Payment Fee. Revised Policies 7.5.3.1, 11.1.2, 109.1.2 and 206.1.2 to add credit card chargeback to Returned Payment Fee Deleted Declined ACH Fee, Policies 7.5.4, 11.1.2, 104.5.4, 109.1.2, 204.6.4 and 206.1.2. Revised Policy 11.4.4 to add NC Only Accounts are not subject to I-Toll fees Added Policy 209.2 on NCDMV Registration Hold to Policy 209 Collection Process Revised Policy 209.3, Collection Agency Deleted Policies 13 and 111, Uncollectible NC Quick Pass Accounts and Policy 210, Uncollectible Invoice Added Policy 600 on NCTA's Anti-Money Laundering Program Revised Policies 2.3.22 and 2.4.23 to '…must be approved by a *NC Quick Pass* representative' Revised Policies 3.2.1, 3.3.1, 3.4.1, 3.5.1, 3.6.1 to remove NC Quick Pass (external) transponder as a transponder option

Version	Date	Modification
		Revised Policy 101.1.4 to indicate customers can open an NC Only account utilizing the following channels: • Online via the NC Quick Pass website • In person at an NC Quick Pass CSC • Over the phone with an NC Quick Pass CSR • Mail • Fax

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I. Introduction

This document contains the business policies by which the North Carolina Turnpike Authority (NCTA) operates its NC Quick Pass® toll collection program.

This document is supplemented by the following four (4) Appendices:

- Appendix A contains definitions, acronyms and abbreviations used within this document.
- Appendix B contains a description of all accounts and transponders supported by NC Quick Pass.
- Appendix C contains the North Carolina toll legislation upon which these policies are based.
- Appendix D contains the Business Policy Modification Form.

II. North Carolina Turnpike Authority Overview

NCTA, a business unit of the North Carolina Department of Transportation (NCDOT), was formed in 2002 by the North Carolina General Assembly. The mission of NCTA is to supplement the traditional non-toll transportation system by accelerating the delivery of roadway projects using alternative financing options and facilitating the development, delivery and operation of toll roads. NCTA is authorized to study, plan, develop, and undertake preliminary design work on Turnpike Projects.

NCTA's state-wide toll collection program consists of the following:

- **Toll Systems**: NCTA toll systems are comprehensive, All-Electronic Toll (AET) systems that allow motorists to drive through toll zones and pay their tolls without having to stop. When customers travel toll facilities operated by NCTA (referred to herein as "Turnpike Projects"), tolls are collected from customer accounts by reading a transponder mounted in the vehicle and/or by identifying the license plate number attached to the vehicle and sending the vehicle's registered owner a bill in the mail (or email).
- **Customer Service Centers:** The NCTA currently operates three (2) Customer Service Centers, one each in Monroe and Charlotte. The main purpose of the Customer Service Center (CSC) is to provide a storefront in the vicinity of NCTA toll roads, where customers can sign up for an NC Quick Pass account, pay invoices, or perform other NC Quick Pass business in person.

  The activities outlined below take place at the NC Quick Pass Customer Service Centers:

  a) Customer account creation and closure, management and maintenance
  b) NC Quick Pass Transponder inventory management, assignment, distribution and maintenance
  c) Account conversion management
  d) Data exchange interface management

e) Customer account statement creation

f) Payment processing, financial reconciliation and revenue tracking

g) Interoperability support

h) Customer service, and self-service channels management and support (e.g., Interactive Voice Recognition (IVR), website email, text message and mobile device applications)

i) Call center operations support

j) Walk-in center customer service (e.g., dispute resolution, account payments and replenishments)

- **Toll Roads:** With the exception of toll roads operated by a private developer in conjunction with the NCDOT, NCTA is responsible for the operation of all Turnpike Projects throughout North Carolina.

  - **Triangle Expressway**

    NCTA's first toll road, the Triangle Expressway, is an 18.8-mile toll road that extends the partially complete "outer loop" around the greater Raleigh area from I-40 to the N.C. 55 Bypass. The Triangle Expressway is an AET toll road with 11 interchanges and 16 toll zones (4 mainline toll zones and 12 ramp toll zones).

    The Triangle Expressway currently has two sections: Toll N.C. 885 and Toll N.C. 540.

    - Toll N.C. 885: 3.4 miles long between I-40 and Toll N.C. 540.
    - Toll N.C. 540: 15.4 miles long between N.C. 54 in western Cary and the N.C. 55 Bypass near Holly Springs.

  - **Monroe Expressway**

    The Monroe Expressway is a 20-mile-long toll road located southeast of Charlotte and is an alternative route to the U.S. 74 corridor, extending from Stallings to Marshville in Union County.

    The Monroe Expressway, which opened to traffic in November 2018, is an AET toll road with 7 mainline toll zones.

  - **I-77 Express Lanes**

    The I-77 Express Lanes are 26-miles of tolled Express Lanes on I-77 that, once complete, will provide more reliable travel times into downtown Charlotte, NC from the Brookshire Freeway (Exit 11) in Mecklenburg County to N.C. 150 (Exit 36) in Iredell County.

    The I-77 Express Lanes are dynamically priced, so toll rates will vary based on traffic congestion. High-Occupancy Vehicles (HOV) that have an active HOV declaration will travel for free, but single-occupancy vehicles that choose to use the Express Lanes will be required to pay the posted toll rate.

    Because the I-77 Express Lanes were developed under a public-private partnership, a concessionaire operates the roadside toll collection system, and

NCTA is responsible for the management of the transponder program and back-office processing of the I-77 Express Lanes transactions.

- **Toll Interoperability**: NC Quick Pass is interoperable with toll programs in Florida (SunPass®, E-Pass and LeeWay), Georgia (Peach Pass®) and the Northeastern U.S. (E-ZPass®), collectively referred to as the "Interoperable Agencies."

- **Toll-Free Passage**: Toll-free passage is allowed per North Carolina general statues and project-specific operating agreements regarding first responders and HOV travel.

III. Customer Service Center Overview

The NC Quick Pass CSC is made up of the following two distinct entities:

1) The Back Office System (BOS) is developed, provided, and managed by a third-party systems vendor. The BOS is responsible for managing all the North Carolina toll collection system functionality and serves as an Electronic Toll Collection (ETC) clearing house for all toll transactions produced in the State. The BOS provides functionality for:
    a) Processing of all lane transactions (ETC, image-based and interoperable (IOP))
    b) Account management
    c) Customer service and customer interaction (website, IVR, email, text message, etc.)
    d) Financial transactions and account replenishment
    e) Financial and lane transaction reconciliations
    f) Image audit review
    g) Revenue management
    h) Reporting
2) The CSC Operations Staff is provided by a separate, third-party operations vendor that specializes in customer service support. CSC Operations Staff serve the CSC locations in Rocky Mount, NC, Winston Salem, NC, Monroe, NC and Charlotte, NC. The CSC Operations Staff provide full-scale back-office service support for NCTA's tolling program, including but not limited to:
    a) Operations staffing and staff management
    b) Call center operations support
    c) Walk-in center staffing and operations including payment processing
    d) Account management support
    e) Image audit review
    f) Financial management and reconciliation services

    The CSC operator complies with Payment Card Industry Data Security Standards (PCI DSS) as a Level 1 Merchant.

IV. Customer Service Center Business Policies

NC Quick Pass will comply with and support the following business policies.

Policy 1: NC Quick Pass Account Types

NC Quick Pass supports the following types of accounts:

Policy 1.1: NC Quick Pass Accounts

Policy 1.1.1: NC Quick Pass Accounts utilize transponders to pay tolls.

Policy 1.1.2: Customers must purchase or obtain a separate NC Quick Pass Transponder for each vehicle they add to their account.

Policy 1.1.3: The number of vehicles assigned to an NC Quick Pass Account cannot exceed the number of transponders assigned to the account.

Policy 1.1.4: NC Quick Pass Accounts are for individuals, businesses and government agencies that have provided NC Quick Pass with license plate information and a prepaid deposit.

Policy 1.1.5: Vehicles associated with an NC Quick Pass Account in good financial standing, with a properly mounted, valid transponder will receive the lowest toll rate on all Turnpike Projects.

Policy 1.1.6: NC Quick Pass Accounts can be prepaid or postpaid.

Policy 1.2: NC Only Account

Policy 1.2.1: An NC Only Account utilizes vehicle license plate images to pay tolls.

Policy 1.2.2: An NC Only Account is for individuals, businesses and government agencies that have provided NC Quick Pass with license plate information and a prepaid deposit.

Policy 1.2.3: An NC Only Account is prepaid.

Policy 1.3: Toll Invoice by Mail

Policy 1.3.1: The Toll invoice by Mail Program utilizes vehicle license plate images to invoice customers for their toll usage.

Policy 1.3.2: Toll Invoice by Mail are for individuals who do not have a transponder, and who have not provided NC Quick Pass with contact information and a prepaid deposit prior to travel on a Turnpike Project.

Policy 1.3.3: Toll Invoice by Mail is postpaid.

Policy 2: NC Quick Pass Accounts

Refer to this section for policies associated with NC Quick Pass Accounts.

When signing up for an NC Quick Pass Account, customers must choose one of the following account types: Personal, Business or NC Only.

Policy 2.1: Personal Accounts

Policy 2.1.1: Personal Accounts are for customers that want to register ten (10) or less vehicles on their account.

Policy 2.1.2: In addition to the account owner, Personal Accounts allow for an additional contact person to have access to the account, but an additional contact can only be added with the approval of the account owner.

Policy 2.1.3: NC Quick Pass may terminate a Personal Account at any time due to non-compliance or misuse of the account.

Policy 2.1.4: Personal Accounts are prepaid.

Policy 2.1.5: Personal Accounts support the following transponder types:

- NC Quick Pass Sticker (interior and exterior)
- NC Quick Pass E-ZPass (interior and exterior)
- NC Quick Pass E-ZPass Flex

Policy 2.2: Business Accounts

Policy 2.2.1: Business Accounts are for customers that want to register more than ten (10) vehicles on their account.

Policy 2.2.2: NC Quick Pass may terminate a Business Account at any time due to non-compliance or misuse of the account.

Policy 2.2.3: Business Accounts are prepaid.

Policy 2.2.4: Business Accounts support the following transponder types:

- NC Quick Pass Sticker (interior and exterior)
- NC Quick Pass E-ZPass (interior and exterior)
- NC Quick Pass E-ZPass Flex

Policy 2.3: Government Accounts

Policy 2.3.1: Government Accounts are postpaid.

Policy 2.3.2: Government Accounts support the following transponder types:

- NC Quick Pass Sticker (interior and exterior)

Policy 2.3.2.1: The Government Account's postpaid billing only applies to travel on all North Carolina toll facilities.

Policy 2.3.2.2: A Government Account must be approved by a NC Quick Pass Representative prior to being established.

Policy 2.3.2.3: NC Quick Pass will automatically invoice agencies with a Government Account on a monthly basis.

Policy 2.3.2.4: Government agencies with this account type will have thirty (30) days to pay their invoice.

Policy 2.3.2.5: Unpaid invoices from governmental agencies do not follow NC Quick Pass's Toll by Mail escalation process, and they will be escalated operationally through NC Quick Pass, if necessary, to collect the tolls due.

Policy 2.4: Transit Accounts

Policy 2.4.1: Transit Accounts are postpaid.

Policy 2.4.2: Transit Accounts support the following transponder types:

- NC Quick Pass Transit Sticker
- NC Quick Pass Sticker (interior and exterior)

Policy 2.4.2.1: A Transit Account allows transit agencies to post-pay for toll road use.

Policy 2.4.2.2: The Transit Account's postpaid billing only applies to travel on all North Carolina toll facilities.

Policy 2.4.2.3: A Transit Account must be approved by a NC Quick Pass Representative prior to being established.

Policy 2.4.2.4: NC Quick Pass will automatically invoice agencies with a Transit Account on a monthly basis.

Policy 2.4.2.5: Transit agencies will have thirty (30) days to pay their invoice.

Policy 2.4.2.6: Unpaid invoices from transit agencies do not follow NC Quick Pass' Toll by Mail escalation process, and they will be escalated operationally through NC Quick Pass, if necessary, to collect the tolls due.

Policy 2.4.2.7: A vehicle associated with a Transit Account equipped with a valid transponder is only eligible for toll-free passage on the I-77 Express Lanes.

Policy 2.4.2.8: Aside from the I-77 Express Lanes, vehicles assigned to a Transit Account will not receive toll-free passage on North Carolina toll facilities, but will receive the lowest rate

Policy 2.5: First Responder Accounts

Policy 2.5.1: First Responder Accounts are exempt from tolls.

Policy 2.5.2: First Responder Accounts support the following transponder types:

- NC Quick Pass First Responder Sticker
- NC Quick Pass Sticker (interior and exterior)

Policy 2.5.2.1: Any organization that wants to open a First Responder Account, and obtain NC Quick Pass First Responder Transponders for their vehicles to utilize North Carolina toll roads toll-free when responding to emergency situations will be required to:

- Submit a First Responder application for review and approval by NC Quick Pass.
- Provide proof that the organization's jurisdiction (e.g., police/fire station, hospital, etc.) is located within ten (10) miles of a Turnpike Project.

  Note: If the organization is not within ten (10) miles of a Turnpike Project, NC Quick Pass may reject the organization's application, and require that the organization submit an Affidavit of Non-Liability for any toll transactions incurred on a Turnpike Project while responding to an emergency.

Policy 2.5.2.2: All vehicles listed under the First Responder Account must be an eligible law enforcement, emergency fire rescue, or emergency medical services vehicle, as specified by North Carolina General Statutes §136-89.211(2) and must be officially registered to the first responder's organization applying for the First Responder Account.

Policy 2.5.2.3: NC Quick Pass may request vehicle registration information for any vehicle assigned to a First Responder Account from the organization applying for the First Responder Account.

Policy 2.5.2.4: Any vehicle not officially registered to the first responder's organization will not be entitled to a First Responder Transponder, and NC Quick Pass may charge the organization for any tolls incurred by these unauthorized vehicles.

Policy 2.5.2.5: First Responder Accounts must be approved by a NC Quick Pass Representative prior to being established.

Policy 2.5.2.6: A vehicle associated with a First Responder Account equipped with a valid transponder is eligible for toll-free passage on all North Carolina toll roads.

Policy 2.5.2.7: The First Responder Account does not allow for travel on interoperable toll roads either paid or toll-free.

Policy 2.5.2.8: Unauthorized use of a First Responder Transponder may subject the account to suspension or permanent closure by NC Quick Pass.

Policy 3: NC Quick Pass Transponders

Policy 3.1: NC Quick Pass Transponder Basics

Policy 3.1.1: NC Quick Pass offers customers six (6) different transponder options. Refer to the tables below for more information on the transponder options.

Note: Interior Transponders are installed inside of a vehicle (e.g., on the windshield), and Exterior Transponders are installed on the outside of a vehicle (e.g., bumper or headlamp).

Policy 3.1.2: A transponder cannot be active on more than one (1) NC Quick Pass Account at one time.

Policy 3.2: Personal Account Transponder Options

Policy 3.2.1: A Personal Account has the following transponder options:

Transponder Name	Description	Transponder Picture	Sales Price
NC Quick Pass	Interior Sticker		$0.00 (Free)
NC Quick Pass E-ZPass	Interior Hard Case		$6.69 + tax
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		$14.50 + tax
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		$13.49 + tax

* Transponders available for purchase at select partners include a convenience fee that may vary by location.

Table 1: Personal Account Transponder Options

Policy 3.3: Business Account Transponder Options

Policy 3.3.1: A Business Account has the following transponder options:

Transponder Name	**Description**	**Transponder Picture**	**Sales Price**
NC Quick Pass	Interior Sticker		$0.00 (Free)
NC Quick Pass E-ZPass	Interior Hard Case		$6.69 + tax
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		$14.50 + tax
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		$13.49 + tax

* Transponders available for purchase at select partners include a convenience fee that may vary by location.

Table 2: Business Account Transponder Options

Policy 3.4: Government Account Transponder Options

Policy 3.4.1: A Government Account has the following transponder options:

Government Account			
Transponder Name	**Description**	**Transponder Picture**	**Sales Price**
NC Quick Pass	Interior Sticker		$0.00 (Free)

Table 3: Government Account Transponder Options

Policy 3.5: Transit Account Transponder Options

Policy 3.5.1: A Transit Account has the following transponder options:

Transit Account			
Transponder Name	**Description**	**Transponder Picture**	**Sales Price**
NC Quick Pass	Interior Sticker		$0.00 (Free)
NC Quick Pass Transit	Interior Sticker		$0.00 (Free)

Table 4: Transit Account Transponder Options

Policy 3.6: First Responder Transponder Options

Policy 3.6.1: A First Responder Account has the following transponder options:

First Responder Account			
Transponder Name	**Description**	**Transponder Picture**	**Sales Price**
NC Quick Pass	Interior Sticker		$0.00 (Free)
NC Quick Pass First Responder	Interior Sticker		$0.00 (Free)

Table 5: First Responder Account Transponder Options

Policy 3.7: Transponder Cost

Policy 3.7.1: NC Quick Pass customers are required to purchase transponders at a cost established by NC Quick Pass plus the applicable state and county sales tax.

Policy 3.7.2: Government agencies may be required to purchase transponders at a cost established by NC Quick Pass. Sales taxes will be waived for governmental agencies upon presentation of a sales tax exemption certificate. This certificate should be included with the application.

Policy 3.7.3: NC Quick Pass, at its discretion, may issue certain transponders at no cost to the customer.

Policy 3.7.4: NC Quick Pass reserves the right to waive or discount the transponder purchase cost for promotional or other operational purposes.

Policy 3.7.5: Individual transponder purchases are not eligible for bulk discounts, and the purchase of multiple transponders does not qualify a customer for a discount.

Policy 3.7.6: Upon the completion of a sale, the transponder becomes the property of the customer.

Policy 3.8: Lost or Stolen Transponders

Policy 3.8.1: NC Quick Pass customers may report a transponder lost or stolen via the following NC Quick Pass customer communication channels:

- NC Quick Pass website
- Mail
- Fax
- NC Quick Pass CSC (calling or visiting a walk-in center)

Policy 3.8.2: Once a transponder is reported lost or stolen, NC Quick Pass will immediately deactivate the transponder.

Policy 3.8.3: Should a customer locate a transponder they had previously reported as lost or stolen, they can contact an NC Quick Pass CSC and have the transponder re-activated.

Policy 3.8.4: Customers are responsible for all toll transactions that occurred prior to their notification to NC Quick Pass of a lost or stolen transponder.

Policy 3.8.5: Customers may be required to purchase a replacement transponder for a lost or stolen transponder. The replacement cost will be the cost of the transponder plus the applicable state and county sales tax at the time of replacement. If a transponder was provided to a customer at no cost, NC Quick Pass may, at its discretion, require the customer to pay a replacement cost plus applicable state and county sales tax for the same transponder type that was lost or stolen.

Policy 3.9: Transponder Warranty

Policy 3.9.1: NC Quick Pass Sticker Transponders do not carry any warranty period.

Policy 3.9.2: New NC Quick Pass Transponders with a hard, plastic case carry a two-year

warranty from the date of customer purchase (i.e., warranty period). If this type of transponder malfunctions within the two-year warranty period, it may be returned to NC Quick Pass.

Policy 3.9.3: Damaged transponders are not covered under the warranty period.

Policy 3.9.4: NC Quick Pass is not responsible for transponder malfunction related to damage caused by a customer. Damage is defined as: The rendering of the transponder defective or inoperable due to tampering, improper use, defacement, or accidental destruction by a customer. For example, removing a Sticker Transponder after it has been affixed to a windshield or headlamp is considered customer-related damage.

Policy 3.9.5: NC Quick Pass Customers will be responsible for replacement costs related to damaged transponders, including the cost of the new, replacement transponder plus the applicable state and county sales tax.

Policy 3.9.6: Hard Case Transponder Malfunction

Policy 3.9.6.1: If the transponder malfunctions during the two-year warranty period, and the damage is not the result of customer-caused damage, NC Quick Pass will issue a replacement transponder at no charge.

Policy 3.9.6.2: If the transponder malfunctions beyond the two-year warranty period, the customer will be responsible for purchasing a replacement transponder, including the cost of the new replacement transponder plus the applicable state and county sales tax.

Policy 3.10: Transponder Return and Exchange

Policy 3.10.1: Any purchased transponder may be returned to an NC Quick Pass CSC in person or via mail within fifteen (15) business days of the date of purchase for a full refund.

Policy 3.10.2: For a transponder delivered via US mail, a customer has fifteen (15) business days from the postmark of the transponder kit they received in the mail to return the transponder.

Policy 3.10.3: If a customer returns a transponder via mail, the postmark date on the return package must be within fifteen (15) business days from either:

Policy 3.10.3.1: The date of purchase if the transponder was purchased in person at an NC Quick Pass CSC.

Policy 3.10.3.2: The postmark date on the transponder kit the customer received in the mail if the transponder was purchased online or by phone.

Policy 3.10.4: NC Quick Pass reserves the right to approve returns or exchanges beyond the fifteen (15) day period.

Policy 3.10.5: All customers must provide proof of purchase (e.g., transponder purchase receipt) when returning a transponder. Customers returning a transponder via mail must include proof of purchase, as well as a written return request that includes the customer's NC Quick Pass Account number.

Policy 3.10.6: Returned transponders must be in the same condition (e.g., undamaged) as when they were purchased. For example, Interior Sticker Transponders that have been affixed to a customer's windshield will be damaged upon removal, and will not qualify for an exchange, replacement or a refund (if purchased).

Policy 3.10.7: Any refunds related to transponder return will be issued as a credit to a customer's NC Quick Pass Account. If a customer's NC Quick Pass Account is closed when a transponder is returned, NC Quick Pass will send the customer a refund check by mail.

Policy 3.10.8: Any credit to a customer will be issued by NC Quick Pass. Any additional payment required of the customer, resulting from a transponder exchange, will be due at the time of the exchange.

Policy 4: Account Establishment and Opening

Policy 4.1: General Account Establishment Policies

Policy 4.1.1: When establishing a new NC Quick Pass Account, the customer will be required to:

Policy 4.1.1.1: Pay all unpaid tolls, fees and penalties (including any balances with a collection agency) associated with a toll invoice

Policy 4.1.1.2: Select an account type

Policy 4.1.1.3: Pay the appropriate prepaid toll balance (if required)

Policy 4.1.1.4: Purchase a transponder(s) (if necessary)

Policy 4.1.1.5: Provide all required information at account opening

Policy 4.1.1.6: Agree to the NC Quick Pass terms and conditions

Policy 4.1.2: A customer is required to assign at least one vehicle when opening an account.

Policy 4.1.3: A customer is restricted from establishing an NC Quick Pass account if a license plate, or identical address, is associated with an outstanding invoice balance.

Policy 4.2: Personal Account

Policy 4.2.1: Customers can open an NC Quick Pass Personal Account utilizing the following channels:

- Online via the NC Quick Pass website
- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass Customer Service Representative (CSR)
- Mail
- Fax

Policy 4.3: Business Account

Policy 4.3.1: Customers can open an NC Quick Pass Business Account utilizing the following channels:

- Online via the NC Quick Pass website
- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass CSR
- Mail
- Fax

Policy 4.4: Government Account

Policy 4.4.1: NC Quick Pass Government Accounts must be approved by an NC Quick Pass Representative prior to being established.

Policy 4.4.1.1: Customers can open an NC Quick Pass Government Account utilizing the following channels:

- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass CSR authorized to administer these account types

Policy 4.5: Transit Account

Policy 4.5.1: NC Quick Pass Transit Accounts must be approved by an NC Quick Pass Representative prior to being established.

Policy 4.5.1.1: Customers can open an NC Quick Pass Transit Account utilizing the following channels:

- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass CSR authorized to administer these account types

Policy 4.6: First Responder Account

Policy 4.6.1: NC Quick Pass First Responder Accounts must be approved by an NC Quick Pass Representative prior to being established.

Policy 4.6.1.1: Customers can open an NC Quick Pass First Responder Account utilizing the following channels:

- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass CSR authorized to administer these account types

Policy 4.7: NC Only Account

Policy 4.7.1: Customers can open an NC Quick Pass NC Only Account utilizing the following channels:

- Online via the NC Quick Pass website
- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass CSR
- Mail
- Fax

Policy 5: Account Application and Agreement

Policy 5.1: NC Quick Pass Application and Agreement

Policy 5.1.1: When establishing an account via the NC Quick Pass website, a customer must complete the online application and agree to the NC Quick Pass Terms and Conditions.

Policy 5.1.2: When establishing an account through the mail or via fax, a customer must fill out an NC Quick Pass Application and agree to the NC Quick Pass Terms and Conditions.

Policy 5.1.3: When establishing an account by phone or in person at an NC Quick Pass CSC, a CSR will complete the application process for a customer to open an account, and the customer must provide verbal acceptance to the NC Quick Pass Terms and Conditions.

Policy 5.1.4: As stated on transponder packaging, a customer's use of an NC Quick Pass Transponder also constitutes acceptance of the NC Quick Pass Terms and Conditions.

Policy 5.1.5: To open an NC Quick Pass Account, a customer must provide the following information:

- Account owner's legal name
    - Secondary contact name (optional)
- Account owner's mailing address
- Account owner's contact information (e.g., phone number, email address)
- Username* (only applies to online account opening)
- Password*
- Security question answer*
- PIN*
- Statement and customer correspondence delivery method
- License plate number, state and plate type for each vehicle registered on the account

  Note: Each license plate number must be registered to the Account Holder or to an additional contact on the account.

- Vehicle information (e.g., year, make, model, number of axles) for each vehicle registered on the account
- Payment method (e.g., cash, check, money order, credit/debit card)
  Note: Does not apply to postpaid Transit, Government or First Responder accounts.
- Replenishment method (e.g., automatic or manual replenishment)
  Note: Does not apply to postpaid Transit, Government or First Responder accounts.
- Agreement to/Acknowledgement of the NC Quick Pass Terms and Conditions

Policy 5.1.6: A customer's signature will be required to accept and process an application. The signature can be either physical, electronic or recorded verbally.

Policy 5.1.7: NC Quick Pass will not process enrollment with incomplete information.

Policy 6: Account Opening Account Balance (Prepaid Tolls)

Policy 6.1: Personal Accounts

Policy 6.1.1.1: The opening account balance amount is $10.00 total for the first two (2) transponders added to the account, and $10.00 for each additional transponder.

Policy 6.2: Business Accounts

Policy 6.2.1.1: The opening account balance is $10.00 for each transponder added to the account.

Policy 6.3: Government Accounts

Policy 6.3.1.1: Government Accounts are postpaid, and do not require an opening account balance.

Policy 6.4: Transit Accounts

Policy 6.4.1.1: Transit Accounts are postpaid, and do not require an opening account balance.

Policy 6.5: First Responder Accounts

Policy 6.5.1.1: First Responder Accounts do not require an opening account balance.

Policy 6.6: NC Only Accounts

Policy 6.6.1.1: The opening account balance amount is $10.00 total for the first two (2) vehicles added to the account, and $10.00 for each additional vehicle.

Policy 7: Payment Methods and Channels for NC Quick Pass Accounts

The following section applies to all NC Quick Pass Accounts.

Policy 7.1: NC Quick Pass Payment Types

Policy 7.1.1: NC Quick Pass accepts the following payment types for NC Quick Pass Accounts:

- Credit card
- Debit card
- Money order
- Cashier's check
- Personal check
- Cash
- ACH (Automated Clearing House)*

* ACH is a valid payment type for invoice payments and for existing customers to replenish their account.

Policy 7.2: Credit and Debit Card

Policy 7.2.1: The following credit and debit card types are accepted:

- Visa
- Master Card
- American Express
- Discover

Policy 7.2.2: When using a credit or debit card as a payment method, customers will be required to provide a valid credit card number, expiration date and three or four-digit security code.

Policy 7.2.3: The same credit / debit card can be used for multiple accounts.

Policy 7.2.4: Credit Card Expiration Updates

Policy 7.2.4.1: It is the customer's responsibility to keep the payment method associated with their account up to date and valid.

Policy 7.2.4.2: When updated credit card expiration information is available, NC Quick Pass will automatically update credit card expiration dates on a monthly basis for all cards due to expire the subsequent month.

Policy 7.2.4.3: When updated credit card expiration information is not available, NC Quick Pass will notify customers that their credit card is set to expire and will request updated information or a new credit card.

Policy 7.2.4.4: If a customer does not provide updated credit card expiration information, transactions will continue to post to the account until all funds on the account are depleted, and a negative balance is reached.

Policy 7.3: Money Order

Policy 7.3.1: Money orders must be made out to NC Quick Pass.

Policy 7.4: Cashier's Check

Policy 7.4.1: Cashier's checks must be made out to NC Quick Pass.

Policy 7.5: Personal Check

Policy 7.5.1: Personal checks must be made out to the NC Quick Pass.

Policy 7.5.2: Personal checks must include the following:

- Mailing address
- Telephone number
- Driver license number

Policy 7.5.3: Returned Payment Fee

Policy 7.5.3.1: A Returned Payment Fee refers to the following types of payments: Credit/Debit Cards, Money Orders, Cashier's Checks and Personal Checks. A Returned Payment Fee of $25.00 will be charged when a payment has been refused by a customer's bank, or when the customer has placed a stop payment on a check or submitted a credit card charge-back request.

Policy 7.5.3.2: A Returned Payment Fee will be applied to a customer's account balance and may result in a negative account balance.

Policy 7.5.3.3: The NC Quick Pass system will notify the customer of the Returned Payment Fee for non-payment.

Policy 7.5.3.4: After two (2) Returned Payment Fees within one year, the NC Quick Pass system will flag the account, and will not accept check payments for the account. Furthermore, after two (2) charge back requests, the NC Quick Pass system will not accept credit/debit card payments within one year.

Policy 7.6: Payment Channels

Policy 7.6.1: Customers are permitted to make payments via the various channels shown in the table below.

Channel	Credit / Debit Card	Money Order	Cashier's Check	Personal Check	Cash	ACH
NC Quick Pass Website	✓					✓
CSC Phone, Interactive Voice Response	✓					✓
CSC Phone, Customer Service Rep.	✓					✓
CSC Walk-In Center	✓	✓	✓	✓	✓	✓
License Plate Agencies	✓	✓	✓	✓	✓	✓
Mail	✓	✓	✓	✓		✓

Table 6: Payment Types by Payment Channels

Policy 8: Account Replenishment and Balance Requirements

The following section applies to all prepaid NC Quick Pass Accounts that require replenishment (Personal Account, Business Account).

Policy 8.1: Account Replenishment Options

Policy 8.1.1: NC Quick Pass Accounts can be replenished either automatically or manually.

Policy 8.1.2: Upon account opening, the customer is required to choose between automatic and manual replenishment.

Policy 8.1.3: A customer may change between automatic and manual replenishment at their convenience.

Policy 8.1.4: Customers are responsible for monitoring and replenishing their NC Quick Pass Accounts to prevent them from going negative and being subject to additional fees and penalties.

Policy 8.1.5: <u>Automatic Account Replenishment</u>

Policy 8.1.5.1: A credit or debit card or ACH payment is required to auto-replenish an account.

Policy 8.1.5.2: Customers may provide a secondary credit or debit card number on their account to be used in the event their preferred card expires or is denied. Customers may also provide secondary ACH payment details (i.e., routing number and bank account number).

Policy 8.1.5.3: A customer's signature is required to accept and process automatic replenishment as a method of payment. The signature can be either physical, electronic or recorded verbally.

Policy 8.1.5.4: NC Quick Pass will automatically replenish an NC Quick Pass Account setup for automatic replenishment utilizing the credit or debit card or ACH payment on the account when the account balance reaches the Replenishment Threshold Amount and notify the customer that the account has been replenished.

Policy 8.1.5.5: If automatic replenishment fails due to an expired credit or debit card, or the card on the account was denied on two consecutive days/attempts, the NC Quick Pass system will notify the customer. The account will then convert to manual replenishment status.

Policy 8.1.5.6: If automatic replenishment fails due to ACH payment rejection with no previous success of payment, then convert the account to manual replenishment status. The NC Quick Pass system will notify the customer.

If the ACH payment is rejected with previous successful payment, make two consecutive days/attempts before converting the account to manual replenishment status.

Policy 8.1.5.7: It is the customer's responsibility to keep the payment method associated with their account up to date and valid.

Policy 8.1.6: Manual Account Replenishment

Policy 8.1.6.1: It is the customer's responsibility to monitor and replenish the account balance before the account goes negative.

Policy 8.1.6.2: When an account balance reaches the replenishment threshold amount, the NC Quick Pass system will automatically send the customer a Low Balance Notification to inform them that their account balance is low, and a payment is due to avoid additional fees and/or penalties.

Policy 8.1.6.3: A customer may make periodic manual payments as necessary.

Policy 8.2: Replenishment Amount

Policy 8.2.1: The initial replenishment amount is determined by the account type, the number of transponders on the account, and/or the opening account balance.

Policy 8.2.2: Personal Accounts

Policy 8.2.2.1: The initial replenishment amount is $10.00 total for the first two (2) transponders added to the account, and $10.00 for each additional transponder.

Policy 8.2.3: Business Accounts

Policy 8.2.3.1: The initial replenishment amount is $10.00 for each transponder added to the account.

Policy 8.2.4: NC Only Accounts

Policy 8.2.4.1: The initial replenishment amount is $10.00 total for the first two (2) vehicles added to the account, and $10.00 for each additional vehicles.

Policy 8.3: Replenishment Amount Adjustments

Policy 8.3.1: The toll usage on the account will be evaluated monthly from the date of the account opening, and the replenishment amount will be adjusted based on the customer's usage monthly thereafter.

Policy 8.3.2: After the first evaluation, the toll usage on the account will be evaluated every month to identify the average toll usage during that period, and the replenishment amount will be adjusted accordingly.

Policy 8.3.3: A customer can request a higher or lower replenishment amount by contacting an NC Quick Pass CSC by phone. NC Quick Pass will lower the replenishment amount once as a customer courtesy. NC Quick Pass will continue to evaluate and adjust (if necessary) the replenishment amount on the account every month.

Policy 8.3.4: When an account is set up to automatically replenish, NC Quick Pass will automatically replenish the account utilizing the credit or debit card on the account once the account threshold is reached.

Policy 8.3.5: The NC Quick Pass system will notify the customer when increasing or decreasing a replenishment amount.

Policy 8.4: Replenishment Threshold Amount

Policy 8.4.1: The initial replenishment threshold amount is determined by the account type and the replenishment amount.

Policy 8.4.2: The minimum replenishment threshold amount for any automatically replenished prepaid transponder-based account is 25% of the opening balance and/or replenishment amount (depending on a customer's monthly evaluation of toll usage and replenishment amount adjustment, if any), or $5.00, whichever is greater.

Policy 8.4.3: Initial Automatic Replenishment Threshold Amount

Policy 8.4.3.1: Personal Account: The initial automatic replenishment threshold for a Personal Account is 25% of the replenishment amount, or $5.00, whichever is greater.

Policy 8.4.3.2: Business Account: The initial automatic replenishment threshold for a Business Account is 25% of the replenishment amount, or $5.00, whichever is greater.

Policy 8.4.3.3: NC Only Account: The initial automatic replenishment threshold for an NC Only Account is 25% of the replenishment amount, or $5.00, whichever is greater.

Policy 8.4.4: Initial Manual Replenishment Threshold Amount

Policy 8.4.4.1: Personal Account: The initial manual replenishment threshold for a Personal Account is 50% of the replenishment amount.

Policy 8.4.4.2: Business Account: The initial manual replenishment threshold for a Business Account is 50% of the replenishment amount.

Policy 8.4.4.3: NC Only Account: The initial manual replenishment threshold for an NC Only Account is 50% of the replenishment amount.

Policy 8.4.5: Should a customer change their replenishment method from automatic replenishment to manual replenishment, their replenishment threshold amount will change from 25% of the replenishment amount, or $5.00, whichever is greater to 50% of the replenishment amount.

Policy 8.5: Negative Account Balance

Policy 8.5.1: When the account balance on a prepaid NC Quick Pass Account is below zero dollars ($0.00) the NC Quick Pass Account Owner must replenish the account immediately.

Policy 8.5.2: If the account balance is not replenished to a level above the Replenishment Threshold, the transponder(s) assigned to the account are placed in an “invalid” status, and the account is suspended.

Policy 8.5.3: Suspended NC Quick Pass Accounts will be billed at the higher rate.

Policy 8.5.4: The first invoice will include any new toll activity, and/or unpaid tolls or fees that were billed after the account went below zero dollars ($0.00).

Policy 8.5.5: The first invoice will be sent to the NC Quick Pass Account address.

Policy 8.5.6: The first invoice will include the previous balance shown as the current negative balance from the NC Quick Pass Account.

Policy 8.5.7: All invoices generated will follow the escalation procedures as described in this policy document.

Policy 8.5.8: When the account balance on a postpaid NC Quick Pass Account is below zero dollars ($0.00), the transponder(s) will not be automatically placed in an “invalid” status, and the account will not be automatically suspended. However, NC Quick Pass will address any issues related to negative account balances with the owner of the account.

Policy 8.5.9: To reinstate a prepaid NC Quick Pass Account and transponder(s) to a valid status, the NC Quick Pass Account balance must be replenished to a level above the Replenishment Threshold, and any transactions, fees and/or penalties must be paid in full.

Policy 8.6: Account Statement Options

Policy 8.6.1: Customers are offered the following account statement delivery options:

Policy 8.6.1.1: **Monthly Electronic Statements** – Statements can be delivered via email at no cost.

Policy 8.6.1.2: **Quarterly Mailed Statements** – Statements, for Personal and Business Accounts only, can be delivered via US Mail. A $5.00 fee per statement is charged to the customer's account for this service.

Policy 8.6.1.3: **Special Run Statements** – Special Run Statements are paper copies of statements generated manually pursuant to a customer request. Customers can request Special Run Statements by contacting an NC Quick Pass CSC. A $5.00 fee per requested statement is charged to the customer's account for this service.

Policy 9: NC Quick Pass Account Customer Communications

Policy 9.1: Customer Correspondence Filing

Policy 9.1.1: Customer correspondence received at an NC Quick Pass CSC will be filed, indexed and retained based on North Carolina's Document Retention Schedule.

Policy 10: NC Quick Pass Account Maintenance

Policy 10.1: Account Maintenance

Policy 10.1.1: Customers are responsible for keeping their NC Quick Pass Account information up to date (i.e., notifying NC Quick Pass of any changes to their account information) via the website, phone or by visiting an NC Quick Pass CSC.

Policy 10.1.1.1: NC Quick Pass provides secure account access through the NC Quick Pass website.

Policy 10.1.1.2: NC Quick Pass supports customer account maintenance functions via the following methods:

- Walk-In (in person at an NC Quick Pass Customer Service Center)
- Phone (by calling an NC Quick Pass Customer Service Center)
- NC Quick Pass Website

Policy 11: NC Quick Pass Account Fees and Penalties

Policy 11.1: NC Quick Pass Account Fees and Penalties

Refer to the table below for more information on fees and penalties.

Policy 11.1.1: Fees can only be waived by authorized NC Quick Pass personnel.

Policy 11.1.2: The registered owner of a vehicle is responsible for paying any toll(s), applicable fee(s) and/or penalty(ies).

Fee	Fee Amount	Reason for Fee
Inactive Account Fee	$1.00/Month	Charged per month after twenty-four (24) consecutive months of no-account activity (i.e., no toll transactions posting to an account)
Statement Fee - Quarterly	$5.00/Statement	Request for paper statements to be generated and mailed quarterly
Statement Fee - Special Run	$5.00/Request	One-time request for a paper statement to be generated and mailed to the customer
Returned Payment Fee	$25.00/per Payment	Insufficient funds, stop payment, credit card chargeback, and closed bank account, etc.
Invoice Processing Fee	$6.00 (maximum of $48.00 for a twelve (12) month period for a registered owner)	Invoices unpaid after thirty (30) days from invoice date
Civil Penalty	$25.00 (maximum of $25.00 for a six (6) month period for a registered owner)	Invoices unpaid after sixty (60) days from invoice date
I-Toll Fee	$5.00/Month	Minimum of ten (10) I-Toll transactions in a month, and 15% of those transactions are I-Tolls

Table 7: NC Quick Pass Account Fees and Penalties

NC Quick Pass Account Image Toll (I-Toll) Posting

Policy 11.2: I-Toll Process

Policy 11.2.1: If a transponder is not read as a vehicle passes through a toll point, the vehicle license plate is identified. Once the license plate number has been identified, the system attempts to post transactions associated with the license plate to an existing NC Quick Pass Account that is in a) good financial standing and b) in an "Open" or "Closed Pending" status. This process of posting transactions through license plate matching is known as I-Tolling, or image tolling. This process can occur if a transponder cannot be read in the lane, or if a transponder is malfunctioning, improperly installed or missing altogether.

Policy 11.2.2: This process applies to NC Quick Pass Accounts and away agency accounts that are interoperable with NC Quick Pass.

Policy 11.3: I-Toll Toll Rates

Policy 11.3.1: Transactions posted to NC Quick Pass Accounts through the I-Toll process are posted at the discounted NC Quick Pass toll rate.

Policy 11.4: I-Toll Fees

Policy 11.4.1: If an NC Quick Pass Account has a minimum of ten (10) transactions in a month and 15% of those transactions are I-Tolls, the account will be charged a $5.00 I-Toll Fee. The customer will be notified by NC Quick Pass requesting that they visit a CSC to determine if the customer's transponder is working and properly mounted on their vehicle.

Policy 11.4.2: For all NC Quick Pass Accounts, the I-Toll assessment and monthly look back occurs on the 15th of each month. The account must be at least sixty (60) days old at the time of the lookback.

Policy 11.4.3: The I-Toll fee may be waived if the transponder is found to be defective and the transponder is under warranty, and/or the toll zone malfunctioned.

Policy 11.4.4: Government, Transit and First Responder Accounts, and NC Only Accounts are not subject to I-Toll fees. Should one of these account types experience a large number of I-Tolls posted to the account, NC Quick Pass will contact the account holder to understand the underlying cause (e.g., determine if the transponders registered to the account are defective).

Policy 12: Inactive NC Quick Pass Accounts

Policy 12.1: Inactive NC Quick Pass Accounts

Policy 12.1.1: Prepaid NC Quick Pass Accounts with no financial transaction activity for twenty-four (24) consecutive months are considered inactive. Financial transaction activity is defined as customer initiative payments, adjustments, credits, or toll transactions.

Policy 12.1.2: An account deemed inactive will remain in an inactive status until a toll is posted to the account.

Policy 12.1.3: NC Quick Pass will notify customers whose accounts are deemed to be inactive and will be processed in accordance with North Carolina Escheatment Laws.

Policy 13: Closing an NC Quick Pass Account

Policy 13.1: Account Closure Request

Policy 13.1.1: In order to close an NC Quick Pass Account, NC Quick Pass customers must request an account be closed via one of the following communication channels:

- NC Quick Pass website
- Fax
- Sending a letter to an NC Quick Pass CSC
- Walk-In (in person at an NC Quick Pass Customer Service Center)
- Phone (by calling an NC Quick Pass Customer Service Center)

Policy 13.1.2: Any account closure request submitted to NC Quick Pass in writing must be sent from the account holder, contain the account number and clearly state an intention to close an account.

Policy 13.2: Closed Pending Status

Policy 13.2.1: When an NC Quick Pass Account is closed, any transponder(s), if applicable, assigned to the account will be deactivated within two (2) business days.

Policy 13.2.2: To ensure all transactions are processed through the account before it is closed, NC Quick Pass Accounts will remain open and be placed in a “Closed Pending” status for a period of thirty (30) calendar days before the account is closed, and any refund, if necessary, is issued to the account owner.

Policy 13.3: Account Closure Process (Positive Balance)

Policy 13.3.1: After an NC Quick Pass Account has been in “Closed Pending” status for thirty (30) calendar days and there is a positive prepaid tolls balance on the account, NC Quick Pass will refund the remaining balance.

Policy 13.3.2: Once NC Quick Pass issues the refund, the account will be automatically closed.

Policy 13.3.3: Before an account can be closed, the account must have a ($0.00) balance, and the plates/vehicles and/or transponders assigned to the account removed.

Policy 13.4: Account Closure Process (Negative Balance)

Policy 13.4.1: NC Quick Pass Accounts with a negative balance after the account has been in "Closed Pending" status for thirty (30) calendar days will not automatically be closed.

Policy 13.4.2: If an NC Quick Pass Account with a negative balance in "Closed Pending" status has a credit or debit card assigned to the account, NC Quick Pass will attempt to charge the negative balance to the card on file.

Policy 13.4.3: If NC Quick Pass is unable to charge the card assigned to the account, the account will remain in "Closed Pending" status.

Policy 13.4.4: NC Quick Pass Accounts in "Closed Pending" status that do not have a credit or debit card assigned to the account with which to charge the negative balance will remain in "Closed Pending" status.

Policy 13.4.5: For any NC Quick Pass Account in "Closed Pending" status that carries a negative balance, NC Quick Pass will contact the customer to collect the additional fees/tolls necessary to bring the balance to zero dollars ($0.00).

Policy 13.4.6: Once an NC Quick Pass Account in "Closed Pending" status goes negative, the NC Quick Pass Account Owner will have forty-five (45) days to provide payment to bring the account to a zero-dollar ($0.00) balance.

Policy 13.4.7: If an NC Quick Pass Account in "Closed Pending" with a negative account balance is not brought to a zero-dollar ($0.00) balance within forty-five (45) days, the transponder(s) assigned to the account are placed in an "invalid" status, and the account is suspended.

Policy 13.4.8: Suspended NC Quick Pass Accounts will be billed at the higher rate.

Policy 13.4.9: The first invoice will include any new toll activity, and/or unpaid tolls or fees that were billed after the account went below zero dollars ($0.00).

Policy 13.4.10: All invoices generated will follow the escalation procedures as described in this policy document.

Policy 13.4.11: Once an NC Quick Pass Account in "Closed Pending" status that carried a negative balance is brought to a zero-dollar ($0.00) balance, the account will then be closed.

Policy 13.4.12: Before an account can be closed, the account must have a zero-dollar ($0.00) balance, and the plates/vehicles and/or transponders assigned to the account removed.

NC Quick Pass Account Refunds

Policy 13.5: Refunds

Policy 13.5.1: NC Quick Pass Transponder Accounts – Automatic Replenishment Refund

Policy 13.5.1.1: If an NC Quick Pass Account is set up for automatic replenishment, a refund will be issued to the primary credit or debit card on the account within three (3) to five (5) business days as long as 1) the card is valid, and 2) it has been successfully used as a method of payment on the account previously.

Policy 13.5.1.2: Should a refund to the primary credit or debit card on the account fail, NC Quick Pass will attempt to issue the refund to a secondary card assigned to the account, if available, as long as 1) the secondary card is valid, and 2) it has been successfully used as a method of payment on the account previously.

Policy 13.5.1.3: Should a refund to the primary and/or secondary credit or debit card on the account fail or there is no secondary card on the account, the NCDOT Fiscal Unit will issue a refund check within ten (10) business days.

Policy 13.5.2: NC Quick Pass Accounts – Manual Replenishment Refund

Policy 13.5.2.1: If an NC Quick Pass Account is set up for manual replenishment, the NCDOT Fiscal Unit will issue a refund check within ten (10) business days.

Policy 14: NC Quick Pass Account Reinstatement

Policy 14.1: NC Quick Pass Account Reinstatement

Policy 14.1.1: An NC Quick Pass Account that was suspended due to a negative balance may be reinstated upon payment of all unpaid tolls, processing fees, civil penalties, other applicable fees and the prepaid toll amount.

Policy 14.1.2: A customer will be unable to open a new account if there are outstanding balances owed on another NC Quick Pass Account or NC Only Account with the same license plate(s) and/or identical address(es).

Policy 14.1.3: Closed accounts cannot be reinstated. A new account must be created.

Policy 15: NC Quick Pass Account Bankruptcy

Policy 15.1: Bankruptcy

Policy 15.1.1: When NC Quick Pass receives notification regarding a customer bankruptcy, NC Quick Pass will verify that the notification is an official Bankruptcy Court order and document the proper information in the customer's account.

Policy 15.1.2: NC Quick Pass reserves the right to file proof of claim with the Bankruptcy Court.

Policy 15.1.3: NC Quick Pass reserves the right to determine which claims to pursue. All documentation is retained within the account.

Policy 15.1.4: While awaiting the outcome of a bankruptcy proceeding, NC Quick Pass cannot make any attempt to collect on debt owed prior to the date of the bankruptcy filing, nor can NC Quick Pass send customers to NCDMV Hold or Collections for any tolls incurred prior to the date the Bankruptcy Petition was filed.

Policy 15.1.5: Tolls and fees incurred prior to the date of the Petition filing must remain on the account until the bankruptcy case is resolved.

Policy 15.1.6: If the Bankruptcy Court notifies NC Quick Pass in writing of a Discharge of a customer's pending bankruptcy proceeding, the transactions during the period covered by the Bankruptcy Petition are waived.

Policy 15.1.7: Any new tolls that occur after the Bankruptcy Petition was filed are the responsibility of the customer.

Policy 15.1.8: A Bankruptcy Dismissal reinstates the customer's responsibility for paying all tolls, fees, and penalties that were not pursued while the bankruptcy proceeding was taking place.

Policy 16: NC Quick Pass Account - Returned US Mail and Email

Policy 16.1: Forwarding Address Available

Policy 16.1.1: NC Quick Pass will update the account with the updated address upon notification from the Post Office of a mail forwarding or new address.

Policy 16.1.2: NC Quick Pass will manually forward any returned correspondence with a new address to the updated address.

Policy 16.2: Forwarding Address Not Available (Nixies)

Policy 16.2.1: NC Quick Pass, upon receiving a returned correspondence without a forwarding address, will update the account with a flag stating it has a bad address.

Policy 16.2.2: Any future mailings will be suppressed until a new address is obtained, and the bad address flag is removed.

Policy 16.2.3: If a customer has provided an email on the account, a notice will be sent via email informing the account owner the mailing address associated with the account is no longer valid, and a new address must be provided to avoid any possible fees or penalties.

Policy 16.2.4: The NC Quick Pass system will escalate delinquent balances on accounts with undeliverable mail (nixies) to collections.

Policy 16.2.5: Once a customer has provided a new address, all correspondence will continue from the date the address was updated, and the bad address flag removed.

Policy 16.2.6: NC Quick Pass will not assess fees retroactively.

Policy 16.3: Undeliverable Email

Policy 16.3.1: Should an email address associated with an account that has specified email as the preferred method of communication become invalid, the NC Quick Pass system will flag the account as having a bad email address, and the correspondence delivery method will be changed to mail until the account owner provides a new email address.

Policy 16.3.2: NC Quick Pass will notify the account owner by mail that they must update their electronic address to avoid any possible fees or penalties.

Policy 16.3.3: Once the account owner provides an updated email address, the bad email address flag will be removed, and the correspondence delivery method will be changed to email.

Policy 17: NC Quick Pass Account Interoperability

Policy 17.1: NC Quick Pass Account Interoperability Toll Program

Policy 17.1.1: NC Quick Pass has an interoperable agreement with the E-ZPass Group (EZG), allowing certain NC Quick Pass customers to use their NC Quick Pass Transponder to pay for tolls when traveling on toll roads outside North Carolina that accept E-ZPass.

Policy 17.1.2: NC Quick Pass has an interoperable agreement with the Florida Turnpike Enterprise, allowing NC Quick Pass customers to use their NC Quick Pass Transponder to pay for tolls when traveling on toll roads outside North Carolina that accept SunPass.

Policy 17.1.3: Through the NC Quick Pass interoperable agreement with Florida Turnpike Enterprise, NC Quick Pass is interoperable with Georgia's State Road and Tollway Authority (SRTA), allowing certain NC Quick Pass customers to use their NC Quick Pass Transponder to pay for tolls when traveling on toll roads outside North Carolina that accept Peach Pass.

Policy 17.1.4: Depending on the account owner's NC Quick Pass Account type, and transponder type, NC Quick Pass customers can use their NC Quick Pass Transponders to pay for toll usage when traveling on toll roads that accept the following electronic toll collection programs:

- E-ZPass
- Toll programs in Florida (SunPass®, E-Pass and LeeWay) Peach Pass

Policy 17.1.5: NC Quick Pass Customers will be subject to the rules, policies and regulations of the Interoperable Authorities when using their toll road.

Policy 17.1.6: In order to use an NC Quick Pass Transponder on toll roads outside of North Carolina (i.e., interoperable roads), a customer's account balance must either be above the Replenishment Threshold, or their account must be on automatic replenishment, and the customer must sign up with an account that allows for interoperable travel.

Policy 17.1.7: Account owners with NC Quick Pass Accounts that are eligible for interoperability

are automatically enrolled in the NC Quick Pass interoperability program.

Policy 17.1.8: By establishing an NC Quick Pass Account and agreeing to the Terms and Conditions, account owners agree to share their transponder and license plate numbers with states participating in the NC Quick Pass interoperability program.

Policy 17.1.9: Due to toll transponder technology varying from state to state, interoperability in some cases will be achieved via license plate data. By sharing transponder and license plate numbers for NC Quick Pass customers with interoperable partner agencies, NC Quick Pass customers can be identified by license plate. Therefore, to prevent unnecessary fines and fees from agencies in other states, customers must keep their license plate information (e.g., license plate number on their account, registration renewal, registered address) up to date.

Policy 17.1.10: No NC Quick Pass customer's name or address will be provided to any agency or company with whom NC Quick Pass has established interoperability agreements. Requests for this data will follow the disclosure limitations in 18 U.S.C. 2721 (Federal Drivers Privacy Protection Act) and will only be provided to agencies and companies in which NC Quick Pass has reciprocal agreements.

Policy 17.1.11: NC Quick Pass customer information will not be made available to other agencies or companies for any reason other than to support payment of toll transactions or comply with a valid order of a court of jurisdiction.

Policy 17.1.12: Personal Account Interoperability Options

Policy 17.1.12.1: For Personal Account holders, refer to the table below for the interoperability capabilities, by transponder type:

Transponder Name	Description	Transponder Picture	Interoperable with toll roads that accept:
NC Quick Pass	Interior Sticker		• E-ZPass • SunPass • Peach Pass
NC Quick Pass E-ZPass	Interior Hard Case		• E-ZPass • SunPass • Peach Pass
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		• E-ZPass • SunPass • Peach Pass

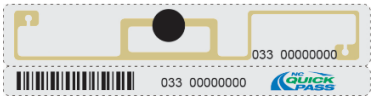
Transponder Name	Description	Transponder Picture	Interoperable with toll roads that accept:
NC Quick Pass (exterior)	Exterior Headlamp Sticker		• SunPass • Peach Pass
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		• E-ZPass • SunPass • Peach Pass

Table 8: Personal Account Transponder Options Interoperability

Policy 17.1.13: Business Account Interoperability Options

Policy 17.1.13.1: For Business Account holders, refer to the table below for the interoperability capabilities by transponder type:

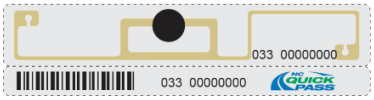
Transponder Name	Description	Transponder Picture	Interoperable with toll roads that accept:
NC Quick Pass	Interior Sticker		• E-ZPass • SunPass • Peach Pass
NC Quick Pass E-ZPass	Interior Hard Case		• E-ZPas • SunPass • Peach Pass
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		• E-ZPass • SunPass • Peach Pass
NC Quick Pass (exterior)	Exterior Headlamp Sticker		• SunPass • Peach Pass
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		• E-ZPass • SunPass • Peach Pass

Table 9: Business Account Transponder Options Interoperability

Policy 17.1.13.2: Transponders associated with a Government Account are not interoperable with any other agency due to the postpaid nature of this type of account.

Policy 17.1.13.3: Transponders associated with a Transit Account are not interoperable with any other agency due to the postpaid nature of this type of account.

Policy 17.1.13.4: Transponders associated with a First Responders Account are not interoperable with any other agency.

Policy 17.2: Non-NC Quick Pass Account Owners Interoperability with Turnpike Projects

Policy 17.2.1: NC Quick Pass enables customers with E-ZPass, SunPass, and Peach Pass Accounts to pay for travel on Turnpike Projects.

Policy 17.2.2: Customers with E-ZPass, SunPass, and Peach Pass Accounts will be charged the current NC Quick Pass toll rate to pay for travel on Turnpike Projects.

Policy 17.3: Disputes and Refunds for NC Quick Pass Account Owners and Out-of-State Transactions

Policy 17.3.1: NC Quick Pass Account holders that want to dispute a toll or request a refund for tolls charged to their account by an out-of-state agency, must notify NC Quick Pass with proper justification for the dispute.

Policy 17.3.2: NC Quick Pass may seek verification from the out-of-state agency regarding disputed toll(s).

Policy 17.3.2.1: If the toll(s) is verified, the customer will remain responsible for the tolls.

Policy 17.3.2.2: If the toll(s) is waived by the out-of-state agency, NC Quick Pass will reverse the toll charge, and credit the customer's account.

Policy 17.4: Disputes and Refunds for Out-of-State Agency Account Owners and Turnpike Project Transactions

Policy 17.4.1: Out-of-state agency account owners are required to dispute North Carolina toll charges through their home agency's customer service center.

Policy 17.4.2: Disputes must be received by NC Quick Pass within one hundred eighty (180) days of the transaction date to be considered.

Policy 100: NC Only Account

Refer to this section for policies associated with an NC Only Account.

Policy 100.1: General Policies for NC Only Account

The following policies apply to all NC Only Accounts.

Policy 100.1.1: An NC Only Account does not require customers to use an NC Quick Pass Transponder to pay for tolls.

Policy 100.1.2: An NC Only Account is prepaid, so customers must prepay for tolls to use the account.

Policy 100.1.3: If a license plate is already associated with an active NC Quick Pass Account, Interoperable Account, or delinquent toll invoice, the license plate cannot be added to a new or existing NC Only Account.

Policy 100.1.4: Before a license plate can be added to a new or existing NC Only Account, any delinquent invoice balances associated with the license plate must be paid.

Policy 100.1.5: It is the customer's responsibility to keep information on an NC Only Account up to date, including license plate and vehicle information. Should a customer change their license plate without properly updating their account, they may receive a toll invoice and be subject to additional fees and/or penalties.

Policy 100.1.6: An NC Only Account is a valid form of payment on Turnpike Projects in North Carolina only and cannot be used to pay for tolls in other states.

Policy 100.1.7: An authorized NC Quick Pass Representative must approve a new NC Only Account.

Policy 100.1.8: NC Quick Pass may terminate an account at any time due to non-compliance or misuse of the account.

Policy 100.1.9: An NC Only Account can have unlimited vehicles assigned to it.

Policy 100.1.10: In addition to the account owner, an NC Only Account allows for an additional contact person to have access to the account, but an additional contact can only be added with the approval of the account owner.

Policy 101: NC Only Account Establishment and Opening

Policy 101.1: General Account Establishment Policies

Policy 101.1.1: When establishing a new NC Only Account, the customer will be required to:

Policy 101.1.1.1: Pay all unpaid tolls, fees and penalties (including any balances with a collection agency) associated with a toll invoice

Policy 101.1.1.2: Select an account type

Policy 101.1.1.3: Pay the appropriate prepaid toll balance

Policy 101.1.1.4: Provide all required information at account opening

Policy 101.1.1.5: Agree to the NC Only Account Terms and Conditions

Policy 101.1.2: A customer with outstanding toll invoices may open an NC Only Account if the license plate(s) registered on the new account does not match the license plate(s) associated with the unpaid toll invoice(s).

Policy 101.1.3: A customer is restricted from establishing an NC Only Account if a license plate, or identical address, is associated with an outstanding toll invoice balance.

Policy 101.1.4: Customers can open an NC Only Account utilizing the following channels:

- Online via the NC Quick Pass website
- In person at an NC Quick Pass CSC
- Over the phone with an NC Quick Pass CSR
- Mail
- Fax

Policy 102: NC Only Account Application and Agreement

Policy 102.1: NC Only Account Application and Agreement

Policy 102.1.1: When establishing an account via the NC Quick Pass website, a customer must complete the online application and agree to the NC Quick Pass Terms and Conditions.

Policy 102.1.2: When establishing an NC Only Account through the mail, or via fax, a customer must fill out an application and agree to the NC Quick Pass Terms and Conditions.

Policy 102.1.3: When establishing an NC Only Account by phone or in person at an NC Quick Pass CSC, a CSR will complete the application process for a customer to open an account, and the customer must provide verbal acceptance to the NC Quick Pass Terms and Conditions.

Policy 102.1.4: To open an NC Only Account, a customer must provide the following information:

- Account owner's legal name
  - Secondary contact name (optional)
- Account owner's mailing address
- Account owner's contact information (e.g., phone number, email address)

- Username* (only applies to online account opening)
- Password*
- Security question answer*
- PIN*
- Statement and customer correspondence delivery method
- License plate number, state, and plate type for each vehicle registered on the account

  Note: Each license plate number must be registered to the Account Holder or to an additional contact on the account.
- Vehicle information (e.g., year, make, model, number of axles) for each vehicle registered on the account
- Payment method (e.g., cash, check, money order, credit/debit card)
- Prepaid replenishment method (e.g., automatic or manual replenishment)
- Agreement to/Acknowledgement of the NC Quick Pass Terms and Conditions

Policy 102.1.5: A customer's signature will be required to accept and process an application. The signature can be either physical, electronic or recorded verbally.

Policy 102.1.6: NC Quick Pass will not process incomplete applications.

Policy 103: NC Only Account Opening Account Balance

Policy 103.1: NC Only Accounts

Policy 103.1.1: The opening account balance amount is $10.00 total for the first two (2) vehicles added to the account, and $10.00 for each additional vehicle.

Policy 104: Payment Methods and Channels for NC Only Account

The following section applies to all NC Only Accounts.

Policy 104.1: NC Quick Pass Payment Types

Policy 104.1.1: NC Quick Pass accepts the following payment types for an NC Only Account:

- Credit card
- Debit card
- Money order
- Cashier's check
- Personal check
- Cash
- ACH (Automated Clearing House))*

* ACH is a valid payment type for invoice payments and for existing customers to replenish their account.

Policy 104.2: Credit and Debit Card

Policy 104.2.1: The following credit and debit card types are accepted:

- Visa
- Master Card
- American Express
- Discover

Policy 104.2.2: When using a credit or debit card as a payment method, customers will be required to provide a valid credit card number, expiration date and three or four-digit security code.

Policy 104.2.3: The same credit / debit card can be used for multiple accounts.

Policy 104.2.4: Credit Card Expiration Updates

Policy 104.2.4.1: It is the customer's responsibility to keep the payment method associated with their account up to date and valid.

Policy 104.2.4.2: When updated credit card expiration information is available, NC Quick Pass will automatically update credit card expiration dates on a monthly basis for all cards due to expire the subsequent month.

Policy 104.2.4.3: When updated credit card expiration information is not available, NC Quick Pass will notify customers that their credit card is set to expire and request updated information or a new credit card.

Policy 104.2.4.4: If a customer does not provide updated credit card expiration information, transactions will continue to post to the account until all funds on the account are depleted, and a negative balance is reached.

Policy 104.3: Money Order

Policy 104.3.1: Money orders must be made out to NC Quick Pass.

Policy 104.4: Cashier's Check

Policy 104.4.1: Cashier's checks must be made out to NC Quick Pass.

Policy 104.5: Personal Check

Policy 104.5.1: Personal checks must be made out to NC Quick Pass.

Policy 104.5.2: Personal checks must include the following:

- Mailing address
- Telephone number
- Driver license number

Policy 104.5.3: Returned Payment Fee

Policy 104.5.3.1: A Returned Payment Fee of $25.00 will be charged when a payment has been refused by a customer's bank, or when the customer has placed a stop payment on a check or submitted a credit card charge-back request.

Policy 104.5.3.2: A Returned Payment Fee will be applied to a customer's account balance and may result in a negative account balance.

Policy 104.5.3.3: The NC Quick Pass system will notify the customer of the Returned Payment Fee for non-payment.

Policy 104.5.3.4: After two (2) Returned Payment Fees within one year, the NC Quick Pass system will flag the account, and will no longer accept that payment method for the account.

Policy 104.6: Payment Channels

Policy 104.6.1: Customers are permitted to make payments via the various channels shown in the table below.

Channel	Credit / Debit Card	Money Order	Cashier's Check	Personal Check	Cash	ACH
NC Quick Pass Website	✓					✓
CSC Phone, Interactive Voice Response	✓					✓
CSC Phone, Customer Service Rep.	✓					✓
CSC Walk-in Center	✓	✓	✓	✓	✓	✓
License Plate Agencies	✓	✓	✓	✓	✓	✓
Mail	✓	✓	✓	✓		✓

Table 10: Payment Types by Payment Channels

Policy 105: NC Only Account Replenishment and Balance Requirements

Policy 105.1: NC Only Account Replenishment Options

Policy 105.1.1: An NC Only Account can be replenished either automatically or manually.

Policy 105.1.2: Upon account opening, the customer is required to choose between automatic and manual replenishment.

Policy 105.1.3: A customer may change between automatic and manual replenishment at their

convenience.

Policy 105.1.4: Customers are responsible for monitoring and replenishing their NC Only Account to prevent them from going negative and being subject to additional fees and penalties.

Policy 105.1.5: Automatic Account Replenishment

Policy 105.1.5.1: A credit or debit card or ACH payment is required to auto-replenish an account.

Policy 105.1.5.2: Customers may provide a secondary credit or debit card number on their account to be used in the event their preferred card expires or is denied.

Policy 105.1.5.3: A customer's acceptance is required to process automatic replenishment as a method of payment. The acceptance can be either physical, electronic or recorded verbally.

Policy 105.1.5.4: NC Quick Pass will automatically replenish an NC Only Account set up for automatic replenishment utilizing the credit or debit card or ACH payment on the account when the account balance reaches the Replenishment Threshold Amount and notify the customer that the account has been replenished.

Policy 105.1.5.5: If automatic replenishment fails due to an expired credit or debit card, or the card on the account was denied on two consecutive days/attempts, the NC Quick Pass system will notify the customer. The account will then convert to manual replenishment status.

Policy 105.1.5.6: If automatic replenishment fails due to ACH payment is rejected with no previous success of payment, remove the payment method from the account. The NC Quick Pass system will notify the customer. The account will then convert to manual replenishment status.

If ACH payment is rejected with previous successful payment, make two consecutive days/attempts before converting the account to manual replenishment status.

Policy 105.1.5.7: It is the customer's responsibility to keep the payment method associated with their account up to date and valid.

Policy 105.1.6: Manual Account Replenishment

Policy 105.1.6.1: It is the customer's responsibility to monitor and replenish the account before the account goes negative.

Policy 105.1.6.2: When an account balance reaches the replenishment threshold amount, the NC Quick Pass system will automatically send the customer a Low Balance Notification to inform them that their account balance is

low, and a payment is due to avoid additional fees and/or penalties.

Policy 105.1.6.3: A customer may make periodic manual payments as necessary.

Policy 105.2: Replenishment Amount

Policy 105.2.1: The initial replenishment amount is determined by the account type, the number of license plates on the account, and/or the opening account balance.

Policy 105.2.2: Personal Accounts

Policy 105.2.2.1: The initial replenishment amount is $10.00 total for the first two (2) license plates added to the account, and $10.00 for each additional license plate.

Policy 105.2.3: Business Accounts

Policy 105.2.3.1: The initial replenishment amount is $10.00 for each license plate added to the account.

Policy 105.2.4: NC Only Accounts

Policy 105.2.4.1: The initial replenishment amount is $10.00 total for the first two (2) license plates added to the account, and $10.00 for each additional license plate.

Policy 105.3: Replenishment Amount Adjustments

Policy 105.3.1: The toll usage on the account will be evaluated monthly from the date of the account opening, and the replenishment amount adjusted based on the customer's usage monthly thereafter.

Policy 105.3.2: After the first evaluation, the toll usage on the account will be evaluated every month to identify the average monthly toll usage during that period, and the replenishment amount will be adjusted accordingly.

Policy 105.3.3: A customer can request a lower replenishment amount by contacting an NC Quick Pass CSC. NC Quick Pass will continue to analyze and adjust (if necessary) the replenishment amount on the account every month even if a customer has requested a lower replenishment amount.

Policy 105.3.4: When an account is set up to automatically replenish, NC Quick Pass will automatically replenish the account utilizing the credit or debit card on the account once the account threshold is reached.

Policy 105.3.5: The NC Quick Pass system will notify the customer when increasing or decreasing a replenishment amount.

Policy 105.4: Replenishment Threshold Amount

Policy 105.4.1: The initial replenishment threshold amount is determined by the account type and the replenishment amount.

Policy 105.4.2: The minimum replenishment threshold amount for any automatically

replenished NC Only Account is 25% of the replenishment amount (depending on a customer's monthly evaluation of toll usage and replenishment amount adjustment, if any), or $10.00, whichever is greater.

Policy 105.4.3: Initial Automatic Replenishment Threshold Amount

Policy 105.4.3.1: Personal Account: The initial replenishment threshold amount for a Personal Account is 25% of the replenishment amount, or $10.00, whichever is greater.

Policy 105.4.3.2: Business Account: The initial replenishment threshold amount for a Business Account is 25% of the replenishment amount.

Policy 105.4.4: Initial Manual Replenishment Threshold Amount

Policy 105.4.4.1: Personal Account: The initial replenishment threshold amount for a Personal Account is 50% of the replenishment amount.

Policy 105.4.4.2: Business Account: The initial replenishment threshold amount for a Business Account is 50% of the replenishment amount.

Policy 105.4.5: Should a customer change their replenishment method from automatic replenishment to manual replenishment, their replenishment threshold amount will change from 25% of the replenishment amount, or $10.00, whichever is greater to 50% of the replenishment amount.

Policy 105.5: Negative Account Balance

Policy 105.5.1: When the account balance on an NC Only Account is below $0.00 but not below negative ten dollars (-$10.00), resulting in a negative account balance, the NC Only Account Owner will have forty-five (45) days to bring the account current by replenishing the account to a level above the Replenishment Threshold.

Policy 105.5.2: If the account balance is not replenished to a level above the Replenishment Threshold within forty-five (45) days or the account balance is below negative ten dollars (-$10.00), the account is suspended.

Policy 105.5.3: Suspended NC Only Accounts will be billed at the higher rate.

Policy 105.5.4: The first invoice will include any new toll activity, and/or unpaid tolls or fees that were billed after the account went below $0.00 dollars.

Policy 105.5.5: All invoices generated will follow the escalation procedures as described in this policy document.

Policy 105.5.6: To reinstate an NC Only Account, any invoice balance must be paid, and the NC Only Account balance must be replenished to a level above the Replenishment Threshold.

Policy 106: NC Only Account Statement Options

Policy 106.1: Account Statement Options

Policy 106.1.1: Customers are offered the following monthly account statement delivery options:

Policy 106.1.1.1: **Online Statements** – Statements are available at any time at no charge on the NC Quick Pass website. Customers can view statements online up to one (1) year from the statement generation date.

Policy 106.1.1.2: **Monthly Electronic Statements –** Statements can be delivered via email at no cost.

Policy 106.1.1.3: **Quarterly Mailed Statements –** Statements can be delivered via US Mail. A $5.00 fee per statement is charged to the customer's account for this service.

Policy 106.1.1.4: **Special Run Statements –** Special Run Statements are paper copies of statements generated manually pursuant to a customer request. Customers can request Special Run Statements by contacting an NC Quick Pass CSC. A $5.00 fee per requested statement is charged to the customer's account for this service.

Policy 107: NC Only Accounts Customer Communications

Policy 107.1: Customer Correspondence Filing

Policy 107.1.1: Customer correspondence received at an NC Quick Pass CSC will be filed, indexed and retained based on North Carolina's Document Retention Schedule.

Policy 108: NC Only Account Maintenance

Policy 108.1: Account Maintenance

Policy 108.1.1: Customers are responsible for keeping their NC Only Account information up to date, (i.e., notifying NC Quick Pass of any changes to their account information) via the website, phone or by visiting an NC Quick Pass CSC.

Policy 108.1.1.1: NC Quick Pass provides secure account access through the NC Quick Pass website.

Policy 108.1.1.2: NC Quick Pass supports customer account maintenance functions via the following methods:

- Walk-In (in person at an NC Quick Pass Customer Service Center)
- Phone (by calling an NC Quick Pass Customer Service Center)
- NC Quick Pass Website

Policy 109: NC Only Account Fees and Penalties

Policy 109.1: NC Only Account Fees and Penalties

Refer to the table below for more information on fees and penalties.

Policy 109.1.1: Fees can only be waived by authorized NC Quick Pass personnel.

Policy 109.1.2: The registered owner of a vehicle is responsible for paying any toll(s), applicable fee(s) and/or penalty(ies).

Fee	Fee Amount	Reason for Fee
Inactive Account Fee	$1.00/Month	Charged per month after twenty-four (24) consecutive months of no-account activity (i.e., no toll transactions posting to an account)
Statement Fee - Quarterly	$5.00/Statement	Request for paper statements to be generated and mailed quarterly
Statement Fee - Special Run	$5.00/Request	One-time request for a paper statement to be generated and mailed to the customer
Returned Payment Fee	$25.00/per Payment	Insufficient funds, stop payment, credit card chargeback, and closed bank account, etc.
Invoice Processing Fee	$6.00 (maximum of $48.00 for a twelve (12) month period for a registered owner)	Invoices unpaid after thirty (30) days from invoice date
Civil Penalty	$25.00 (maximum of $25.00 for a six (6) month period for a registered owner)	Invoices unpaid after sixty (60) days from invoice date

Table 11: NC Only Account Fees and Penalties

Policy 110: Inactive NC Only Accounts

Policy 110.1: Inactive NC Only Accounts

Policy 110.1.1: NC Only Accounts with no account activity (i.e., no toll transactions posting to an account) for twenty-four (24) consecutive months are considered inactive.

Policy 110.1.2: An account deemed inactive will remain in an inactive status until a toll is posted to the account.

Policy 110.1.3: NC Quick Pass will notify customers whose accounts are deemed to be inactive.

Policy 110.1.4: If no toll transactions are posted to the account within thirty (30) days of the

date of the notification of the inactive account status, a $1.00 inactive account fee will be charged to the account.

Policy 110.1.5: Once an account with an inactive status reaches a balance of $1.00 or less, NC Quick Pass will notify the customer. If the customer does not take any action to fund or close the account within thirty (30) days of the notification of the account reaching a balance of $1.00 or less, NC Quick Pass will close the account.

Policy 111: Closing an NC Only Account

Policy 111.1: Account Closure Request

Policy 111.1.1: In order to close an NC Only Account, NC Quick Pass customers must request an account be closed via one of the following communication channels:

- NC Quick Pass website
- Fax
- Sending a letter to an NC Quick Pass CSC
- Walk-In (in person at an NC Quick Pass Customer Service Center)
- Phone (by calling an NC Quick Pass Customer Service Center)

Policy 111.1.2: Any account closure request submitted to NC Quick Pass in writing must be sent from the account holder, contain the account number, and clearly state an intention to close an account.

Policy 111.2: Closed Pending Status

Policy 111.2.1: To ensure all transactions are processed through the account before it is closed, NC Only Accounts will remain open and placed in a “Closed Pending” status for a period of thirty (30) calendar days before the account is closed, and any refund, if necessary, is issued to the account owner.

Policy 111.3: Account Closure Process (Positive Balance)

Policy 111.3.1: After an NC Only account has been in “Closed Pending” status for thirty (30) calendar days and there is a positive prepaid tolls balance on the account, NC Quick Pass will refund the remaining balance.

Policy 111.3.2: Once NC Quick Pass issues the refund, the account will be automatically closed.

Policy 111.3.3: Before an account can be closed, the account must have a zero-dollar ($0.00) balance, and the plates/vehicles assigned to the account removed.

Policy 111.4: Account Closure Process (Negative Balance)

Policy 111.4.1: An NC Only Account with a negative balance after the account has been in “Closed Pending” status for thirty (30) calendar days will not automatically be closed.

Policy 111.4.2: If an NC Only Account with a negative balance in “Closed Pending” status has

a credit or debit card assigned to the account, NC Quick Pass will attempt to charge the negative balance to the card on file.

Policy 111.4.3: If NC Quick Pass is unable to charge the card assigned to the account, the account will remain in “Closed Pending” status.

Policy 111.4.4: An NC Quick Pass Account in “Closed Pending” status that do not have a credit or debit card assigned to the account with which to charge the negative balance will remain “Closed Pending” status.

Policy 111.4.5: For any NC Only Account in “Closed Pending” status that carries a negative balance, NC Quick Pass will contact the customer to collect the additional fees/tolls necessary to bring the balance to zero dollars ($0.00).

Policy 111.4.6: Once an NC Only Account in “Closed Pending” status goes negative, the NC Quick Pass Account Owner will have forty-five (45) days to provide payment to bring the account to a zero-dollar ($0.00) balance.

Policy 111.4.7: If an NC Only Account in “Closed Pending” with a negative account balance is not brought to a zero-dollar ($0.00) balance within forty-five (45) days, the account is suspended.

Policy 111.4.8: Suspended NC Only Accounts will be billed at the higher rate.

Policy 111.4.9: The first invoice will include any new toll activity, and/or unpaid tolls or fees that were billed after the account went below zero dollars ($0.00)

Policy 111.4.10: All invoices generated will follow the escalation procedures as described in this policy document.

Policy 111.4.11: Once an NC Only Account in “Closed Pending” status that carried a negative balance is brought to a zero-dollar ($0.00) balance, the account will then be closed.

Policy 111.4.12: Before an account can be closed, the account must have a zero-dollar ($0.00) balance, and the plates/vehicles assigned to the account removed.

Policy 112: NC Only Account Refunds

Policy 112.1: Refunds

Policy 112.1.1: NC Only Accounts – Automatic Replenishment Refund

Policy 112.1.1.1: If an NC Only Account is set up for automatic replenishment, a refund will be issued to the primary credit or debit card on the account within three (3) to five (5) business days as long as 1) the card is valid, and 2) it has been successfully used as a method of payment on the account previously.

Policy 112.1.1.2: Should a refund to the primary credit or debit card on the account fail, NC Quick Pass will attempt to issue the refund to a secondary card assigned to the account, if available, as long as 1) the secondary card is valid, and 2) it has been successfully used as a method of payment on the account previously.

Policy 112.1.1.3: Should a refund to the primary and/or secondary credit or debit card on the account fail or there is no secondary card on the account, the NCDOT Fiscal Unit will issue a refund check within ten (10) business.

Policy 112.1.2: NC Only Accounts – Manual Replenishment Refund

Policy 112.1.2.1: If an NC Only Account is set up for manual replenishment, the NCDOT Fiscal Unit will issue a refund check within ten (10) business days.

Policy 113: NC Only Account Reinstatement

Policy 113.1: NC Only Account Reinstatement

Policy 113.1.1: An account that was suspended due to a negative balance may be reinstated upon payment of all unpaid tolls, processing fees, civil penalties, other applicable fees and the prepaid toll amount.

Policy 113.1.2: A customer will be unable to open a new account if there are outstanding balances owed on any other NC Quick Pass Account with the same license plate(s) and/or identical address(es).

Policy 113.1.3: Closed accounts cannot be reinstated. A new account must be created.

Policy 114: NC Only Account Bankruptcy

Policy 114.1: Bankruptcy

Policy 114.1.1: When NC Quick Pass receives notification regarding a customer bankruptcy, NC Quick Pass will verify that the notification is an official Bankruptcy Court order and document the proper information in the customer’s account.

Policy 114.1.2: NC Quick Pass reserves the right to file a proof of claim with the Bankruptcy Court.

Policy 114.1.3: NC Quick Pass reserves the right to determine which claims to pursue. All documentation is retained within the account.

Policy 114.1.4: While awaiting the outcome of a bankruptcy proceeding, NC Quick Pass cannot make any attempt to collect on debt owed prior to the date of the bankruptcy filing, nor can NC Quick Pass send customers to NCDMV Hold or Collections for any tolls incurred prior to the date the Bankruptcy Petition was filed.

Policy 114.1.5: Tolls and fees incurred prior to the date of the Petition filing must remain on the account until the bankruptcy case is resolved.

Policy 114.1.6: If the Bankruptcy Court notifies NC Quick Pass in writing of a Discharge of a customer's pending bankruptcy proceeding, the transactions during the period covered by the Bankruptcy Petition are dismissed.

Policy 114.1.7: Any new tolls that occur after the Bankruptcy Petition was filed are the responsibility of the customer.

Policy 114.1.8: A Dismissal reinstates the customer's responsibility for paying all tolls, fees, and penalties that were not pursued while the bankruptcy proceeding was taking place.

Policy 115: NC Only Account - Returned US Mail and Email

Policy 115.1: Forwarding Address Available

Policy 115.1.1: NC Quick Pass will update the account with an updated address upon notification from the Post Office of a mail forwarding or new address.

Policy 115.1.2: NC Quick Pass will manually forward any returned correspondence with a new address to the updated address.

Policy 115.2: Forwarding Address Not Available (Nixies)

Policy 115.2.1: NC Quick Pass, upon receiving a returned correspondence without a forwarding address, will update the account with a flag stating it has a bad address.

Policy 115.2.2: Any future mailings will be suppressed until a new address is obtained, and the bad address flag is removed.

Policy 115.2.3: If a customer has provided an email on the account, a notice will be sent via email informing the account owner the mailing address associated with the account is no longer valid, and a new address must be provided to avoid any possible fees or penalties.

Policy 115.2.4: The NC Quick Pass system will escalate delinquent balances on accounts with undeliverable mail (nixies) to collections.

Policy 115.2.5: Once a customer has provided a new address, all correspondence will continue

from the date the address was updated, and the bad address flag removed.

Policy 115.2.6: NC Quick Pass will not assess fees retroactively.

Policy 115.3: Undeliverable Email

Policy 115.3.1: Should an email address associated with an account that has specified email as the preferred method of communication become invalid, the NC Quick Pass system will flag the account as having a bad email address, and the correspondence delivery method will be changed to mail until the account owner provides a new email address.

Policy 115.3.2: NC Quick Pass will notify the account owner by mail that they must update their email address to avoid any possible fees or penalties.

Policy 115.3.3: Once the account owner provides an updated email address, the bad email address flag will be removed, and the correspondence delivery method will be changed to email.

Policy 116: NC Only Account Interoperability

Policy 116.1: NC Only Account Interoperability

Policy 116.1.1: NC Only Accounts are a valid form of payment on Turnpike Projects only.

Policy 116.1.2: If a customer intends to travel on an interoperable road in another state and intends to use their account as a payment method, the customer must convert to an NC Quick Pass Account.

Policy 117: NC Only Account Conversion

Policy 117.1: NC Only Account to Transponder Account Conversion

Policy 117.1.1: An NC Only Account customer may convert to an NC Quick Pass Account online, or by calling or visiting an NC Quick Pass CSC.

Policy 117.1.2: When converting to an NC Quick Pass Account, the customer will be required to:

Policy 117.1.2.1: Pay all unpaid tolls, fees and penalties (including any balances with a collection agency) associated with a toll invoice

Policy 117.1.2.2: Select an account type

Policy 117.1.2.3: Pay the appropriate prepaid toll balance (if required)

Policy 117.1.2.4: Purchase a transponder(s) (if necessary)

Policy 117.1.2.5: Provide all required information and/or complete an application

Policy 117.1.2.6: Agree to the NC Quick Pass terms and conditions

Policy 117.1.3: When converting the NC Only Account to an NC Quick Pass Account, all

currently listed vehicles/license plates under the NC Only Account will be added to the NC Quick Pass Account.

Policy 117.1.4: A customer must comply with all NC Quick Pass Terms and Conditions, as well as the NC Quick Pass Policies outlined within this document.

Policy 117.1.5: Transactions that occurred prior to the conversion date will be posted to the NC Quick Pass Account at the higher toll rate.

Policy 117.1.6: Transactions that occur subsequent to the account conversion date will be posted to the NC Quick Pass Account at the transponder rate.

Policy 117.1.7: A customer with outstanding toll invoices may open an NC Quick Pass Account if the license plate(s) registered on the new transponder account does not match the license plates associated with the unpaid toll invoice(s).

Policy 117.1.8: A customer is restricted from converting accounts if a license plate, or identical address, is associated with an unpaid toll invoice.

Policy 200: Toll Invoice by Mail Program

Refer to this section for policies associated with the NC Quick Pass Toll Invoice by Mail Program.

Toll Invoice by Mail policies are established in accordance with the North Carolina General Statutes. These statutes provide that the registered owner of the motor vehicle is responsible for payment of tolls unless the owner establishes that the motor vehicle was in the care, custody, and control of another person when the vehicle traveled on a Turnpike Project per NC G.S. 136-89.212.

NC Quick Pass is authorized to obtain and exchange vehicle owner registration information from the NCDMV, other states, other toll operators, and official toll collection organizations. The information obtained is not a public record and is subject to the disclosure limitation in 18 U.S.C. § 2721 Federal Drivers Privacy Protection Act.

Policy 200.1: General Policies for the Toll Invoice by Mail Program

Policy 200.1.1: The Toll Invoice by Mail Program is postpaid.

Policy 200.1.2: Because a customer does not register for the Toll Invoice by Mail Program, a customer's consent or agreement to any terms and conditions is not required.

Policy 200.1.3: NC Quick Pass must mail an invoice to the registered owner of the vehicle at the address associated with the motor vehicle registration.

Policy 200.1.4: NC Quick Pass must send the first toll invoice to the registered owner of a vehicle within ninety (90) days of when the transaction occurred.

Policy 200.1.5: NC Quick Pass waives the right to collect a toll if it fails to send the first invoice to the registered owner of the vehicle within ninety (90) days of the date the transaction occurred.

Policy 200.1.6: If a vehicle was in the care, custody, or control of another person at the time the toll was incurred, NC Quick Pass must send an invoice to the person who

had care, custody, or control of the vehicle within ninety (90) days of receipt of a sworn affidavit from the registered owner of the vehicle, as required by G.S. 136-89.214(a).

Policy 200.2: Toll Invoice by Mail Process

Policy 200.2.1: The Toll Invoice by Mail process is initiated when one of the following occurs:

- A first-time user without an NC Quick Pass Account of any kind is identified through license plate image capture, image review, and registered owner identification.
- An NC Quick Pass Transponder or NC Only Account has a negative balance, and the account owner has not made a payment to bring the account current within forty-five (45) days of the account balance going negative.
- Tolls are accrued after an NC Quick Pass or interoperable account is closed.

Policy 200.2.2: When a vehicle passes under a tolling point and the roadside toll collection system (RTCS) does not detect a valid NC Quick Pass or interoperable transponder, multiple images of the vehicle's front and rear license plates are captured.

Policy 200.2.3: The license plate images are reviewed to identify the license plate numbers, jurisdiction of issuance and license plate type, if applicable.

Policy 200.2.4: Once the license plate number has been accurately identified, the NC Quick Pass system will attempt to locate the license plate number on an active toll invoice or NC Quick Pass Account (e.g., Transponder, or NC Only) in good financial standing.

Policy 200.2.5: If an existing invoice or account is identified, transactions associated with the license plate are posted (i.e., I-Tolled) to the account.

Policy 200.2.6: If an existing NC Quick Pass account or toll invoice is not located, the license plate data is sent to an in-state and/or out-of-state DMV to identify the owner of the vehicle.

Policy 200.2.7: NC Quick Pass may utilize both national lookup databases, and the NCDMV to obtain information about the registered owner of in-state and out-of-state vehicles.

Policy 200.2.8: Once the owner of the vehicle is identified, the vehicle owner is sent a new toll invoice.

Policy 200.2.9: Any toll transactions incurred by the owner of the vehicle are then posted to the invoice.

Policy 200.2.10: The registered owner of the vehicle will continue to be billed for any toll transactions processed by NC Quick Pass until a change in vehicle ownership occurs, the registered owner submits a sworn affidavit identifying the person who had care, custody and control of the vehicle at the time the toll was

incurred, or the customer converts to an NC Quick Pass Account (e.g., Transponder or NC Only).

Policy 201: Pre-Invoice Payment Option

Policy 201.1.1: A customer that has traveled on a Turnpike Project without an NC Quick Pass or NC Only Account has the option to contact an NC Quick Pass CSC, prepay for their tolls, and avoid receiving an invoice in the mail.

Policy 201.1.2: A customer must contact NC Quick Pass within thirty (30) days after traveling on a Turnpike Project and provide the necessary payment to cover any unpaid toll(s).

Policy 201.1.3: Customers can prepay tolls if:

1. The transactions have been processed by NC Quick Pass, and the vehicle owner has been identified by the NCDMV,
2. Toll Invoice by Mail has been established for the vehicle owner, and their toll transactions have been posted, and
3. NC Quick Pass has not already mailed an invoice to the customer.

Policy 201.1.4: If a customer contacts NC Quick Pass within thirty (30) days after traveling on a Turnpike Project and successfully prepays their tolls according to the policies above, they will not receive an invoice in the mail.

Policy 202: Toll Invoice by Mail Policies

Policy 202.1: Toll Invoice by Mail Invoicing

Policy 202.1.1: If the owner of a vehicle, or person who had care, custody and control of the vehicle does not prepay toll(s) incurred on a Turnpike Project, NC Quick Pass will mail a first invoice thirty (30) days from the date the transaction posts.

Policy 202.1.2: The first invoice will include any tolls incurred and processed during the first thirty (30) day billing period, beginning with the initial transaction.

Policy 202.1.3: All subsequent billing periods are set at, and invoices mailed, approximately thirty (30) days after the first invoice.

Policy 202.1.4: A toll invoice for each billing period will include (to the extent possible) all processed, unpaid tolls incurred by the same registered vehicle owner during the billing period.

Note: This may include tolls due from multiple vehicles/license plates belonging to the same registered vehicle owner during the billing period if the information provided by the NCDMV, an out-of-state DMV or another recognized source matches.

Policy 202.1.5: Transactions that occurred during a billing period that do not get included on an invoice will be invoiced in the subsequent billing cycle.

Policy 202.2: Toll Invoice by Mail Invoice Requirements

Policy 202.2.1: A toll invoice will include the following items each billing period:

Policy 202.2.1.1: Name and address of the registered owner of the vehicle that traveled on a Turnpike Project, or of the person identified in the registered owner's sworn affidavit as having care, custody and control of the vehicle at the time the toll transaction occurred.

Policy 202.2.1.2: The date and time a transaction occurred.

Policy 202.2.1.3: A description of the toll zone of the Turnpike Project where a toll transaction occurred.

Policy 202.2.1.4: An image of the license plate from one of the transactions. (all images related to an invoice will be available to the customer through the NC Quick Pass website or upon request from an NC Quick Pass CSC).

Note: Only invoices that contain toll activity will contain an image of a license plate. If there is only financial activity, such as payments and fees, there will be a static box on the invoice with the license plate number referenced.

Policy 202.2.1.5: The amount charged for each toll incurred during the invoice period, based on the higher toll rate.

Policy 202.2.1.6: The total amount due for the current invoice period, an explanation of how payment may be made, and, if applicable, any delinquent invoices, and an explanation of payment options.

Policy 202.2.1.7: The date by which the invoice must be paid to avoid the imposition of a processing fee and/or civil penalty, and the amount of the fee.

Policy 202.2.1.8: Each invoice includes a failure to pay statement explaining the invoice escalation process, and the consequences of non-payment, including possible civil penalty(ies), processing fee(s), NCDMV registration holds and/or submission to a collection agency until all amounts owed to NC Quick Pass are paid in full.

Policy 202.2.1.9: A clear and concise explanation of how to dispute responsibility for a toll.

Policy 202.2.1.10: If applicable, a copy of the sworn affidavit submitted by the registered owner of a vehicle identifying the person with care, custody and control of the motor vehicle when the toll transaction occurred.

Policy 203: Toll Invoice by Email

Policy 203.1: Toll Invoice by Email Invoice Generation

Policy 203.1.1: Toll Invoice by Mail customers have the option of receiving an invoice via email.

Policy 203.1.2: After receiving an invoice via mail and paying at least one invoice, a customer can elect to receive subsequent invoices by email.

Policy 203.1.3: To receive future invoices by email, a customer must:

1. Opt-in to receiving toll invoices via email on the NC Quick Pass website,
2. Provide a valid email address, and
3. Agree to the Toll Invoice by Email Terms and Conditions.

Policy 203.1.4: Once a customer has registered to receive invoices via email, all subsequent invoices will be sent to the email address provided by the customer.

Policy 203.1.5: If after sending an invoice by email it is determined that the customer's email address is invalid, the NC Quick Pass system will automatically revert back to sending invoices via mail.

Policy 204: Payment Methods and Channels for Toll Invoices

Policy 204.1: Toll Invoice Payments

Policy 204.1.1: Invoices must be paid in full to prevent invoice escalation fees and penalties.

Policy 204.1.2: Partial payments will be applied to the oldest past due invoice balance, whether it applies to satisfying unpaid outstanding tolls, unpaid outstanding processing fees and/or unpaid outstanding civil penalties.

Policy 204.1.3: Overpayments

Policy 204.1.3.1: NC Quick Pass will accept overpayments made to toll invoices.

Policy 204.1.3.2: An overpayment made to a toll invoice will be used to pay for future transactions incurred by the vehicle owner.

Policy 204.2: Toll Invoice Payment Types

Policy 204.2.1: NC Quick Pass accepts the following payment types for toll invoices:

- Credit card
- Debit card
- Money order
- Cashier's check

- Personal check
- Cash
- ACH*

* ACH is a valid payment type for invoice payments and for existing customers to replenish their account

Policy 204.3: Credit and Debit Card

Policy 204.3.1: The following credit and debit card types are accepted:

- Visa
- Master Card
- American Express
- Discover

Policy 204.3.2: When using a credit or debit card as a payment method, customers will be required to provide a valid credit card number, expiration date and three or four-digit security code.

Policy 204.4: Money Orders

Policy 204.4.1: Money orders must be made out to NC Quick Pass.

Policy 204.5: Cashier's Check

Policy 204.5.1: Cashier's checks must be made out to NC Quick Pass.

Policy 204.6: Personal Check

Policy 204.6.1: Personal checks must be made out to NC Quick Pass.

Policy 204.6.2: Personal checks must include the following:

- Mailing address
- Telephone number
- Driver license number

Policy 204.6.3: Returned Payment Fee

Policy 204.6.3.1: A Returned Payment Fee of $25.00 will be charged when a payment has been refused by a customer's bank, or when the customer has placed a stop payment on a check or submitted a credit card charge-back request.

Policy 204.6.3.2: A Returned Payment Fee will be applied to a customer's subsequent invoice balance.

Policy 204.6.3.3: NC Quick Pass will notify the customer of the Returned Payment Fee for non-payment.

Policy 204.6.3.4: After two (2) Returned Payment Fees within one year, NC Quick Pass will no longer accept that payment method for the account.

Policy 204.7: Payment Channels

Policy 204.7.1: Customers are permitted to make payments via the various channels shown in the table below.

Channel	Credit / Debit Card	Money Order	Cashier's Check	Personal Check	Cash	ACH
NC Quick Pass Website	✓					✓
CSC Phone, Interactive Voice Response	✓					✓
CSC Phone, Customer Service Rep.	✓					✓
CSC Walk-in Center	✓	✓	✓	✓	✓	✓
License Plate Agencies	✓	✓	✓	✓	✓	✓
Mail	✓	✓	✓	✓		✓

Table 12: Toll Invoice Payment Types by Payment Channels

Policy 205: Invoice Escalation

NC Quick Pass will apply the following invoice escalation process.

Policy 205.1: First Invoice

Policy 205.1.1: An account without a previous balance when an invoice is generated is considered current.

Policy 205.1.2: A first invoice will generally only contain a customer's toll activity from the past thirty (30) days.

Policy 205.2: Second Invoice (Delinquent Balance from Previous Invoice)

Policy 205.2.1: If a Toll Invoice by Mail invoice balance remains unpaid by the due date on the invoice, the unpaid balance is considered delinquent and carried forward into the subsequent invoice amount.

Policy 205.2.2: A second invoice will include:

Policy 205.2.2.1: Delinquent balance amount (generally delinquent between thirty (30) days and fifty-nine (59) days)

Policy 205.2.2.2: Amount due for current toll activity (prior thirty (30) days), if applicable

Policy 205.2.2.3: $6.00 Invoice Processing Fee

Policy 205.3: Third Invoice (Delinquent Balance from Previous Invoices)

Policy 205.3.1: If a customer does not pay the second invoice by the due date on the invoice,

NC Quick Pass will send the customer a third invoice, which will include:

Policy 205.3.1.1: Delinquent balance amount (generally delinquent between sixty (60) days and eighty-nine (89) days)

Policy 205.3.1.2: Amount due for current toll activity (prior thirty (30) days), if applicable

Policy 205.3.1.3: $6.00 Invoice Processing Fee (if applicable)

Policy 205.3.1.4: $25.00 Civil Penalty (if applicable)

Policy 205.4: Fourth Invoice (Delinquent Balance from Previous Invoices)

Policy 205.4.1: If a customer does not pay the fourth invoice by the date due, NC Quick Pass may enact:

Policy 205.4.1.1: In-state Toll Invoice by Mail customers with delinquent balances are subject to NCDMV registration hold and collections.

- In-state Toll Invoice by Mail customers with delinquent balances of less than $500.00 will be placed on NCDMV registration hold and remain on NCDMV registration hold for thirteen (13) months.
    - If the debt associated with an unpaid, delinquent Toll Invoice by Mail invoice is not paid after thirteen (13) months, the debt will be sent to collections.
    - If In-state Toll Invoice by Mail customers with delinquent balances of less than $500.00 cannot by placed on NCDMV registration hold, the debt will be sent directly to collections.
- In-state Toll Invoice by Mail customers with a delinquent balance of $500.00 or more are placed on NCDMV registration hold and sent to collections.

Policy 205.4.1.2: Out-of-State, Toll Invoice by Mail customers with delinquent balances will be sent to collections.

Policy 206: Toll Invoice by Mail Fees and Penalties

Policy 206.1: Toll Invoice by Mail Fees and Penalties

Refer to the table below for more information on Toll Invoice by Mail fees and penalties.

Policy 206.1.1: Fees can only be waived by authorized NC Quick Pass personnel.

Policy 206.1.2: The registered owner of a vehicle is responsible for paying any toll(s), applicable fee(s) and/or penalty(ies).

Fee	Fee Amount	Reason for Fee
Returned Payment Fee	$25.00/per Payment	Insufficient funds, stop payment, credit card chargeback, and closed bank account, etc.
Invoice Processing Fee	$6.00 (maximum of $48.00 for a twelve (12) month period for a registered owner)	Invoices unpaid after thirty (30) days from invoice date
Civil Penalty	$25.00 (maximum of $25.00 for a six (6) month period for a registered owner)	Invoices unpaid after sixty (60) days from invoice date

Table 13: Toll Invoice Fees and Penalties

Policy 206.2: Toll Invoice by Mail Processing Fee

Policy 206.2.1: An Invoice Processing Fee is assessed for each invoice not paid by the due date, generally thirty (30) days from the invoice date, where the vehicle owner did not request an informal review of a toll within the allotted timeframe.

Policy 206.2.2: By Statute, the Invoice Processing Fee cannot exceed $48.00 in a twelve (12) month period for a single individual.

Policy 206.2.3: NC Quick Pass may grant a waiver of one invoice processing fee, per account, in a 24-month period.

Policy 206.2.4: NC Quick Pass may grant a waiver of a second invoice processing fee, per account, in a 24-month period, if the customer at the time of the waiver satisfies all requirements of these business policies for conversion to an NC Quick Pass Account.

Policy 206.2.5: The waiver does not eliminate the customer's responsibility for the payment of tolls, non-waived processing fees, and civil penalties.

Policy 206.2.6: Waived processing fees will be documented in the NC Quick Pass system.

Policy 206.3: Civil Penalty

Policy 206.3.1: A Civil Penalty is generally assessed to the third invoice after a customer does not pay the second invoice by the date due with a delinquent balance of approximately sixty (60) days.

Policy 206.3.2: NC Quick Pass can assess a maximum of one Civil Penalty within a six (6) month period.

Policy 206.3.3: An invoice carrying a Civil Penalty will clearly state the total amount due, and the manner in which it may be paid.

Policy 206.3.4: The total amount due must be paid to NC Quick Pass within thirty (30) days of the invoice date.

Policy 206.3.5: Any waivers must be preapproved by NC Quick Pass.

Policy 206.3.6: When NC Quick Pass collects a Civil Penalty imposed for unpaid tolls, it will credit the clear proceeds to the Civil Penalty and Forfeiture Fund established in G.S. 115C-457.1.

Policy 206.3.7: The guidelines used by the Office of State Budget and Management to determine an agency's actual costs of collecting a Civil Penalty and the clear proceeds of the Civil Penalty apply to the determination of the clear proceeds of a Civil Penalty imposed.

Policy 207: Toll Invoice Payment Order of Precedence

Policy 207.1.1: The following is the order of precedence for payments to be applied to delinquent toll invoice balances:

1. Previous invoice amounts (toll, fees, penalties)
2. Current tolls
3. Current fees
4. Current civil penalty

Policy 208: NCDMV Registration Hold and Release

Policy 208.1: Toll Invoice NCDMV Registration Hold and Release

Policy 208.1.1: Failure to pay a fourth invoice will result in the suspension of a customer’s vehicle registration renewal for vehicles registered in North Carolina.

Policy 208.1.2: NC Quick Pass notes NCDMV registration hold eligibility on all invoices.

Policy 208.1.3: For a registrant with multiple vehicles registered in North Carolina that are associated with a delinquent toll invoice, NC Quick Pass can suspend the registration renewal for each vehicle registered in North Carolina.

Policy 208.1.4: Vehicle registration will be held from renewal until all unpaid tolls, fees, and penalties are paid in full.

Policy 208.1.5: Payment can be made with a credit card or ACH payment (by phone), or by

cash, check, money order, or credit card payment at an NC Quick Pass CSC Walk-In Center.

Policy 208.1.6: Once the full payment is verified and approved, the NC Quick Pass system will process a registration release to NCDMV.

Policy 208.1.7: In the event a check of any amount is returned, or an ACH payment is rejected, the NC Quick Pass system will re-establish the NCDMV registration hold.

Policy 209: Escalated Collection Process

Policy 209.1: General Collections Policies

Policy 209.1.1: After a customer neglects to pay tolls, fees, and/or penalties that have escalated to a fourth invoice, the debt from invoices that has aged at least 90 days will be eligible for collections.

Policy 209.1.2: Tolls, fees, and penalties are eligible for collections.

Policy 209.1.3: Debt that has been assigned to a collection agency must be paid in full to be removed from collections.

Policy 209.2: NCDMV Registration Hold

Policy 209.2.1: After a Toll Invoice customer neglects to pay tolls, fees, and/or penalties that have escalated to a fourth invoice, the debt from invoices that has aged at least 90 days will be eligible for NCDMV Registration Hold.

Policy 209.2.2: In-state customers with a delinquent balance of less than $500.00 will be placed on NCDMV registration hold and remain on hold for thirteen (13) months.

Policy 209.2.3: If the debt associated with an unpaid delinquent invoice is not paid after thirteen (13) months, the debt will be sent to collections.

Policy 209.2.4: If In-state customers with a delinquent balance of less than $500.00 cannot by placed on NCDMV registration hold, the debt will be sent directly to collections.

Policy 209.2.5: In-state customers with a delinquent balance of $500.00 or more will be placed on NCDMV registration hold and the debt will be sent directly to collections.

Policy 209.2.6: Out of state customers are not subject to NCDMV registration hold but will have eligible debt advance directly to collections.

Policy 209.3: Collection Agency

Policy 209.3.1: In-state customers, with debt that has been assigned to a collection agency, can also remain on NCDMV registration hold.

Policy 209.3.2: When an in-state customer on NCDMV registration hold has debt that is placed in collections, the collection agency and NC Quick Pass will ensure that all past due amounts from the customer are paid in full prior to removing the debt from collections and removing the NCDMV registration hold.

Policy 209.3.3: The collection agency will initiate letters to customers for all debt received from NC Quick Pass.

Policy 209.3.4: Any debt transferred to a collection agency is noted on subsequent invoices sent to the customer. Customers can view their toll invoices that have been sent to collections on the NC Quick Pass website at ncquickpass.com.

Policy 209.3.5: Payments for debt transferred to a collection agency can be accepted by NC Quick Pass or the collection agency.

Policy 210: Toll Invoice by Mail Bankruptcy

Policy 210.1: Toll Invoice by Mail Bankruptcy Policies

Policy 210.1.1: When NC Quick Pass receives notification regarding a customer bankruptcy, NC Quick Pass will verify that the notification is an official Bankruptcy Court order and document the proper information in the customer's account.

Policy 210.1.2: NC Quick Pass reserves the right to file a proof of claim with the Bankruptcy Court.

Policy 210.1.3: NC Quick Pass reserves the right to determine which claims to pursue. All documentation is retained within the account.

Policy 210.1.4: While awaiting the outcome of a bankruptcy proceeding, NC Quick Pass cannot make any attempt to collect on debt owed prior to the date of the bankruptcy filing, nor can NC Quick Pass send customers to NCDMV Hold or Collections for any tolls incurred prior to the date the Bankruptcy Petition was filed.

Policy 210.1.5: Tolls and fees incurred prior to the date of the Petition filing must remain on the account until the bankruptcy case is resolved.

Policy 210.1.6: If the Bankruptcy Court notifies NC Quick Pass in writing of a Discharge of a customer's pending bankruptcy proceeding, the transactions during the period covered by the Bankruptcy Petition are dismissed.

Policy 210.1.7: Any new tolls that occur after the Bankruptcy Petition was filed are the responsibility of the customer.

Policy 210.1.8: A Dismissal reinstates the customer's responsibility for paying all tolls, fees, and penalties that were not pursued while the bankruptcy proceeding was taking place.

Policy 211: Toll Invoice by Mail Refunds

Policy 211.1: Refunds

Policy 211.1.1: When an overpayment is made to a toll invoice, NC Quick Pass will not generate a refund unless requested by the customer.

Policy 211.1.2: Should a customer request a refund after making an overpayment to a toll invoice, the NCDOT Fiscal Unit will issue a refund check within ten (10) days after receiving the request.

Policy 211.1.3: If a customer requests a refund, but continues to drive on the road, the refund amount will be reduced by any newly posted transactions.

Policy 212: Toll Invoice by Mail Customer Communications

Policy 212.1: Customer Correspondence Filing

Policy 212.1.1: Customer correspondence received at an NC Quick Pass CSC will be filed, indexed and retained based on North Carolina's Document Retention Schedule.

Policy 213: Toll Invoice by Mail - Returned US Mail and Email

Policy 213.1: Forwarding Address Available

Policy 213.1.1: NC Quick Pass will update a customer's invoice with the updated address upon notification from the Post Office of a mail forwarding or new address.

Policy 213.1.2: NC Quick Pass will manually forward any returned correspondence with a new address to the updated address.

Policy 213.2: Forwarding Address Not Available (Nixies)

Policy 213.2.1: NC Quick Pass, upon receiving a returned invoice without a forwarding address, will update the toll invoice with a flag stating it has a bad address.

Policy 213.2.2: Any future mailings will be suppressed until a new address is obtained, and the bad address flag is removed.

Policy 213.2.3: If a customer has provided an email, a notice will be sent via email informing the customer the mailing address associated with their toll invoices is no longer valid, and a new address must be provided to avoid any possible fees or penalties.

Policy 213.2.4: The NC Quick Pass system will escalate delinquent balances on accounts with undeliverable mail (nixies) to collections.

Policy 213.2.5: Once a customer has provided a new address, all correspondence will continue from the date the address was updated, and the bad address flag removed.

Policy 213.2.6: NC Quick Pass will not assess fees retroactively.

Policy 213.3: Undeliverable Email

Policy 213.3.1: Should an email address associated with the Toll Invoice by Email service become invalid, the NC Quick Pass system will flag the invoice as having a bad email address, and the invoice delivery method will be changed to mail until the vehicle owner provides a new email address.

Policy 213.3.2: NC Quick Pass will notify the vehicle owner by mail that they must update their electronic address to avoid any possible fees or penalties.

Policy 213.3.3: Once the vehicle owner provides an updated email address, the bad email address flag will be removed, and any future invoices will be delivered via email.

Policy 214: Toll Invoice by Mail Interoperability

Policy 214.1: Toll Invoice by Mail Interoperability

Policy 214.1.1: The NC Quick Pass Toll Invoice by Mail service is only applicable on Turnpike Projects.

Policy 214.1.2: If a customer intends to travel on an interoperable toll road in another state, the customer must convert to an NC Quick Pass Account.

Policy 215: Toll Invoice by Mail Conversion

Policy 215.1: Toll Invoice by Mail Converted to NC Quick Pass Account

Policy 215.1.1: A Toll Invoice by Mail customer may convert to an NC Quick Pass Account online, or by calling or visiting an NC Quick Pass CSC.

Policy 215.1.2: When converting to an NC Quick Pass Account, the customer will be required to:

Policy 215.1.2.1: Pay all unpaid tolls, fees and penalties (including any balances with a collection agency) associated with a toll invoice.

Policy 215.1.2.2: Select an account type

Policy 215.1.2.3: Pay the appropriate prepaid toll balance (if required)

Policy 215.1.2.4: Purchase a transponder(s) (if necessary)

Policy 215.1.2.5: Provide all required information at account opening

Policy 215.1.2.6: Agree to the NC Quick Pass terms and conditions

Policy 215.1.3: When converting from Toll Invoice by Mail to an NC Quick Pass Account, all license plates currently assigned to Toll Invoice by Mail will be added to the NC Quick Pass Account.

Policy 215.1.4: Tolls posting to Toll Invoice by Mail with a transaction date prior to the conversion date will be posted at the higher toll rate.

Policy 215.1.5: Tolls that have not been invoiced will be reduced to the NC Quick Pass rate when a customer converts to an NC Quick Pass Account.

Policy 215.1.6: A customer with outstanding toll invoices may open an NC Quick Pass Account if the license plate(s) registered on the new account does not match the license plates associated with the unpaid toll invoice(s).

Policy 215.1.7: A customer is restricted from converting accounts if a license plate, or identical address, is associated with an unpaid toll invoice.

Policy 215.2: Toll Invoice by Mail Converted to an NC Only Account

Policy 215.2.1: After receiving authorization from NC Quick Pass, a Toll Invoice by Mail customer may convert to an NC Only Account by calling or visiting an NC Quick Pass CSC.

Policy 215.2.2: The customer will be required to:

Policy 215.2.2.1: Pay all unpaid tolls, fees and penalties (including any balances with a collection agency) associated with a toll invoice

Policy 215.2.2.2: Select an account type

Policy 215.2.2.3: Pay the appropriate prepaid toll balance (if required)

Policy 215.2.2.4: Provide all required information and/or complete an application

Policy 215.2.2.5: Agree to the terms and conditions agreement

Policy 215.2.3: When converting Toll Invoice by Mail to an NC Only Account, all license plates currently assigned to Toll Invoice by Mail will be added to the NC Only Account.

Policy 215.2.4: NC Only Accounts must be approved by NC Quick Pass.

Policy 300: Disputes

Policy 300.1: Customer Disputes General Information

Policy 300.1.1: Under North Carolina law, the registered owner of the motor vehicle is responsible for payment of tolls incurred unless the registered owner establishes that the motor vehicle was in the care, custody, and control of another person when it was driven on a Turnpike Project.

Policy 300.1.2: Customers are entitled to dispute any toll incurred in North Carolina.

Policy 300.1.3: In order to dispute tolls on away agency toll roads, the customer must contact the applicable agency directly regarding their dispute process. Contact information for each agency can be found on the NC Quick Pass website.

Policy 300.1.4: If a charge or fee is rescinded, NC Quick Pass will credit the customer's account.

Policy 300.2: Dispute Process Timeline

Policy 300.2.1: A request for an informal review of a toll and/or fee(s) or a Sworn Affidavit must be submitted within thirty (30) days of the date on the customer statement or toll invoice, or the vehicle owner waives the right to dispute the toll or fee. A vehicle owner can only dispute a toll and/or fee incurred during the most recent billing period (i.e., within the last 30 days), or the date a toll posted to an NC Quick Pass Account.

Policy 300.2.2: Recipients of a toll invoice containing an incorrect vehicle, license plate or other information may dispute responsibility for the toll and associated fees at any time in writing, in person or by phone, and they are not subject to the thirty (30) day limit.

Policy 300.2.3: If a dispute is filed by mail, the request must be postmarked within thirty (30) days of the invoice date, or the date a toll posted to an NC Quick Pass Account.

Policy 300.2.4: If the request for an Informal Review or a Sword Affidavit is received after the thirty (30) day period, the request will be denied, and NC Quick Pass will send an Informal Review Determination Reject letter to the customer stating that the time to request a review has expired.

Policy 300.2.5: A customer who did not receive an invoice must dispute responsibility for the toll within thirty (30) days of the invoice date on the subsequent invoice received. Customers that did not receive an invoice due to a change of address must provide proof they updated their registered address with the NCDMV within the state-mandated sixty (60) days from the change of address.

Policy 300.3: Request for Informal Review

Policy 300.3.1: A vehicle owner may dispute responsibility for a toll by requesting an Informal Review with NC Quick Pass.

Policy 300.3.2: Customers are entitled to dispute any toll transaction(s) incurred in North Carolina through the completion and submittal of the Request for Informal Review – Toll Dispute form.

Policy 300.3.3: The Request for Informal Review – Toll Dispute form can be obtained on the NC Quick Pass website, and at the NC Quick Pass CSC.

Policy 300.3.4: Customers can submit the Request for Informal Review – Toll Dispute form to NC Quick Pass via the following channels:

- Mail
- Fax
- In-person via an NC Quick Pass CSC
- NC Quick Pass website

Policy 300.4: NC Quick Pass' Receipt of Informal Review Request

Policy 300.4.1: Within five (5) business days of receipt of a Request for an Informal Review, NC Quick Pass reviews the dispute, and renders a decision based on the information provided by the vehicle owner and internal records pertaining to the dispute.

Policy 300.4.2: When NC Quick Pass receives a request for Informal Review within the thirty (30) day period, collection of the toll and fees, as well as the escalation process, is suspended pending a decision by NC Quick Pass.

Policy 300.5: Informal Review Determination

Policy 300.5.1: Potential outcomes of an informal review are:

Policy 300.5.1.1: The vehicle owner is found responsible for the disputed toll(s), and the vehicle owner may file with the Office of Administrative Hearings (OAH). Once the decision is recorded in the NC Quick Pass system, a

notification of denial will be sent to the vehicle owner informing them of the determination. If the vehicle owner is unsatisfied with the outcome of the OAH, they may file a dispute for a final Judicial Review.

Policy 300.5.1.2: The vehicle owner is found responsible for the disputed toll(s), and the disputed toll is charged to the vehicle owner's account or applied to the customer's toll invoice balance.

Policy 300.5.1.3: The vehicle owner is found not responsible for the disputed toll(s). The determination will be documented in the NC Quick Pass system, and a waived notification will be sent to the vehicle owner informing them of the decision. No payment will be required from the vehicle owner.

Policy 300.5.1.4: The vehicle owner is found not responsible for the disputed toll(s), and a transfer of responsibility is required. The correct license plate, vehicle owner, or responsible party (driver) will be resubmitted for invoice processing. Under G.S. 136-89.214, NC Quick Pass may send an invoice to the person with care, custody, or control of the vehicle when it was driven on a Turnpike Project. The vehicle driver has the right to dispute the toll.

Policy 300.6: Sworn Affidavit

Policy 300.6.1: A vehicle owner may establish that a motor vehicle was in the care, custody and control of another person when it was driven on a Turnpike Project by submitting a Sworn Affidavit specifying one following:

Policy 300.6.1.1: The name and address of the person or company that had the care, custody, and control of the vehicle when it was driven on facility Turnpike Project. If the vehicle was leased or rented under a long-term lease or rental, as defined in G.S. 105-187.1, the affidavit must be supported by a copy of the lease or rental agreement or other written evidence of the agreement.

Policy 300.6.1.2: The vehicle was stolen. The affidavit must be supported by an insurance or a police report concerning the theft or other written evidence of the theft.

Policy 300.6.1.3: The person transferred the vehicle to another person by sale or otherwise before it was driven on a Turnpike Project. The affidavit must be supported by insurance information, a copy of the certificate of title, or other evidence of the transfer. The sworn affidavit requires signature of both parties in order for NC Quick Pass CSC management to review the disputed toll.

Policy 300.6.2: If a person establishes that a vehicle was in the care, custody and control of another person, the other person shall be responsible for the payment of the toll. NC Quick Pass may pursue, as provided by North Carolina State law, the

person who was in the care, custody and control of the vehicle when it was driven on a Turnpike Project. The person that receives an invoice as a result of a sworn affidavit may dispute such toll in accordance with North Carolina State law.

Policy 400: I-77 Express Lanes

Policy 400.1: I-77 Express Lane Policies

Policy 400.1.1: The I-77 Express Lanes in Charlotte, North Carolina shall be clearly identified as an “Express Lane” prior to entrance into the toll lanes.

Policy 400.1.2: The I-77 Express Lanes are restricted to two-axle and transit vehicles.

Policy 400.1.3: The volume and speed of traffic in the I-77 Express Lanes will be monitored in order to set toll rates dynamically, which will automatically adjust toll rates up or down to meet and maintain specified performance requirements.

Policy 400.1.4: Vehicles that do not have an occupancy declaration device (e.g., NC Quick Pass E-ZPass Flex transponder or other transponder with the HOV Declaration Application) will be treated by the system as Single-Occupancy Vehicles (SOV).

Policy 400.2: I-77 Express Lane Vehicle Classifications

Policy 400.2.1: The following vehicles will be allowed to use the I-77 Express Lanes if they meet one of the following criteria:

Policy 400.2.2: “Single-Occupancy Vehicles” or SOV means 2-axle motor vehicles, (other than Motorcycles) without trailers, with fewer than three (3) occupants, not larger than 20 feet in length, eight and a half feet in width and twelve feet in height. These vehicles do not meet the occupancy requirement to declare HOV as signed on the I-77 Express Lanes.

Policy 400.2.2.1:“High-Occupancy Vehicles” or HOV means motor vehicles without trailers, not larger than 20 feet in length, eight and a half feet in width and seven feet in height. These vehicles contain three (3) or more occupants and must have an occupancy declaration device (e.g., NC Quick Pass E-ZPass Flex transponder or other transponder with the HOV Declaration Application) that provides occupancy declaration information.

Policy 400.2.2.2:“Motorcycles” means motor vehicles with two (2) or three (3) wheels not larger than a Single-Occupancy Vehicle.

Policy 400.2.2.3:“Transit Vehicles” means recognized, non-profit transit agency buses, rubber-wheeled trolleys, and vans used for mass transportation under applicable North Carolina Laws.

Policy 400.3: Exempt Vehicles on the I-77 Express Lanes

Policy 400.3.1: Certain vehicles, called exempt vehicles, are not required to pay a toll on the I-77 Express Lanes provided they meet the following criteria:

Policy 400.3.1.1: Transponder-equipped, 2-axle vehicles that declare themselves as HOV through an NC Quick Pass E-ZPass Flex transponder, or via the NC Quick Pass HOV Declaration Application that is linked to an NC Quick Pass account,

Policy 400.3.1.2: Transit Vehicles with an NC Quick Pass Transponder,

Policy 400.3.1.3: Motorcycles, or

Policy 400.3.1.4: First responders' vehicles (i.e., law enforcement, emergency fire and rescue and emergency medical service), as set forth in North Carolina General Statutes §136-89.211(2), with an NC Quick Pass First Responder transponder.

Policy 400.3.2: Exempt vehicles shall receive a discount of 100% of the applicable toll rate on the I-77 Express Lanes.

Policy 400.3.3: A toll will be applied without a discount for any vehicle meeting HOV requirements if the vehicle is not equipped with a valid, properly installed NC Quick Pass Transponder, regardless of the number of occupants in the vehicle.

Policy 400.3.4: An NC Quick Pass customer whose account is not in good financial standing and/or has been put in any status other than "Good/Valid/Low-Balance," and whose transponder(s) are set to any other status than "valid" is subject to the Toll Invoice by Mail process.

Note: Transit and First Responder vehicles without an NC Quick Pass transponder may receive a discounted toll by submitting an affidavit to the NC Quick Pass CSC post-travel on the I-77 Express Lanes.

Policy 401: HOV Declaration on I-77 Express Lanes

Policy 401.1: HOV Declaration

Policy 401.1.1: Only NC Quick Pass customers with accounts will be able to declare HOV occupancy to take advantage of HOV-related benefits (e.g., toll-free travel) on the I-77 Express Lanes.

Policy 401.1.2: The I-77 Express Lanes will only acknowledge NC Quick Pass transponders for HOV declaration.

Policy 401.2: Occupancy Requirements for HOV Declaration

Policy 401.2.1: Each vehicle that declares HOV status when traveling on the I-77 Express Lanes must carry the minimum number of occupants posted on the entrance signs (e.g., 3+) to the Express Lanes.

Policy 401.2.2: Each adult and child passenger in a vehicle count as one (1) occupant.

Policy 401.2.3: Pets, infants still in the womb, and other inanimate objects are not considered valid occupants.

Policy 401.2.4: Violators of the I-77 Express Lane HOV occupancy requirements caught traveling on the I-77 Express Lanes are subject to a fine by North Carolina law enforcement.

Policy 401.3: NC Quick Pass Account Required for HOV Declaration

Policy 401.3.1: To declare HOV occupancy status on the I-77 Express Lanes, customers will need to open an NC Quick Pass Account, and either obtain an NC Quick Pass E-ZPass Flex transponder or obtain one of the other transponder types NC Quick Pass provides to their customers.

Policy 401.3.2: Customers that choose any transponder other than the NC Quick Pass E-ZPass Flex transponder must register with the HOV Declaration Application and use the application to declare an occupancy status fifteen (15) minutes prior to their use of the I-77 Express Lanes to be eligible for HOV benefits and/or discounts, or they will be tolled at the Single-Occupancy Vehicle (SOV) toll rate regardless of occupancy or declaration status.

Policy 401.4: Customer Mechanisms for HOV Occupancy Declaration

Policy 401.4.1: NC Quick Pass provides valid NC Quick Pass Account holders the following two (2) options to declare their HOV occupancy status for the I-77 Express Lanes:

1. The NC Quick Pass E-ZPass Flex transponder, which can be switched from SOV to HOV if the required number of occupants are in the vehicle, or

2. The NC Quick Pass HOV Declaration Application, which allows valid NC Quick Pass Account holders to declare occupancy status via the mobile application provided they have any NC Quick Pass transponder. NC Quick Pass Account customers that have registered with the mobile application can declare their occupancy through the following mechanisms:

    - Online
        - Via the HOV Declaration Application website
        - Via the HOV Declaration Mobile Application
    - Walk-In (in person at an NC Quick Pass Customer Service Center)
    - Phone-in (by calling an NC Quick Pass Customer Service Center)

Policy 401.5: NC Quick Pass E-ZPass Flex (i.e., Switchable Transponders)

Policy 401.5.1: NC Quick Pass will support NC Quick Pass E-ZPass Flex transponders, allowing customers to declare HOV status by changing the switch position on the transponder.

Policy 401.5.2: Before a customer can declare their HOV occupancy on the I-77 Express Lane using an NC Quick Pass E-ZPass Flex transponder, they must have a registered NC Quick Pass Account in good financial standing with a valid transponder properly installed in their vehicle.

Policy 401.5.3: Customers must have their NC Quick Pass E-ZPass Flex transponder set to the “HOV” setting to receive any HOV benefits and/or discounts.

Policy 401.5.4: A customer using an NC Quick Pass E-ZPass Flex transponder will not need to register with the HOV declaration application to travel on the I-77 Express Lane.

Policy 401.6: HOV Declaration Application

Policy 401.6.1: Before a customer can register with the HOV Declaration Application, they must have an NC Quick Pass Account in good financial standing with a valid transponder mounted in or on their vehicle.

Policy 401.6.2: After registering for the HOV Declaration Application, a customer can declare HOV status fifteen (15) minutes prior to using the I-77 Express Lane.

Policy 500: Privacy

Policy 500.1: Privacy Policies

Policy 500.1.1: Except as permissible by state and federal law Information regarding, information related to NC Quick Pass Accounts, NC Only Accounts and the Toll Invoice Program will not be disclosed to third parties without prior written consent from the primary account holder.

Policy 500.1.2: Pursuant to G.S. 136-89.213, identifying information obtained by NC Quick Pass through an agreement is not a public record, and is subject to the disclosure limitations in 18 U.S.C. § 2721, the Federal Drivers Privacy Protection Act.

Policy 500.1.3: NC Quick Pass will maintain the confidentiality of all information required which is kept confidential under 18 U.S.C. § 2721(a), as well as any financial information, transaction history, and information related to the collection of a toll or user fee from a person, including, but not limited to, photographs or other recorded images or automatic vehicle identification or driver account information generated by radio-frequency identification or other electronic means.

Policy 500.1.4: NC Quick Pass may use account information only for the purpose of collecting and enforcing tolls.

Policy 500.1.5: NC Quick Pass may disclose customer account information to other interoperable agencies for the purpose of toll collection. The customers' name and address will not be provided to any agency or company with whom NC Quick Pass has established interoperability agreements. Requests for this data will follow the disclosure limitations in 18 U.S.C. § 2721 (Federal Drivers Privacy Protection Act) and will only be provided to agencies in which NC Quick Pass has reciprocal agreements.

Policy 500.1.6: Driver/customer information will not be made available for any reason other than to support payment of toll transactions or comply with a valid order of a court of competent jurisdiction.

Policy 500.1.7: Account information may be disclosed to the public if such disclosure is required by law or by court order from a court of competent jurisdiction.

Policy 600: Anti-Money Laundering Program

Policy 600.1.1: The North Carolina Turnpike Authority (NCTA) is a provider of pre-paid access subject to certain reporting requirements under the Bank Secrecy Act (BSA) and is required to maintain an anti-money laundering (AML) compliance program.

NCTA maintains a compliance program (our AML Program) to reduce the risk that customers of the NC Quick Pass Program may use that program to launder money. The AML Program only applies to NC Quick Pass accounts with a $2,000 prepaid account balance or a replenishment amount greater than $10,000.

The AML compliance program includes:

- the development of internal policies, procedures, and controls
- the designation of a BSA Officer
- ongoing employee training; and
- independent testing to determine AML compliance

Policy 601: Business Policy Modification Process

Policy 601.1: Modification Policies

Policy 601.1.1: NC Quick Pass will complete an annual review of its Business Policies at the end of each fiscal year.

Policy 601.1.2: A redline version of the Business Policies will be created by the Director of Toll Operations (DTO) that indicates revisions and distributed to the NC Quick Pass Policy Committee. The Committee will come together to review the redline document and make any final decisions/edits. The Business Polices will be finalized by the DTO and retained in electronic and hard copy format. The file naming convention will be “NC Quick Pass Business Policies v#.# <year><month><day>.docx.

Policy 601.1.3: The need for modification of these policies may be identified through day-to-day toll operations, toll program growth or legislative changes.

Policy 601.1.4: Policies should be focused on providing greater efficiency, improving customer service and/or adding new or expanding current toll roads.

Policy 601.1.5: All modifications will be processed through the DTO, and the following process will be utilized.

Policy 601.1.6: The NC Quick Pass staff member requesting a modification is required to complete the Business Policy Modification Form (BPMF) and submit the completed form to the DTO for further action.

Policy 601.1.7: Upon receipt and review of the form, the DTO will distribute the BPMF to the NC Quick Pass Review Committee. The scope of the proposed modification will identify the staff required to review the material.

Policy 601.1.8: A meeting will be scheduled to discuss the modifications submitted and make any further adjustments to finalize the change in policy.

Policy 601.1.9: The Committee will then make a recommendation to the NCTA Executive Director.

Policy 601.1.10: The Business Policy Review/Approval form will be used to document the meeting, and the final determination by the NCTA Executive Director.

Policy 601.1.11: The DTO will update the BPMF (if applicable) and incorporate the approved modifications into a revised Business Policy document (redline and clean versions).

Policy 601.1.12: Once the Business Policy version is finalized with signatures, the revised Business Policy document will be scanned and uploaded by the DBA into NC Quick Pass's CTA'S document retention system and the original securely filed for NC Quick Pass.

NORTH CAROLINA
Turnpike Authority

Program Policies for Tolling System Operations

Version 4.0

Document Revision History

Version	Date	Modification	Author
Original	-	N.A.	NCTA (Andy)
1.0	January 2020	Formatting revisions & wrote out all policies	Eliza & Seth
2.0	February—March 2020	Review & finalized written policies in Section IV	Eliza, Seth, Andy
2.1	August 2020	Release for I-485 RFP	Andy
3.0	May 2022	Introduction and Agency Overview Toll Rate Definition Policy Operational Modes Policy Incident Management Policy Travel Time and Average Speed Policy Direct Connector Signal Connection	Rachel Ruiz
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3.2	January 2024	Document reformatting for Section Headers and Table of Contents	G Vari
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I. Introduction

This document presents a high-level overview of the policies by which the North Carolina Turnpike Authority (NCTA) operates its statewide toll systems.

These policies are based on the following North Carolina General Statutes and policies.

- Article 6H of Chapter 136 of the North Carolina General Statutes
- G.S. 136-18(39a) I-77 Express Lane Authorization Statute
- Express Lane Tolling Methodologies adopted by the Turnpike Authority Board, March 28, 2018

North Carolina Turnpike Authority Overview

NCTA, a business unit of the North Carolina Department of Transportation (NCDOT), was formed in 2002 by the North Carolina General Assembly. The mission of NCTA is to supplement the traditional non-toll transportation system by accelerating the delivery of roadway projects using alternative financing options and facilitating the development, delivery, and operation of toll roads. NCTA is authorized to study, plan, develop, and undertake preliminary design work on Turnpike Projects. (G.S. 136-89.183(2))

NCTA is responsible for toll collection and customer service on all toll facilities in North Carolina through the NC Quick Pass program, which includes both prepaid accounts accessed via transponders and postpaid accounts billed by mail or email. In addition, NCTA operates and maintains specific toll facilities on the North Carolina state highway network.

There are two types of toll facilities in North Carolina:

- Expressways are separate roadways with fixed tolls for all vehicles. The primary purpose of the tolls is to cover both the costs of operations and maintenance and the costs of servicing toll-backed debt used for construction costs.
- Express Lanes are separate lanes in an existing highway corridor with variable tolls for permitted vehicles. The primary purpose of the tolls is to provide drivers with reliable travel times without congestion.

Toll facilities open to traffic

- Triangle Expressway, operated by NCTA
- Monroe Expressway, operated by NCTA
- I-77 Express Lanes, a public-private partnership between NCDOT and I-77 Mobility Partners

Toll facilities under construction or in development

- Complete 540 Phase 1

- I-485 Express Lanes
- Complete 540 Phase 2
- Mid-Currituck Bridge

Roadside Toll Collection System

The NCTA toll collection systems are comprehensive All-Electronic Toll (AET) systems that allow motorists to drive through toll zones and pay their tolls without having to stop (i.e. open road tolling system as defined in G.S. 136-89.210.) When customers travel on toll facilities in North Carolina, tolls are collected from customer accounts by reading a transponder mounted in the vehicle and/or by identifying the license plate number attached to the vehicle. The license plate number could later be used to send the registered vehicle owner a bill in the mail (or email) if a transponder account is not found. (G.S. 136-89.212; G.S. 136-89.214).

II. Toll Facility Operating Procedures

The NCTA will comply with and support the following operating policies:

1. Vehicle Classification

1.1. Vehicle Classification on Expressways

1.1.1. All vehicle types are allowed to travel on NCTA Expressway facilities. Vehicles will be classified based on axles counts:

- Class 1 = 2-Axle Vehicles
- Class 2 = 3-Axle Vehicles
- Class 3 = 4+-Axle Vehicles

1.2. Vehicle Classification on Express Lanes

Prohibited Vehicles – vehicles with three (3) or more axles are not allowed to travel on NCTA Express Lanes unless they are Transit Vehicles.

Emergency Responder Vehicles – law enforcement vehicles, emergency fire or rescue vehicles, or emergency medical services vehicles with two (2) axles, provided that the vehicles are equipped with a properly mounted transponder provided by NCTA and are responding to an emergency.

Extended Vehicles – two (2)-axle motor vehicles that:

a) larger than 22 feet in length, eight and a half (8.5) feet in width or 12 feet in height or
b) with a one (1)- axle trailer

Motorcycles – vehicles with two or three wheels.

Transit Vehicles – vehicles bearing the logo of a nonprofit transit agency and used for mass transportation under applicable laws, provided that the vehicles are (a) equipped with a properly mounted transponder provided by NCTA and (b) registered in the Transit Plan.

High Occupancy Vehicles (HOV) – any vehicle with three or more occupants that

a) is not a Prohibited Vehicle, an Extended Vehicle, or a Transit Vehicle and
b) is equipped with a Transponder that

1) is restricted to HOV only;
2) has been switched to identify the vehicle as high occupancy; or
3) has been set to indicate the vehicle is temporarily qualified as an HOV through NCDOT approved mobile apps, provided that the vehicle must be identified as high occupancy no later than five (5) minutes prior to entering a Toll Segment.

Standard Vehicles – all vehicles that are not otherwise defined in Section 1.2.

2. Toll Rate Definition

2.1. Expressway Toll Rates

2.1.1. The toll rates posted in all NCTA Expressway facilities shall not be adjusted more often than once a year. Adjustment shall occur at midnight on the first day of the year and shall be done by the RTCS Vendor. Adjustments shall be verified by the NCTA RTCS Operations and Maintenance team.
2.1.2. Toll rates shall be defined by NCTA Finance and approved by the NCTA Board of Directors.

Note: Exceptions may apply in the event of inclement weather or an incident.

2.2. Express Lanes Maximum and Minimum Toll Rates

2.2.1. The maximum and minimum toll rates established for each NCTA Express Lane facility shall not be adjusted more often than once a year.
2.2.2. Adjustment shall occur at midnight on the first day of the year and shall be done by the RTCS Vendor.
2.2.3. Adjustments shall be verified by the NCTA RTCS Operations and Maintenance team.
2.2.4. The maximum and minimum toll rates shall be defined by NCTA Finance and approved by the NCTA Board of Directors.
2.2.5. The maximum and minimum toll rates established for P3 Express Lanes shall be defined in the corresponding P3 Business Policy Documents.

Note: Exceptions may apply in the event of inclement weather or an incident.

2.3. Express Lanes Variable Toll Rates

2.3.1. The variable toll rates posted may operate under a schedule mode or dynamic mode.
2.3.2. Under either of the two modes toll rates shall be adjusted based on data collected from the RTCS.

2.3.3. The posted rate for each segment of an NCTA Express Lane facility shall be the Discounted Rate for Standard Vehicles along with indications that higher rates apply for Bill by Mail and for Extended Vehicles
2.3.4. Variable toll rates shall be within the approved maximum and minimum rates.
2.3.5. The RTCS shall record the toll rates posted and capture an image of the toll rate posted for each AVI and image transaction processed.
2.3.6. Variable toll rates shall be adjusted at the RTCS level.
2.3.7. The NCTA RTCS Operations and Maintenance team shall be responsible for tracking and verifying the toll rate adjustments.
2.3.8. Variable toll rate operations for P3 Express Lanes shall be defined in the corresponding P3 Business Policy Documents.

2.4. Express Lanes Performance

2.4.1. The Dynamic Pricing System shall be designed, configured, and adjusted to maximize throughput within the express lane facility, while meeting the following terms:
2.4.2. The EL must maintain a minimum average operating speed of 45 mph at least 90% of the time over a consecutive 180-day rolling assessment period during the 2-hour durations and mornings and evenings when traffic volumes are highest.
2.4.3. The EL must maintain a level of service (LOS) of "D" or better as defined in the Highway Capacity Manual at least 90% of the time over a consecutive 180-day rolling assessment period during the 2-hour durations and mornings and evenings when traffic volumes are highest.
2.4.4. The EL must maintain an end-to-end travel time that is less than the GP Lanes travel time at least 90% of the time, during the 2-hour durations and mornings and evenings when traffic volumes are highest.

2.5. Express Lanes Schedule Mode

2.5.1. Toll rates shall be calculated for each segment based on historical traffic data collected from the RTCS.
2.5.2. Toll rates shall be published at least 24 hours prior to becoming effective.
2.5.3. Toll rates shall not change more than once during a 24-hour period and shall be scheduled by day of the week in 30-minute intervals.

Note: Exceptions may apply in the event of inclement weather or an incident.

2.6. Express Lanes Dynamic Mode

2.6.1. Toll rates shall be calculated for each segment based on live traffic data collected from the RTCS.
2.6.2. Toll rates shall be adjusted as often as needed to maintain the required lane performance but shall not be adjusted more frequently than every five (5) minutes.

Note: Exceptions may apply in the event of inclement weather or an incident.

3. Toll Rate Signing

3.1. Expressway

3.1.1. In all NCTA Expressway facilities, vehicles are tolled at the toll rate shown in static signs installed ahead of the toll zones.

3.2. Express Lanes

3.2.1. In all NCTA Express Lanes and P3 Express Lanes, vehicles are tolled at the toll rate shown in the variable toll message signs. The toll rate charged shall be the last toll rate visible to the driver.

4. Toll Rate Adjustments

4.1. Planned or Emergency Toll Rate Adjustments

4.1.1. During planned or emergency events NCTA may elect to charge a reduced toll rate or not charge at all if roadway performance is impacted. This toll rate adjustment (reduction or removal) must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.

5. Toll Rate Characteristics

Table 1 presents toll rate characteristics for expressways and express lanes operated by NCTA. Toll rate characteristics for P3 projects can be found in the corresponding P3 Business Policy Document.

Table 1: Toll Rate Characteristics on NCTA Toll Facilities

	Expressways	Express Lanes
Base Rate	Bill by Mail	
Discounted Rate	Prepaid (in accordance with the most recent NCTA Board action)	
Toll Rate Rounding	Rounded to the nearest cent	Rounded to the nearest 5 cents
Vehicle Classification	2 - Axle Vehicles = Toll Rate 3 - Axle Vehicles = 2x Toll Rate 4+ - Axle Vehicles = 4x Toll Rate	Emergency Responder Vehicles = Exempt Standard Vehicles = Toll Rate Extended Vehicles = Extended Vehicle Multiplier x Toll Rate Prohibited Vehicles = Extended Vehicle Multiplier x Toll Rate HOV and Motorcycles = Toll Rate unless designated Exempt in Policy 6 Table 2
Extended Vehicle Multiplier	N/A	Determined per toll segment. Vary no more frequently than every 30 minutes in accordance with an approved and published schedule Can be changed no more frequently than once every seven (7) days and shall be published at least 24 hours in advance
Toll Assessment	Individual tolls are assessed at each toll zone	

6. Vehicles Exempt from Paying Tolls

6.1. Exemptions

Exempt vehicles shall receive a discount of 100% of the applicable Toll Rate.

6.2. Expressways

Emergency Responder Vehicles as defined in Policy 1.2 shall be exempt from paying tolls on Expressways.

6.3. Express Lanes

Table 2 identifies the toll status of vehicles on Express Lanes.

Table 2: Toll Status for Vehicles on Express Lanes

Corridor	Emergency Responder Vehicles	Transit Vehicles	HOV	Motorcycles	Standard Vehicles	Extended Vehicles	Prohibited Vehicles
I-77[1]	Exempt	Exempt	Exempt[2]	Exempt[2]	Not Exempt	Not Exempt	Not Exempt
I-485	Exempt	Exempt	Not Exempt	Not Exempt	Not Exempt	Not Exempt	Not Exempt
Default for future corridors	Exempt	Exempt	Not Exempt	Not Exempt	Not Exempt	Not Exempt	Not Exempt

[1] The I-77 Express Lanes corridor is a public-private partnership between NCDOT and I-77 Mobility Partners for High Occupancy Toll (HOT) lanes on I-77 for which NCTA is responsible for toll collection. Any contradiction regarding the toll status of vehicles between this document and the I-77 Comprehensive Agreement as amended shall be resolved according to the provisions of the I-77 Comprehensive Agreement as amended.

[2] In accordance with Exhibit 4 of the I-77 Comprehensive Agreement as amended, motorcycles and High Occupancy Vehicles are exempt from tolls in the I-77 Express Lanes corridor.

7. Toll Collection Methods

7.1. Pre-Paid Collection Method

7.1.1. All NCTA toll facilities and all P3 toll facilities accept payments through pre-paid transponder accounts.

7.1.2. Pre-paid account holders are required to place a Transponder on their vehicle. These transponders are captured at the lane by the RTCS and are later correlated to existing pre-paid customer accounts at the BOS level.

7.2. Pre-Paid Accounts

7.2.1. Pre-paid customer accounts can be NC Quick Pass accounts or any account from participating interoperable agencies (E-ZPass, SunPass, Peach Pass, and others).

7.3. Post-Paid Collection Method

7.3.1. All NCTA toll facilities and all P3 toll facilities accept post-paid payments based on vehicle plate number captured at the lane by the RTCS that can be correlated to vehicle registrations at the BOS.

7.3.2. Post-paid bills are sent by mail or email (Bill by Mail) and are processed by the BOS.

8. Transaction Processing

8.1. Transaction Processing and Data Requirements

8.1.1. The RTCS shall store all transaction event data and images for at least 90 days.

8.1.2. The RTCS shall process transactions according to the NCTA Transaction Processing Matrix.

8.1.3. If transactions are rejected by the CBOS, the RTCS shall be capable of reprocessing the transaction and resubmitting it to the CBOS per the CBOS ICD.

9. Transponder Policy

9.1. Transponder Prioritization

9.1.1. The System shall support the assessment of toll by the following AVI prioritization list:

1. Valid NCTA Tag
2. Valid Away Agency Tag with NC Quick Pass discount reciprocity
3. Valid Away Agency Tag without NC Quick Pass discount reciprocity
4. Invalid NCTA issued Tag
5. Invalid Away Agency Tag
6. If Tags of equal prioritization are found within the same vehicle, the one with the strongest signal will take priority. If signal strength is equivalent, then the one that was read first will take priority.

Note: NCTA will provide a list of interoperable partners that will not receive the NC Quick Pass Discount at their discretion. These transactions will be identified using the proper ETC_DISCOUNT_TYPE code as outlined in the BOS ICD.

9.2. Transponder Protocols

9.2.1. The System shall be compatible with the following transponder protocols:

1. TDM
2. 6C
3. SeGo

9.3. Transponder Statuses

9.3.1. The RTCS shall accept and assign the following transponders statuses and/or account types as applicable under these policies for expressways or express lanes:

1. Valid
2. Low Balance
3. Zero Balance
4. Invalid or Lost/Stolen
5. Non-revenue
6. Transit Vehicle

7. Motorcycle
8. First Responder
9. HOV Only
10. Rideshare 3+

9.4. Transponder Data Handling

9.4.1. The system shall support ability to look up tags status base on the following:
1. 3-digit agency code and 8-digit serial number.
2. Future expansion to handle 16 characters (for agency and serial number) will also be possible.

9.4.2. If the transponder classification differs from the AVDC detected, the AVDC classification shall be used.

10. Image-Based Transaction Processing

10.1. Image Capture

10.1.1. One or two images must be captured for every vehicle transaction.

10.1.2. An Image-Based transaction shall be generated for any transaction that is not assigned a transponder in good standing for processing.

10.2. Image Transaction Image Data Requirements

10.2.1. Image-Based Transactions shall contain the following data:
1. License Plate Number
2. License Plate Jurisdiction (country and/or state as defined in ICD)
3. License Plate Type

10.2.2. License Plate data elements must originate from the primary image assigned to the transaction and may be generated using automated processes, such as Optical Character Recognition (OCR) or through manual entry from human review.

10.2.3. An ROI must be provided for the primary image, which includes a tightly cropped image of the license plate aligning with specifications outlined in the ICD.

10.3. Image Selection

10.3.1. The primary image for a transaction is defined as follows:
- Expressway
  - Class 1 Vehicle: Rear Image to be assigned as primary. If a revenue plate is not present in the rear image and a revenue plate is present in the front image, the front image shall be assigned as primary.
  - Class 2+ Vehicle: Front Image to be assigned as primary. If a revenue plate is not present in the front image and a revenue plate is present in the rear image, the rear image shall be assigned as primary.
- Express Lane
  - The RTCS shall capture rear readable plate images; front readable plate images are not required for NCTA Express Lanes.

10.3.2. A "revenue plate" is defined as a valid license plate issued by an authorized legal entity that is mounted to the vehicle being driven (or to the trailer being pulled by the vehicle) and whose Jurisdiction and complete Registration number (and plate Type if required for DMV look-up) are fully discernible from one or more of the rear transaction images. A "revenue plate" is never a plate mounted to a vehicle being carried or towed by the vehicle being driven.

10.3.3. If there is more than one possible option for the correct revenue plate, including the situation where more than one vehicle is present in the transaction imagery (like two motorcycles riding side-by-side), then the transaction shall be manually reviewed, and the selected plate shall be prioritized as follows:

- Local NC plate over other USA plates
- Vehicle plate over trailer plate
- Permanent plate over temporary plate
- Readable plate over non-readable plate

10.4. Image Processing

10.4.1. The images captured for image transactions are to be reviewed as necessary to determine the correct plate read for a transaction.

10.4.2. Automatic License Plate Recognition: Auto-processing for images in the Automatic License Plate Recognition (ALPR) system shall include the following parameters. Any ALPR record not meeting the criteria for auto-processing shall be subject to Manual Image Review:

- Jurisdiction – Plate State as defined in current BOS ICD
- Plate Type – Plate Type as defined in current BOS ICD
- Confidence Levels – Configurable (To be determined by RTCS Contractor)
- Region of Interest (ROI)

10.4.3. Images subject to Manual Image Review (MIR) shall go through a double-blind process.

10.4.4. The RTCS shall allow for the manual generation of the Region of Interest (ROI) from an overview image.

10.4.5. Images may be rejected in MIR if the captured plate images cannot be read. See below for image rejection policies.

10.5. Image Rejection

10.5.1. When it is determined that an image cannot be processed for revenue, the transaction must be assigned an image reject code in alignment with the following:

- Under Contractor Control
  - Image Clarity – out of focus, too dark, too light
  - Image Capture – The image(s) captured did not include a full rear or front view vehicle to determine the presence of a license plate.
- Not Under Contractor Control
  - Non-pursuable plate – obstructed plate, damaged plate, no plate
  - Weather – Weather conditions exceeding contract requirements block plate visibility.

10.6. Temporary plates shall be processed as normal license plates. Due to lack of retroreflective treatment, temporary plates may be coded off as a "non-pursuable plate" if illegible in dark conditions.

11. Toll Facilities Operational Modes

11.1. Operational Modes

11.2. Expressways and Express Lanes may operate under the following operational modes; depending on the selected mode the rates may change.

- Open – All lanes are open and under normal operation.
- Closed – A toll lane is closed due to an incident or unsafe travel conditions. Customers are not allowed to travel on the toll lane; therefore, no transactions are collected under this mode, if required by contract.
  Note: Closed mode can only be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.
- Emergency – The toll lanes are still open to the public and the RTCS collects both image and automatic vehicle identification (AVI) transactions. Under this mode, NCTA may elect to charge a reduced rate or not charge at all.
  Note: Emergency mode can only be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director. Additionally, the reduction or removal of toll rate charges must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.
- Maintenance – The Express Lanes may be closed due to maintenance technicians working on the lane, but they may also remain open to the public. Transactions collected under this mode would not be processed for revenue collection.

11.3. The NCTA RTCS Operations and Maintenance team shall be responsible for setting the mode and notifying all impacted shareholders.

12. Toll Facilities Planned Closures and Detours

12.1. Expressway Planned Closures and Detours

12.1.1. All planned closures and detours impacting traffic flow at a toll zone shall require coordination between the NCDOT/NCTA Roadway Operations team and NCTA RTCS Operations and Maintenance team.

12.1.2. NCTA may elect to charge a reduced toll rate or not charge at all if roadway performance is impacted by the closures or detours. The reduction or removal of toll rate charges must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.

12.1.3. During a planned event, the NCTA RTCS Operations and Maintenance team shall be responsible for updating the toll rates in the system, if the adjustment is approved.

12.1.4. Toll rate adjustments shall be communicated to travelers via dynamic message signs, static signs, and media outlets.

12.2. Express Lanes Planned Closures and Detours

12.2.1. All planned closures and detours impacting traffic flow at a toll zone shall require coordination between the NCDOT/NCTA Roadway Operations team and NCTA RTCS Operations and Maintenance team.

12.2.2. NCTA may elect to reduce or remove toll rates if the express lanes performance is impacted by the closures or detours. The reduction or removal of toll rate charges must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.
12.2.3. During a planned event, the NCTA RTCS Operations and Maintenance team shall be responsible for updating the toll rates in the system, if the adjustment is approved.
12.2.4. Toll rate adjustments shall be posted in the corresponding toll rate message signs and media outlets.

13. Toll Facilities Incident Management

13.1. Expressway Incident Management

13.1.1. Incidents at toll zones or impacting traffic flow at toll zones shall require the coordination between the NCDOT/NCTA Roadway Operations team and NCTA RTCS Operations and Maintenance team.
13.1.2. NCTA may elect to reduce or remove toll rates if the roadway performance is impacted by the incident closure or detour. The reduction or removal of toll rate charges must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.
13.1.3. The reduction or removal of toll rates shall be handled by the NCTA RTCS Operations and Maintenance team. However, due to the random nature of roadway incidents and lack of time, the reduction or removal of toll rates may occur retroactively. If so, the adjustment shall occur at the BOS level.
13.1.4. Communication of the toll rate adjustment shall occur at the customer service center.

13.2. Express Lanes Incident Management

13.2.1. Incidents at toll zones or impacting traffic flow at toll zones shall require the coordination between the NCDOT/NCTA Roadway Operations team and NCTA RTCS Operations and Maintenance team.
13.2.2. NCTA may elect to reduce or remove toll rates if the express lanes performance is impacted by the incident closure or detour. The reduction or removal of toll rate charges must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.
13.2.3. During the incident, the NCTA RTCS Operations and Maintenance team shall be responsible for updating the toll rates in the system, if the adjustment is approved.
13.2.4. Toll rate adjustments shall be posted in the corresponding toll rate message signs.
13.2.5. Incident Management Detours and Closures
13.2.6. During incidents, detours to any toll facility or closures of any toll facility must be approved by the NCTA Executive Director, or someone designated by the NCTA Executive Director.

14. Travel Time and Average Speed

14.1. Express Lanes Travel Time and Average Speed Calculation

14.1.1. Express Lanes travel time and average speeds shall be calculated by the RTCS based on detector and toll system data. Calculated values shall be verified by the NCTA RTCS maintenance team.

14.2. Express Lanes Travel Time and Average Speed Posting

14.2.1. Express Lanes travel time and average speeds shall be displayed by the RTCS in the speed/travel time signs. Travel time and average speed posted shall be updated in no less than 15-minute intervals.

15. Signals, Wrong-Way Detection System, Detectors, Cameras, and Electronic Message Signs

15.1. Express Lanes Direct Connector Signals

15.1.1. Signals at express lanes direct connectors shall be maintained and managed by NCDOT maintenance team or local municipalities.

15.2. Wrong-Way Detection System

15.2.1. Wrong-way detection systems shall be maintained and managed as defined in respective contracts of each facility.

15.3. Detectors

15.3.1. Detectors shall be maintained as defined in the respective contracts of each facility.

15.3.2. In Express Lanes facilities, detectors shall be integrated into the RTCS to collect traffic data used for toll rate adjustment purposes.

15.4. Cameras

15.4.1. Cameras shall be maintained as defined in the respective contracts of each facility.

15.4.2. In Express Lanes facilities, toll rate sign cameras shall be integrated to the RTCS to capture images of the toll rates posted.

15.5. Electronic Message Signs

15.5.1. Electronic Message Signs shall be maintained as defined in respective contracts of each facility.

15.5.2. In Express Lanes facilities, Electronic Message Signs shall be integrated to the RTCS to post toll rate, travel time, and average speed messages.

Attachment 2

State of NC, Statewide Information Security Manual

(The file is "paper clipped" to this Attachments file)

Attachment 3
Design Build Contracts

(The following two Design Build Contracts are "paper clipped" to this Attachments file: *R-2829A_C204824* and *R-2829B_C204825*)

Attachment 4
Infrastructure Design Drawings

NORTH CAROLINA TURNPIKE AUTHORITY
AET STANDARD DRAWINGS

Typical All-Electronic Tolling (AET) Toll Zone Guidelines

C-1 Typical Mainline AET Toll Zone Plan View
C-4 AET Toll Zone Access & Signing
C-4a AET Typical Express Lane Toll Site Plan View
A-3 Typical AET Toll Zone Gantry Elevations
A-5 Typical Express Lane Toll Zone Elevation
E-1 Typical Mainline AET Toll Zone Conduit Detail
E-4 AET Toll Zone Cabinets with Concrete Pads
E-4a Express Lane Toll Zone Cabinets with Concrete Pads
E-5 Toll Zone Electrical Plan
E-6 AET Primary Toll Equipment Pad Conduit Plan
E-7 Grounding Details
R-1 Revisions

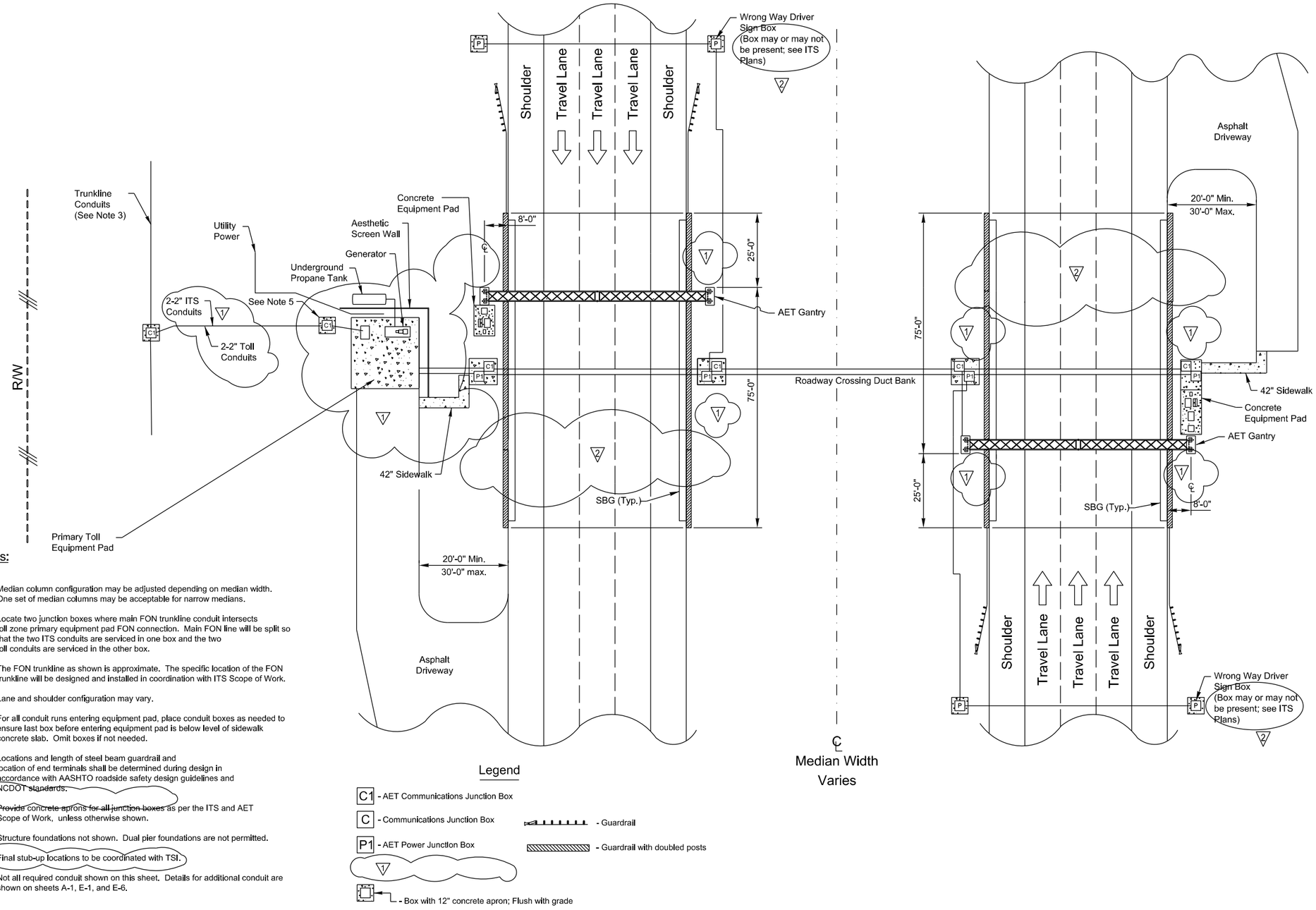
Abbreviations

AET - All-Electronic Tolling
ATS - Automatic Transfer Switch
AVC - Automatic Vehicle Classification
AVI - Automatic Vehicle Identification
C - Conduit
C/L - Centerline
DMS - Dynamic Message Sign
EOP - Edge of Pavement
EQ - Equal Distance
FON - Fiber Optic Network
(includes conduit, fiber, boxes, etc.)
ITS - Intelligent Transportation Systems
LPS - Lightning Protection System
MDP - Main Distribution Panel
NEC - National Electrical Code
NFPA - National Fire Protection Association
R/W - Right-of-Way
SBG - Shoulder Berm Gutter
SOW - Scope of Work
SPD - Surge Protection Device
TSI - Toll System Integrator
TYP - Typical
UL - Underwriters Laboratories
UPS - Uninterruptable Power Supply

NORTH CAROLINA
Turnpike Authority

All design and installation shall conform to the latest published edition/version of the NCDOT Standard Specifications, Roadway Standard Drawings, and, as applicable, the NFPA 70 (NEC) and UL standards.

03/1/26



Notes:

1. Median column configuration may be adjusted depending on median width. One set of median columns may be acceptable for narrow medians.
2. Locate two junction boxes where main FON trunkline conduit intersects toll zone primary equipment pad FON connection. Main FON line will be split so that the two ITS conduits are serviced in one box and the two toll conduits are serviced in the other box.
3. The FON trunkline as shown is approximate. The specific location of the FON trunkline will be designed and installed in coordination with ITS Scope of Work.
4. Lane and shoulder configuration may vary.
5. For all conduit runs entering equipment pad, place conduit boxes as needed to ensure last box before entering equipment pad is below level of sidewalk concrete slab. Omit boxes if not needed.
6. Locations and length of steel beam guardrail and location of end terminals shall be determined during design in accordance with AASHTO roadside safety design guidelines and NCDOT standards.
7. Provide concrete aprons for all junction boxes as per the ITS and AET Scope of Work, unless otherwise shown.
8. Structure foundations not shown. Dual pier foundations are not permitted.
9. Final stub-up locations to be coordinated with TSI.
10. Not all required conduit shown on this sheet. Details for additional conduit are shown on sheets A-1, E-1, and E-6.

Legend

- C1 - AET Communications Junction Box
- C - Communications Junction Box
- P1 - AET Power Junction Box
- - Guardrail
- - Guardrail with doubled posts
- - Box with 12" concrete apron; Flush with grade

REV. NO.	BY	DATE	DESCRIPTION
1	DLJ	9/13/24	Remove loop boxes, replace vault with new pad
2	DLJ	3/1/26	Remove trailing gantry, spanning trusses

STATE OF NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

X-XX

ROADWAY DETAIL DRAWING FOR

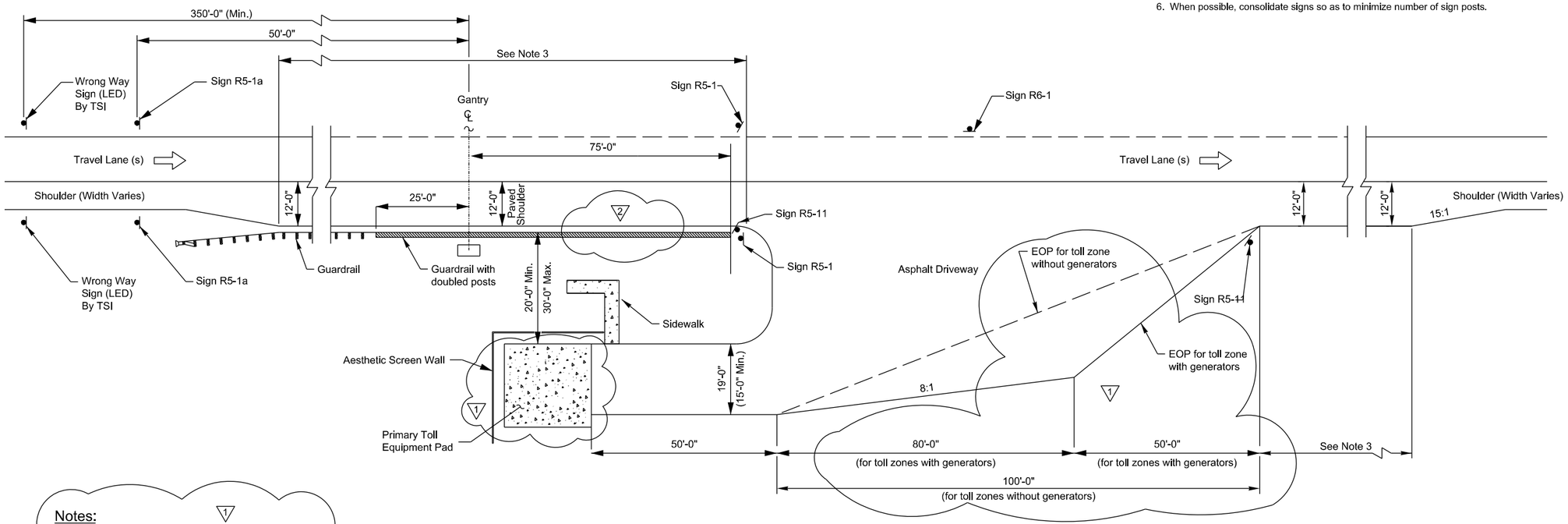
Typical Mainline AET Toll Zone Plan

SCALE: NTS
MARCH 2022

C-1

Signing Notes:

1. Signing applies to AET Toll Zones with and without generators. (1)
2. Signing applies to both mainline and ramp AET Toll Zones.
3. Sign spacing shall be in accordance with NCDOT and MUTCD standards.
4. Sign sizes shall be in accordance with MUTCD Table 2B-1.
5. U-channel support design shall be in accordance with NCDOT standards.
6. When possible, consolidate signs so as to minimize number of sign posts.



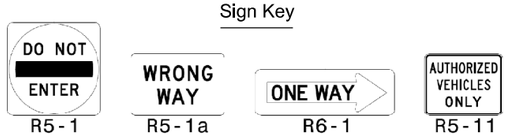
Access and Signing Detail for AET Facility

Scale: 1/16" = 1'-0"

Notes:

1. Locations and length of steel beam guardrail and location of end terminals shall be determined during design in accordance with AASHTO roadside safety design guidelines and NCDOT standards.
2. Acceleration and deceleration lengths shall be determined based on the design criteria included in the Roadway Scope of Work.
3. Provide driveway whether vault is present or not.

Sign Key



Ground-mounted sign on U-channel support(s)

REV. NO.	BY	DATE	DESCRIPTION
1	DLJ	9/13/24	Change vault to pad, delete references to vault
2	DLJ	3/1/26	Remove trailing gantry

STATE OF NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

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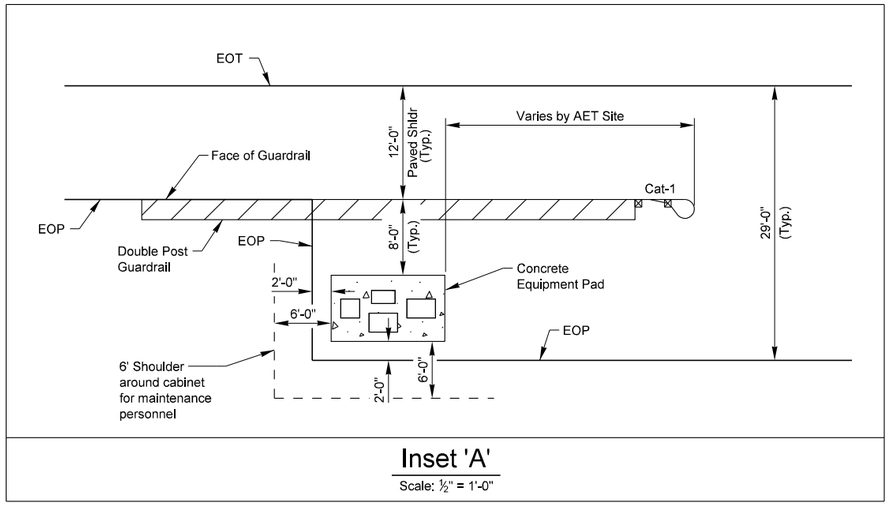
ROADWAY DETAIL DRAWING FOR

AET Toll Zone Access & Signing

SCALE: NTS

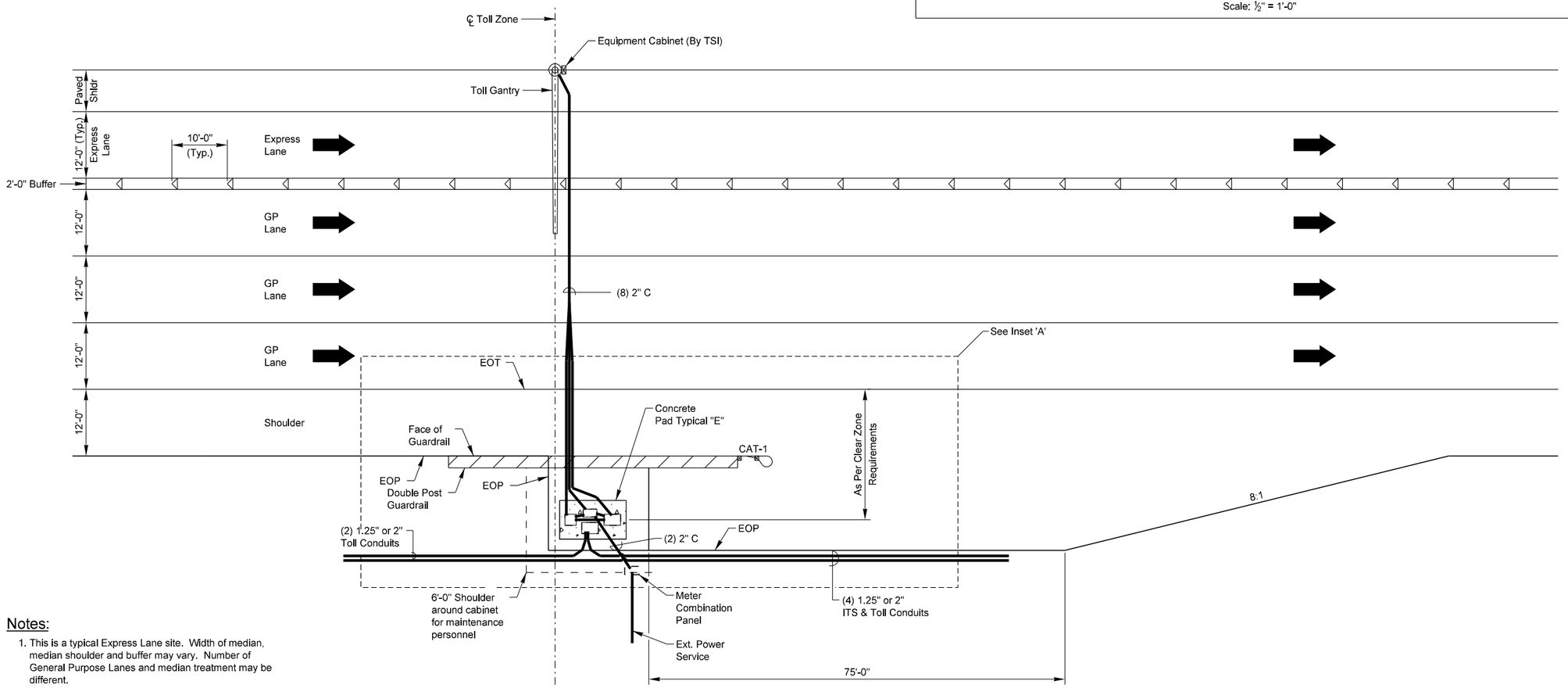
MARCH 2022

C-4



Inset 'A'

Scale: ½" = 1'-0"



Notes:

1. This is a typical Express Lane site. Width of median, median shoulder and buffer may vary. Number of General Purpose Lanes and median treatment may be different.
2. Length of acceleration and deceleration shall be based on Roadway SOW.

REV. NO.	BY	DATE	DESCRIPTION

STATE OF
NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

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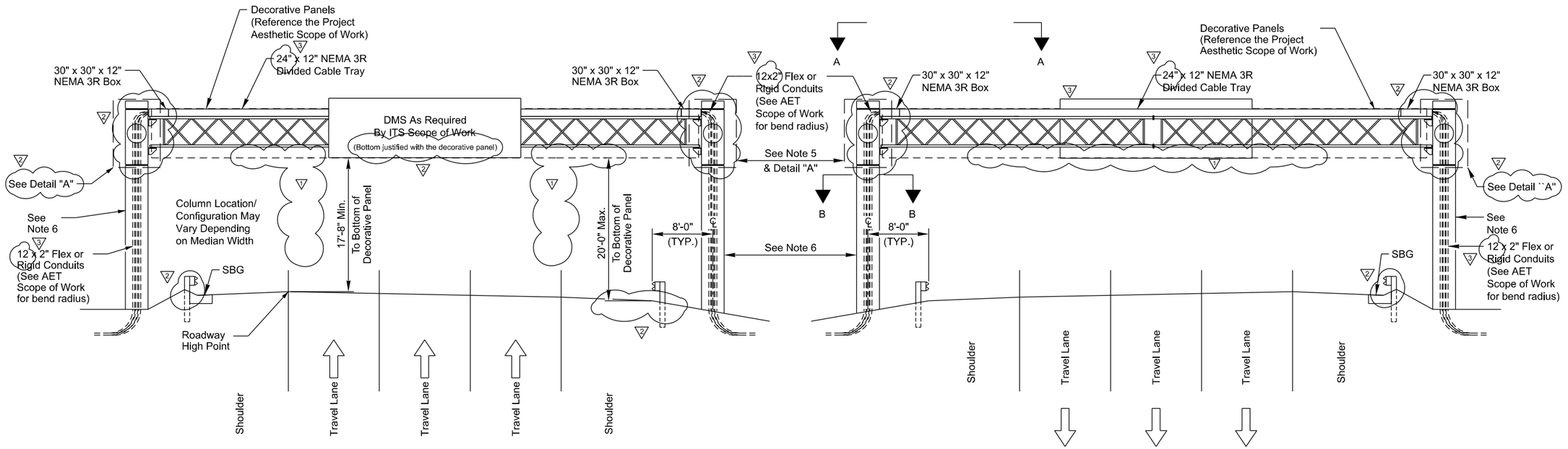
ROADWAY DETAIL DRAWING FOR

Typical Express Lanes Toll Site Plan View

SCALE: 3/32" = 1'-0"

MARCH 2022

C-4A

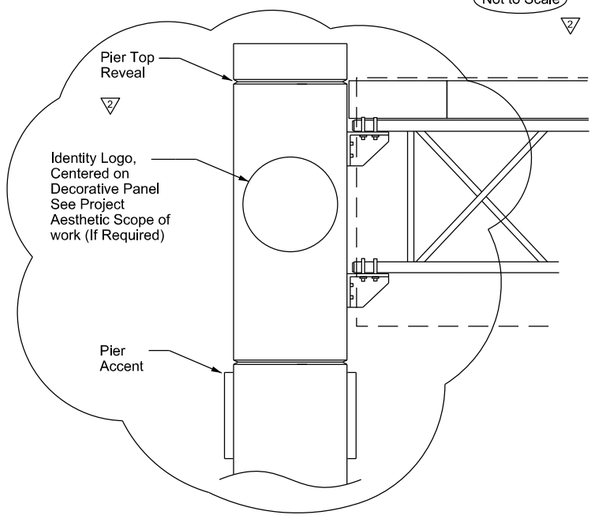


Mainline Gantry Front Elevation

Not to Scale

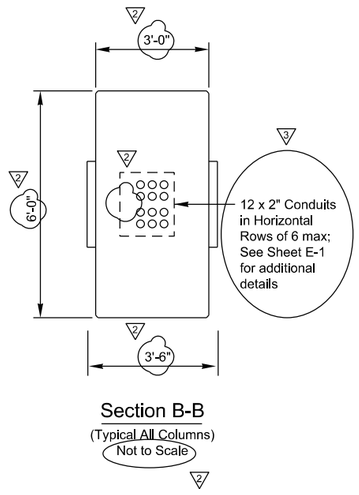
Mainline Gantry Rear Elevation

Not to Scale



Detail "A"

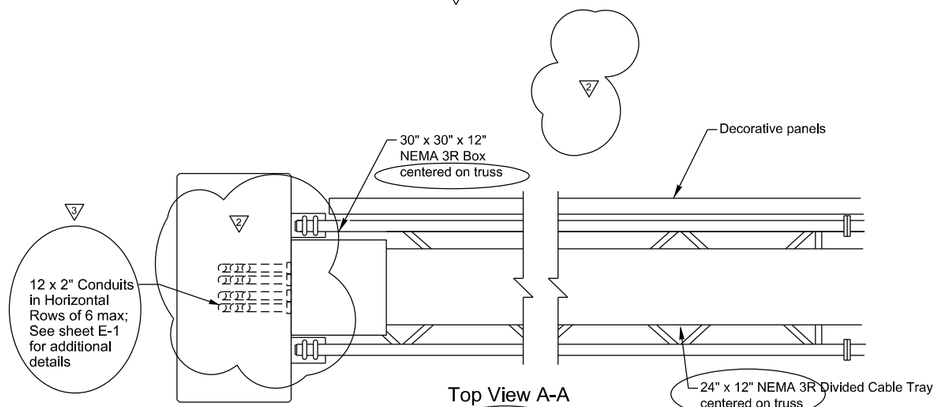
Not to Scale



Section B-B

(Typical All Columns)

Not to Scale



Top View A-A

Not to Scale

Notes:

1. <Deleted>
2. Number of travel lanes may vary.
3. <Deleted>
4. <Deleted>
5. <Deleted>
6. Column Aesthetics not completely shown. See Aesthetic scope of work.

REV. NO.	BY	DATE	DESCRIPTION
1	DLJ	9/11/24	Remove mounting pipe, change conduit count
2	DLJ	3/20/25	Re-drew caps, deleted conduit, other
3	DLJ	3/1/26	Remove trailing gantry, spanning trusses

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RALEIGH, N.C.

X-XX

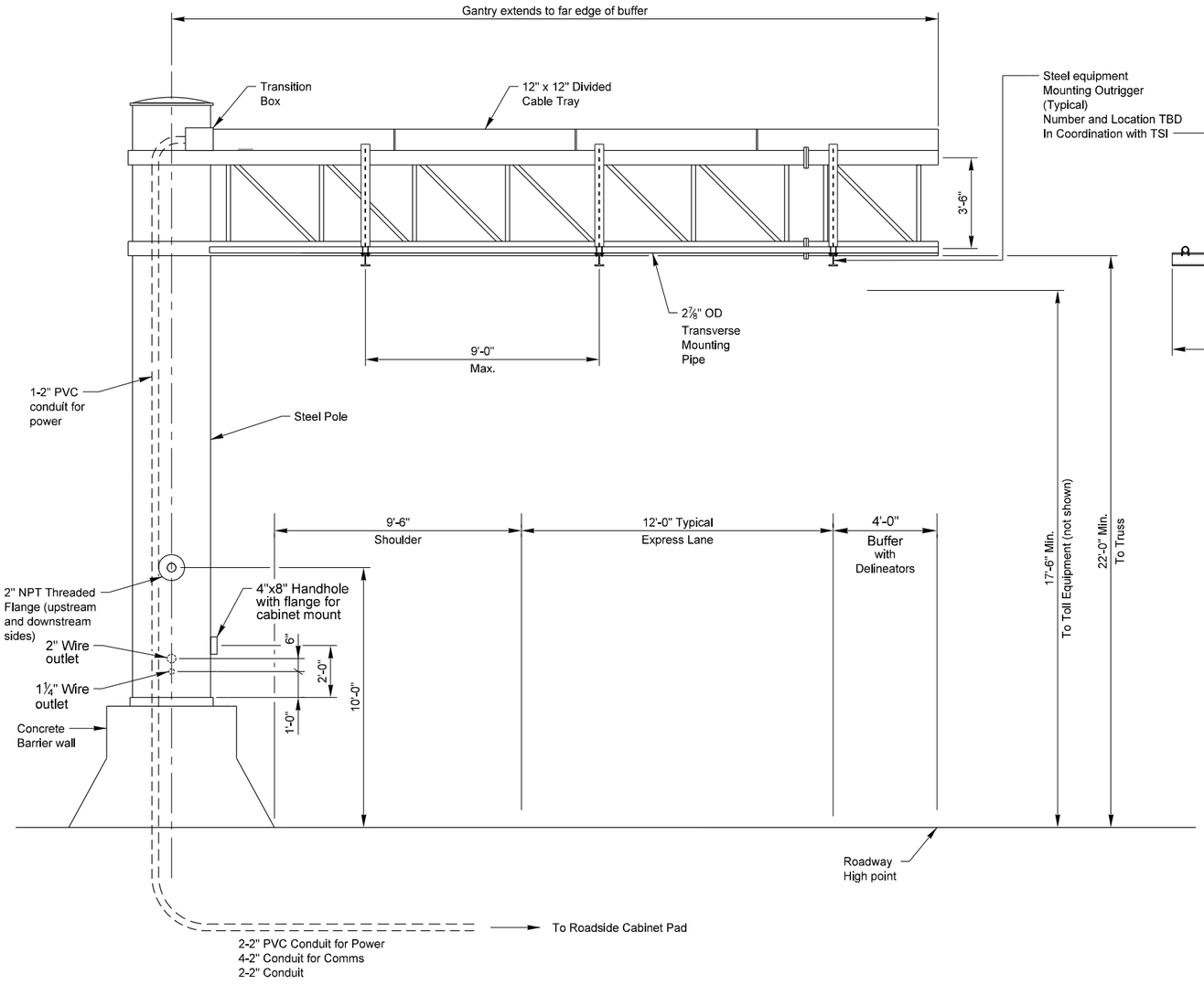
ROADWAY DETAIL DRAWING FOR

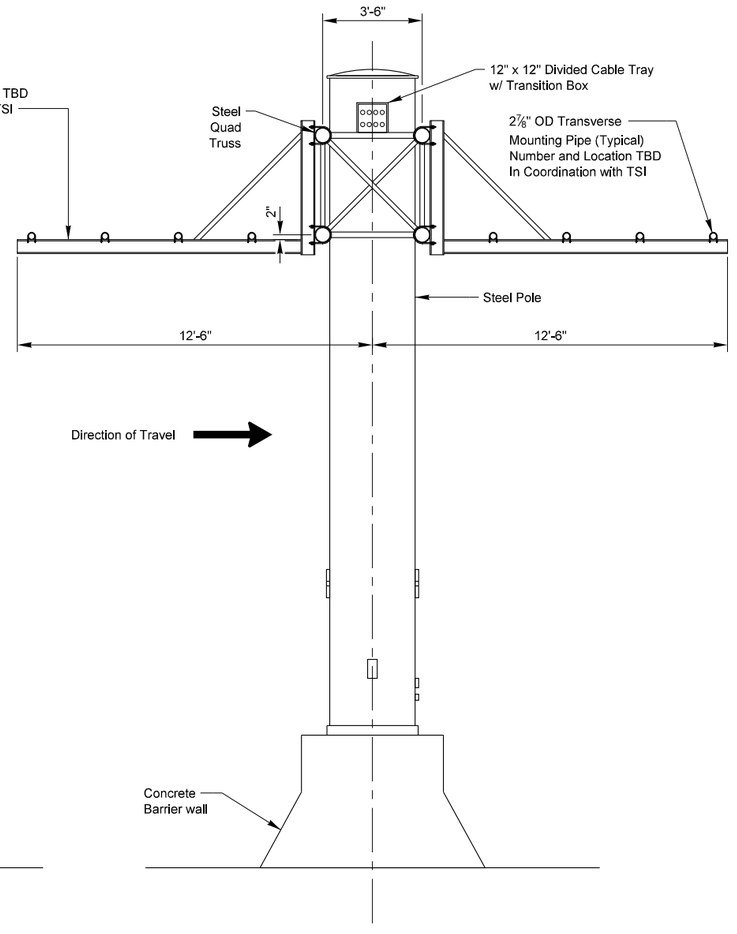
Typical AET Toll Zone Gantry Elevations

SCALE: NTS

MARCH 2022

A-3





Side View

Notes:

1. Equipment mounting bracket and assembly shall be fabricated with suitable corrosion resistant components.
2. Complete assembly shall be designed for equipment and wind loads and signed and sealed by a Professional Engineer Licensed in North Carolina.
3. This is a typical express lane site. Width of median, median shoulder and buffer may vary. Median treatment may be different.
4. Cable egress to be provided at TSI beacon location on the gantry column. Size, location, and type of egress to be coordinated with the TSI.
5. Single gantry shown, butterfly gantry is similar.

REV. NO.	BY	DATE	DESCRIPTION

STATE OF NORTH CAROLINA
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RALEIGH, N.C.

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ROADWAY DETAIL DRAWING FOR

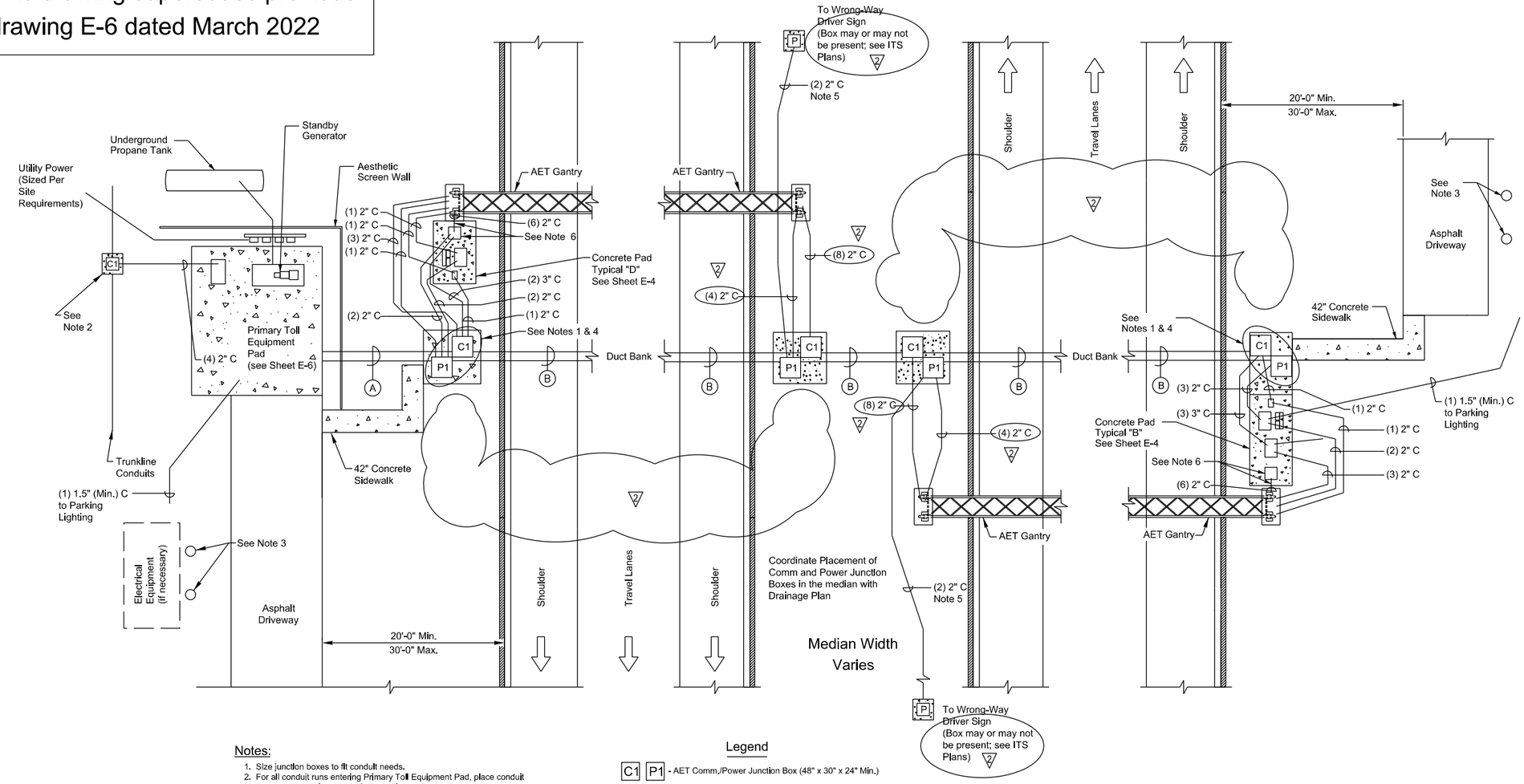
Typical Express Lane Toll Zone Elevation

SCALE: ⅜" = 1'-0"

MARCH 2022

A-5

This drawing supersedes previous drawing E-6 dated March 2022



Notes:

1. Size junction boxes to fit conduit needs.
2. For all conduit runs entering Primary Toll Equipment Pad, place conduit boxes to ensure last box before entering pad is below level of pad.
3. Protect electrical equipment installed adjacent to driveway with concrete bollards.
4. Provide concrete aprons for all junction boxes as per the ITS and AET Scope of Work unless otherwise shown.
5. Power to wrong way driver signs may run down the shoulder or down the median. Do not run between the gantry column & the EOP.
6. Coordinate with TSI on location of AVI cabinet and 6 x 2" conduits.
7. Provide 2 - 2" conduits for wrong way driver detection and adjacent ITS devices. Refer to ITS plans for details.
8. <deleted>

Legend

C1 P1 - AET Comm./Power Junction Box (48" x 30" x 24" Min.)

C - Communications Junction Box (36" x 24" x 24" Min)

P - AET Power Junction Box (30" x 17" x 24" Min)

- Box with 12" concrete apron; Flush with grade.

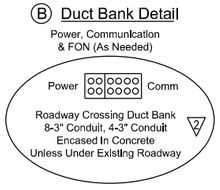
1.5" C - Designates 1.5" Conduit
2" C - Designates 2" Conduit
3" C - Designates 3" Conduit
4" C - Designates 4" Conduit
( ) (#) - Designates Quantity

- Guardrail with doubled posts

(A) Conduit from Last Box to Vault

Communications:	Power:
(8) - 2" Conduits	(4) - 2" Conduits
(2) - 4" Conduits	(2) - 4" Conduits

(B) Duct Bank Detail



REV. NO.	BY	DATE	DESCRIPTION
1	DLJ	11/1/2024	Edits to the primary toll equipment pad
2	DLJ	3/1/2026	Remove trailing gantries from each direction

STATE OF NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

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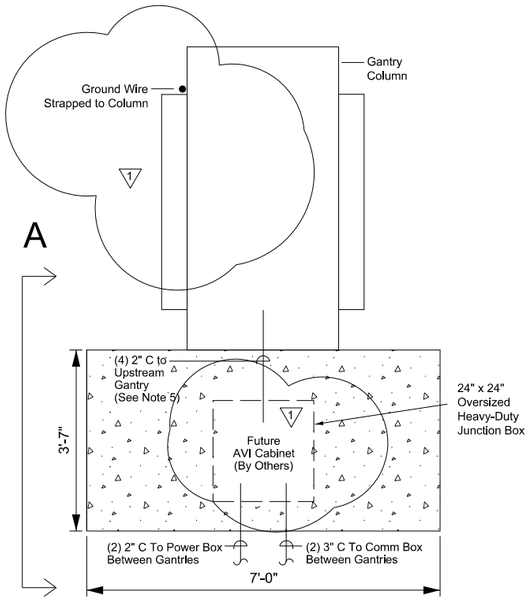
ROADWAY DETAIL DRAWING FOR

Typical Mainline AET Toll Zone Conduit Detail

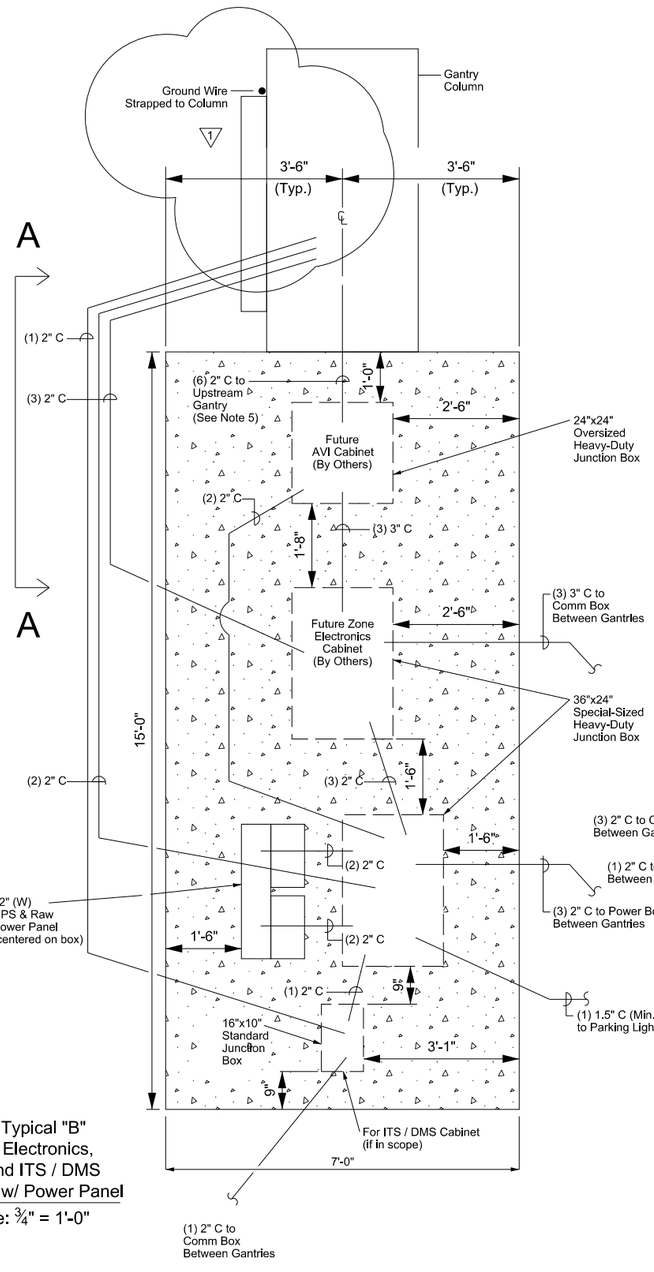
SCALE: NTS

NOVEMBER 2024

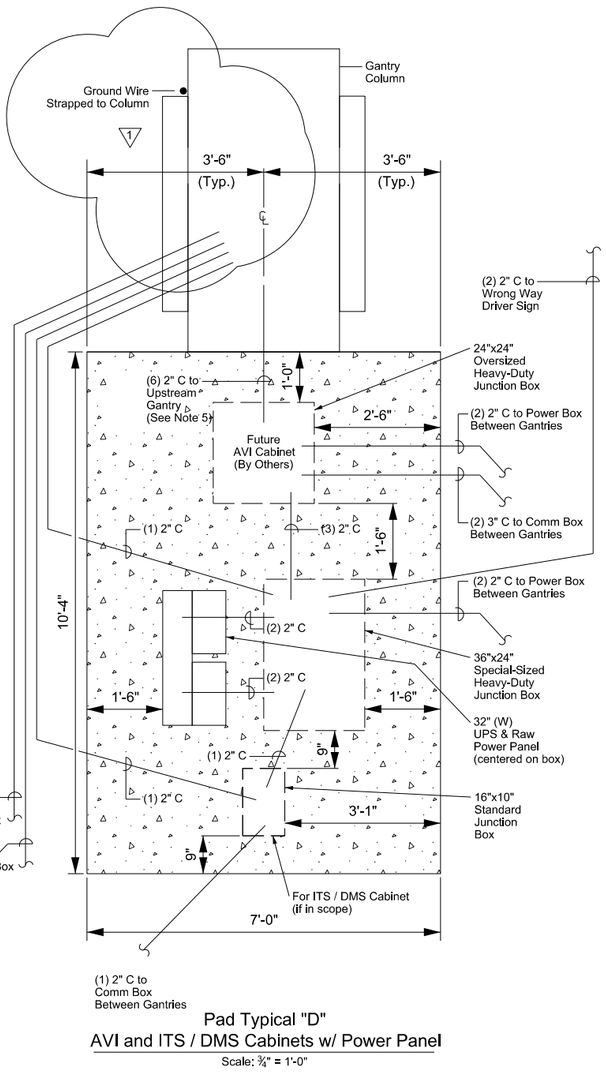
E-1



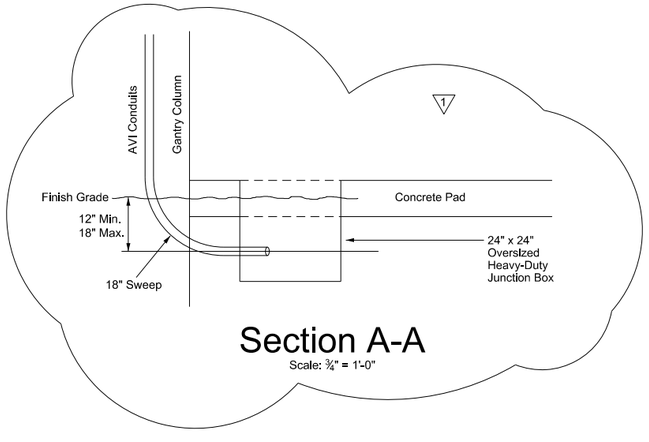
Pad Typical "C"
AVI Cabinet
Scale: ¾" = 1'-0"



Pad Typical "B"
Zone Electronics,
AVI and ITS / DMS
Cabinets w/ Power Panel
Scale: ¾" = 1'-0"



Pad Typical "D"
AVI and ITS / DMS Cabinets w/ Power Panel
Scale: ¾" = 1'-0"



Section A-A
Scale: ¾" = 1'-0"

Notes:

1. Provide detailed conduit stub-up and interconnect diagrams. Coordinate conduit layout and junction box size with TSI.
2. At toll zone where ITS / DMS cabinet is not present, construct junction box and leave junction box lid in place permanently.
3. Coordinate pad conduit entry points with Toll System Integrator to provide proper location of stub-ups.
4. All cabinet sizes/dimensions are best information available and are subject to change.
5. Sweep this conduit into side of junction box per cable bend radius.
6. Pad shall be min. 8" thick minimum (4" min. above and 4" min. below finished grade).
7. Provide 3/4" chamfered edge on equipment pads.
8. Maximum ground slope for pads is 8:1.
9. Provide Raw & UPS power panels per the scope of work.

Typical Cabinet Sizes

AVI Cabinet - 26"W x 30"D x 67"H
ITS / DMS Cabinet - 24"W x 30"D x 67"H
Zone Cabinet - 60"W x 36"D x 72"H
UPS & Raw Power Panel - 32"W x 13"D

REV. NO.	BY	DATE	DESCRIPTION
1	DLJ	9/10/24	Added Section A-A, edits to notes, deleted ground wire conduit, corrected box size

STATE OF
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DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

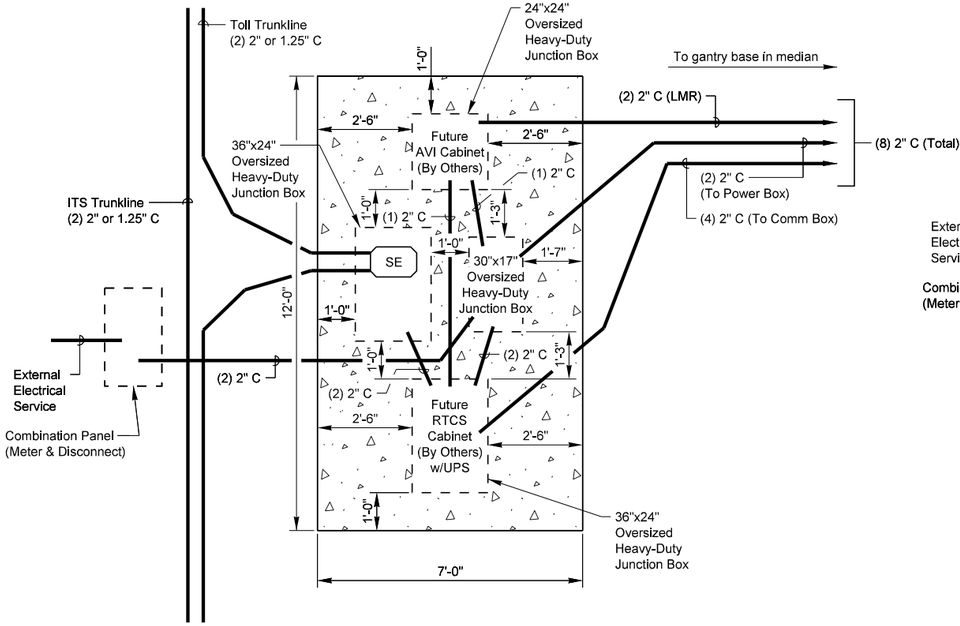
X-XX

ROADWAY DETAIL DRAWING FOR

AET Toll Zone Cabinets with Concrete Pads

SCALE: NTS
MARCH 2022

E-4

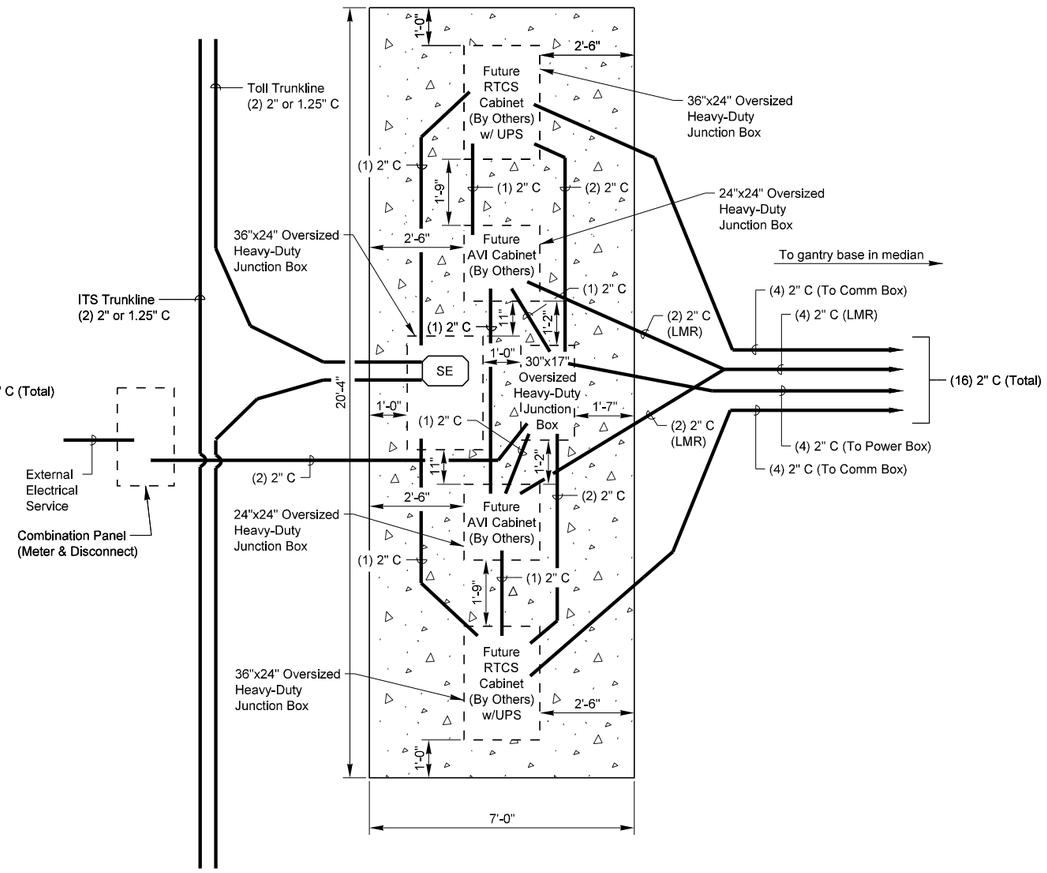


Pad Typical "E"
for Express Lanes
Tolling Equipment Cabinets w/
nearby Power Panel

Scale: ½" = 1'-0"

Typical Cabinet Sizes

RTCS Cabinet - 48"W x 36"D x 72"H
AVI Cabinet - 35"W x 34"D x 67"H



Double-Size Pad Typical "E"
for Express Lanes
Tolling Equipment Cabinets w/
nearby Power Panel

Scale: ½" = 1'-0"

Notes:

1. Provide detailed conduit stub-up and interconnect diagrams. Coordinate conduit layout with TSI.
2. Size junction boxes as needed to fit conduit needs and cabinet sizes.
3. Coordinate pad conduit entry points with Toll System Integrator to provide proper location of stub-ups.
4. All cabinet sizes/dimensions are best information available and are subject to change.
5. Provide box drain for all boxes below equipment cabinets.
6. Pad shall be 8" thick minimum (4" above and below finished grade).
7. Provide 3/4" chamfered edge on equipment pads.
8. Provide wire and conduit to ground cabinets.
9. TSI provides conductors from combination panel to cabinets.
10. Final Loop Box and Stub-up locations to be coordinated with TSI.
11. Maximum ground slope for pads is 8:1.
12. Confirm Junction Box sizes with TSI to fit conduit needs & cabinet sizes.
13. Provide Raw & UPS power panels per the scope of work.

REV. NO.	BY	DATE	DESCRIPTION

STATE OF
NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

X-XX

ROADWAY DETAIL DRAWING FOR

Express Lane Toll Zone Cabinets with Concrete Pads

SCALE: As Shown

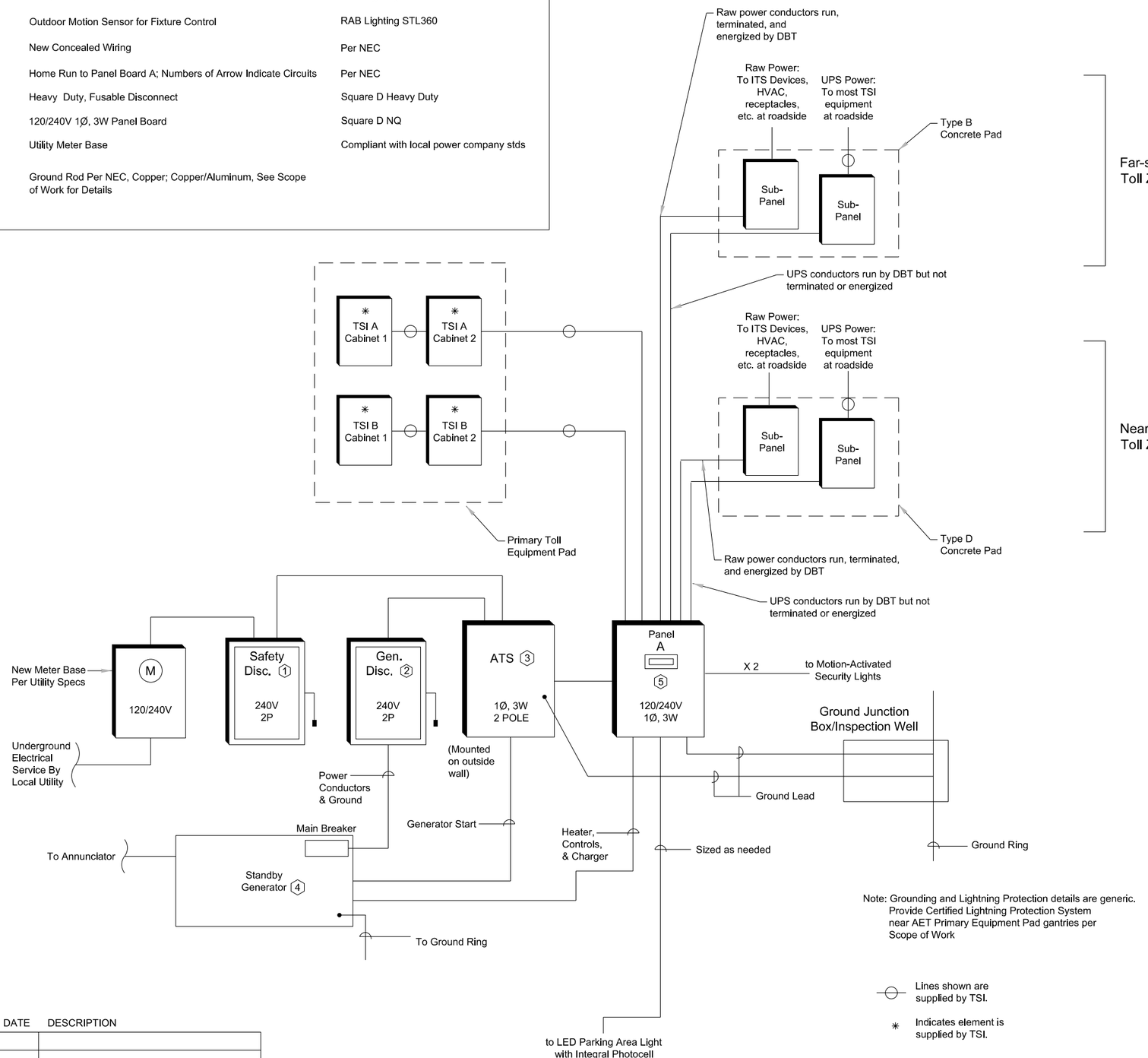
MARCH 2022

E-4A

Legend

Symbol	Description	Remarks
	Sharp Cut-Off LED Walpack Suitable for Wet Location	RAB Lighting WPLEDFC80N
MS	Outdoor Motion Sensor for Fixture Control	RAB Lighting STL360
	New Concealed Wiring	Per NEC
	Home Run to Panel Board A; Numbers of Arrow Indicate Circuits	Per NEC
	Heavy Duty, Fusable Disconnect	Square D Heavy Duty
	120/240V 1Ø, 3W Panel Board	Square D NQ
M	Utility Meter Base	Compliant with local power company stds
	Ground Rod Per NEC, Copper; Copper/Aluminum, See Scope of Work for Details	

This drawing supersedes previous drawing E-5 dated March 2022

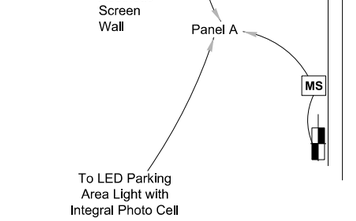


Note: Grounding and Lightning Protection details are generic. Provide Certified Lightning Protection System near AET Primary Equipment Pad gantries per Scope of Work

Note: Lights and motion sensors may be field-adjusted as necessary to provide proper illumination

Note: Wire outside lights directly to Panel A

Note: Sensor and Light may be combined in one fixture



Lighting Plan
Not to Scale

Key Notes:

1. Utility Service Disconnect: Sized per Scope of Work, 2 Pole, NEMA 3R. Fuse at Rated AMPS.
2. Generator Service Disconnect: Sized per Scope of Work, 2 Pole, NEMA 3R Non Fused.
3. New Automatic Transfer Switch: Sized per Scope of Work, Rated, 2 Pole, Neutral Conductor is not switched.
4. KVA sized per Scope of Work 120/240 Volt, 1ϕ, 3 Wire Standby Generator with the following features:
   - Provide exhaust silencer and sound attenuated weather proof enclosure
   - Provide 120 volt battery charger and 120 volt jacket heater
   - Generator shall be propane (LP) gas fired. Contractor to provide fuel tank with 72 hour capacity at full load. Provide all piping, valves, and regulators.
   - Provide appropriately sized circuit breakers.
5. Panel Board A: Sized per Scope of Work, 2 Pole, NEMA 3R.

REV. NO.	BY	DATE	DESCRIPTION

STATE OF NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

X-XX

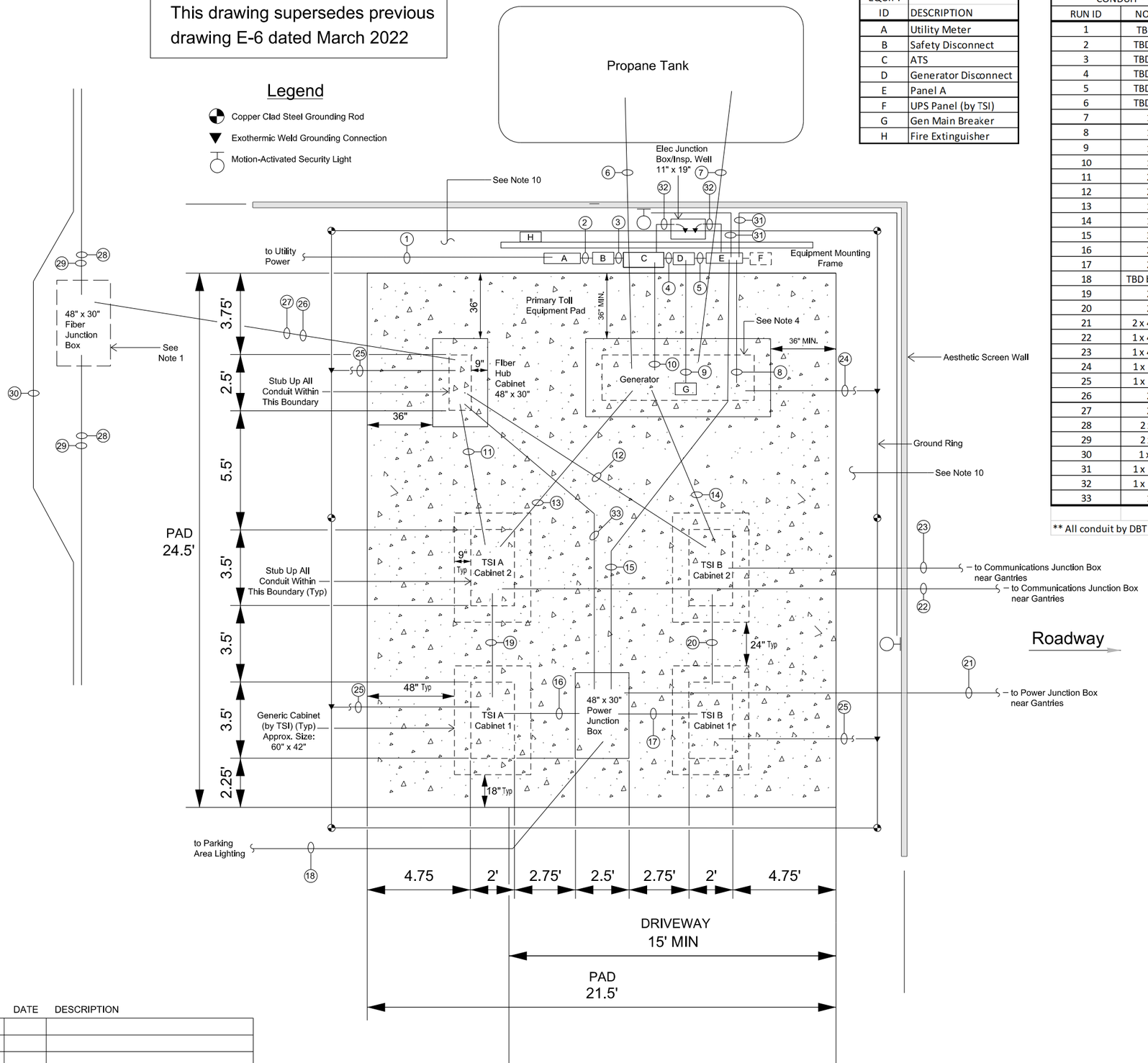
ROADWAY DETAIL DRAWING FOR

Toll Zone Electrical Plan

SCALE: NTS
NOVEMBER 2024

E-5

This drawing supersedes previous drawing E-6 dated March 2022



EQUIP. ID	DESCRIPTION
A	Utility Meter
B	Safety Disconnect
C	ATS
D	Generator Disconnect
E	Panel A
F	UPS Panel (by TSI)
G	Gen Main Breaker
H	Fire Extinguisher

CONDUIT **			
RUN ID	NO. & SIZE	CONTAINS	WHO RUNS?
1	TBD by PC	Secondary Power	Power Company
2	TBD by DBT	Conductors	DBT
3	TBD by DBT	Conductors	DBT
4	TBD by DBT	Conductors	DBT
5	TBD by DBT	Conductors	DBT
6	TBD by DBT	Propane Fuel Line	DBT
7	1 x 1"	Propane Tank Level Sensor	DBT
8	1 x 1"	Generator Heater Controls & Charger	DBT
9	1 x 2"	Generator Power Conductors & Ground	DBT
10	1 x 1"	Generator Start	DBT
11	2 x 2"	TSI A Ethernet Cables & Power	TSI A
12	2 x 2"	TSI B Ethernet Cables & Power	TSI B
13	1 x 1"	TSI A Level Sensor & Annunciator Wire	DBT
14	1 x 1"	TSI B Level Sensor & Annunciator Wire	DBT
15	3 x 2"	DBT/TSI A/TSI B Conductors	DBT/TSI A/TSI B
16	2 x 4"	TSI A Conductors	TSI A
17	2 x 4"	TSI B Conductors	TSI B
18	TBD by NCDOT	Parking Lot Lighting	DBT
19	2 x 4"	TSI A Power & Comms between Cabinets	TSI A
20	2 x 4"	TSI B Power & Comms between Cabinets	TSI B
21	2 x 4", 4 x 2"	TSI A/TSI B Conductors	TSI A/TSI B
22	1 x 4", 4 x 2"	TSI A Communications	TSI A
23	1 x 4", 4 x 2"	TSI B Communications	TSI B
24	1 x 1" (PVC)	Ground Wire for Generator	DBT
25	1 x 1" (PVC)	Ground Wire for Cabinets	DBT
26	2 x 2"	ITS Device Line Fiber-Optic Cables	DBT
27	2 x 2"	Toll Trunkline Fiber-Optic Cables	DBT
28	2 x 1.25"	ITS Device Line & Hub-to-Hub Fiber-Optic Cables	DBT
29	2 x 1.25"	Toll Trunkline Fiber-Optic Cable	DBT
30	1 x 2" OD	OMC Fiber-Optic Cables	OMC
31	1 x 1" (RGS)	Conductors to Motion-Activated Security Lights	DBT
32	1 x 1" (PVC)	Ground Wire to Grounding Ring/LPS	DBT
33	1 x 1"	Hub Cabinet Power	DBT

** All conduit by DBT unless otherwise noted; all conduit HDPE unless otherwise noted

Notes:

1. Provide concrete aprons for all junction boxes as per the AET and ITS Scopes of Work unless otherwise shown.
2. Provide UL-Listed PVC or HDPE conduit for all underground conduit runs.
3. Provide rigid galvanized steel conduit for all above-ground exterior conduit runs.
4. Location of all conduit stub-ups underneath generator to be coordinated with generator vendor.
5. Design-Build Team to design concrete pad to ensure adequate drainage.
6. Concrete slab shall be continuous and not interrupted by wells or embedded junction boxes.
7. Conduit to the security lights shall be mounted on the screen wall.
8. Upon project completion, provide NCTA with an as-built of this sheet depicting conduit installed, locations of conduit penetrations in pad and walls.
9. Grounding and Lightning Protection details are generic. Provide design meeting requirements in the Scope of Work.
10. Provide washed stone (#57) surface for drainage.

REV. NO.	BY	DATE	DESCRIPTION

STATE OF NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

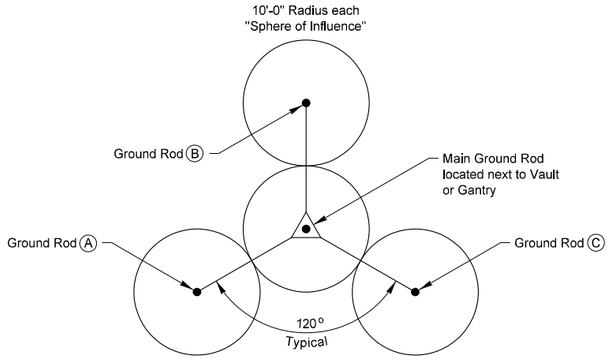
X-XX

ROADWAY DETAIL DRAWING FOR

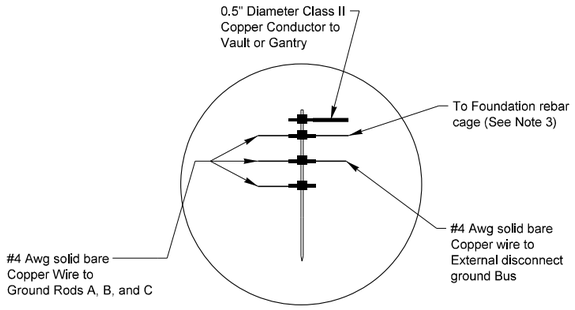
AET PRIMARY TOLL EQUIPMENT PAD CONDUIT PLAN

SCALE: NTS
NOVEMBER 2024

E-6



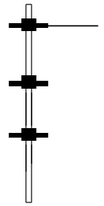
Ground Rod Placement Detail
(Typical each Vault or Gantry)



Inset 'A'

Alternate Grounding Method

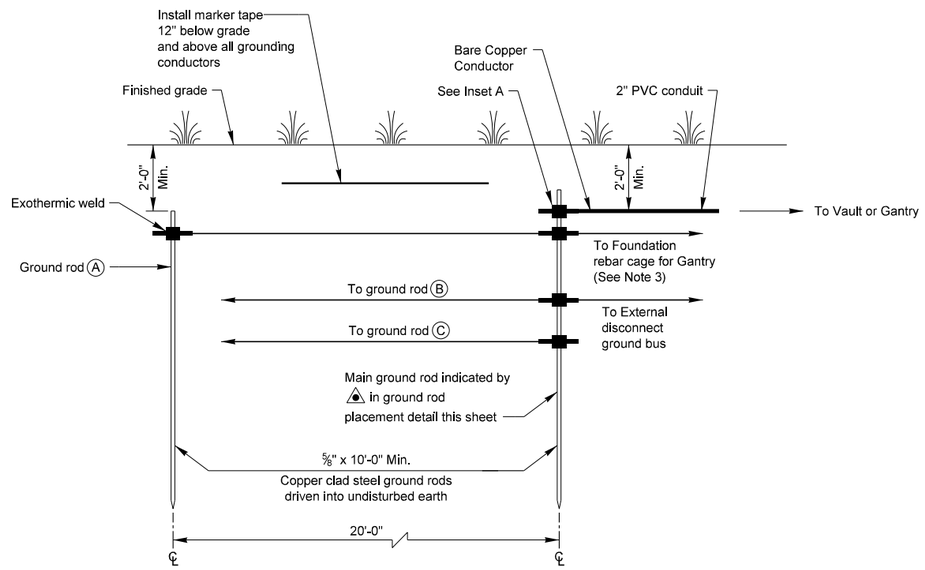
If space is not available to drive multiple rods, drive sectional ground rods a minimum of 30'-0". See Note 5.



Join sectional ground rods by exothermic welding connection.

Notes:

1. Bond 0.5" diameter, 28 strand (minimum) class II copper conductor to the main ground rod by an exothermic weld method.
2. Exothermically weld all connections to ground rods.
3. Bond #4 awg solid bare copper wire to rebar cage and the main ground rod by an exothermic weld method.
4. Remove bonding jumper between equipment cabinet ground bus and neutral bus.
5. The contractor may, upon approval of the engineer, install a 30-foot sectional ground rod when conditions will not allow for the installation of the 3 - radial ground rods.
6. Install marker tape directly above all grounding electrodes and conductors at a depth of 12".
7. All work and new equipment shall be designed and installed according to the requirements and functionality described in the RFP.



REV. NO.	BY	DATE	DESCRIPTION

STATE OF
NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

X-XX

ROADWAY DETAIL DRAWING FOR

Grounding Details

SCALE: 7/16" = 1'-0"

MARCH 2022

E-7

DRAWING NO.	SHEET TITLE	ORIGINAL DATE	REVISION DATES				DESCRIPTION
			MM-DD-YY	MM-DD-YY	MM-DD-YY	MM-DD-YY	
C-1	Typical Mainline AET Toll Zone Plan View	03/17/22	9-2024	3-2026			
C-2	Typical Ramp AET Toll Zone Plan View	03/17/22		**DELETED**			
C-4	AET Toll Zone Access & Signing	03/17/22	9-2024	3-2026			
C-4a	AET Typical Express Lane Toll Site Plan View	03/17/22					
C-5	Typical Mainline/Ramp Loop and Joint Locations Detail for Pavement	03/17/22	2-2023	**DELETED**			
A-1	AET Toll Zone Vault Plan	03/17/22		**DELETED**			
A-2	AET Toll Zone Vault Elevations	03/17/22		**DELETED**			
A-3	Typical AET Toll Zone Gantry Elevations	03/17/22	9-2024	3-2025	3-2026		
A-4	Typical AET Toll Zone Gantry Side Elevation	03/17/22	9-2024	**DELETED**			
A-5	Typical Express Lane Toll Zone Elevation	03/17/22					
E-1	Typical Mainline AET Toll Zone Conduit Detail	03/17/22	11-2024	3-2026			
E-2	Typical Ramp AET Toll Zone Conduit Detail	03/17/22		**DELETED**			
E-4	AET Toll Zone Cabinets with Concrete Pads	03/17/22	9-2024				
E-4a	Express Lane Toll Zone Cabinets with Concrete Pads	03/17/22					
E-5	Toll Zone Vault Electrical Plan	03/17/22	11-2024				
E-6	Toll Zone Vault Conduit Plan	03/17/22	11-2024				
E-7	Grounding Details	03/17/22					
R-1	Revisions	03/17/22					

X-XX

STATE OF
NORTH CAROLINA
DEPT. OF TRANSPORTATION
DIVISION OF HIGHWAYS
RALEIGH, N.C.

ROADWAY DETAIL DRAWING FOR

Revision History

SCALE: N.T.S.

MARCH 2022

R-1

Attachment 5
Project Responsibility Matrix

Complete 540 Phase 2 Project Responsibility Matrix	
Item	**Responsible Party**
Construction	
Roadway Civil Construction	Constructor
ITS Network & Infrastructure	Constructor/NCDOT
ITS Edge Devices/Sensors	ITS Provider
Toll Facility Infrastructure (generator, propane tank, gantries, equipment pads, conduit)	Constructor
Toll Collection Equipment	RTCS Contractor
V2X Equipment (if implemented)	RTCS Contractor
Automatic Vehicle Identification (AVI) Transponder Reader Equipment	RTCS Contractor with equipment from the E-ZPass Next Generation ETC Equipment and Services contract
Operations and Maintenance	
Roadway and Civil Infrastructure	NCTA or NCDOT
Maintenance of RTCS, RSS and TRH (all levels)	RTCS Contractor
ITS Equipment and Network	NCDOT ITS Resiliency Contractor or RTCS Contractor
V2X Equipment (if implemented)	RTCS Contractor
Toll Facility Infrastructure	RTCS Contractor

Attachment 6
OBO ICD

NORTH CAROLINA
Turnpike Authority

Draft

OBO RTCS File Exchanges – Interface Control Document

North Carolina Turnpike Authority
Operational Back Office System Project

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Reference Documents

The following documents in their last edition/revision are applicable to this document.

Table 1: Documents Referenced

Document Name
NCTA Business Policies

DRAFT

Document Updates

Submittal/Transmittal

Table 2: Submittal/Transmittal

Submittal	Transmittal

Version History

Table 3: Version History

Version Number	Date	Description	Author
1.0	12/30/2025	Initial submission	G Vari
1.1	2/20/2025	Image File Spec Changes, Formatting, Deleted Image Source, TagProtocol fields changed, Image file naming added	A Khokhar, G Vari

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1. Introduction

The following document outlines the specifications of the file format to be used in conjunction with the current and future Roadside Toll Collection System (RTCS) and Operational Back Office (OBO). All data specified is transmitted over HTTPS: JSON (JavaScript Object Notation) APIs or secure file exchange. The following table details each data exchange included in this document.

Table 4: Data Exchanges

Data Exchange	Format	Push/Pull	Method /Protocol	Service/Server Hosted by	Frequency
TRAN	JSON	RTCS push to OBO	REST API	OBO	Continuously – 24/7
ACK	JSON	Receiver of subject data exchange pushes ACK to originator	REST API	Varies	Correlates to frequency of subject data exchange
Video Image File	JSON	RTCS pushes all images to OBO	REST API	RTCS/OBO	Continuously – 24/7
DVAS Video File	JSON	OBO pushes request to RTCS RTCS pushes response to OBO	REST API	RTCS/OBO	Continuously – 24/7

The data transmitted over REST API protocol shall use batch sizes of 1 record to reduce the transmission failure over network.

The following general rules apply to API/files:

- API's will be authenticated using roadway facility specific API Keys to be shared at the time of integration.
- API keys will be generated and provided by the entity hosting the service(s).
- Required fields are marked as
    - Y = Required field
    - N = Field is not required, it is optional
    - C = Required based on the condition listed in the Description/Valid Values field
- If a data field is not applicable to a particular record, the element can be skipped in the JSON object.
    - The element does not have to be included in the data structure as an empty string, the entire element can be skipped.
- All data elements referencing time used in the file name format and in the file contents are designated in UTC (Universal Time Coordinated), should include milliseconds and by default are assumed to 0 offset.

- If the value of a field in a record is outside the list of allowed values, the record will be rejected/skipped depending on the specific rules of each record.
- Additional validation rules for non-multiple value fields will be included in this ICD (Interface Control Document) for each file to determine if a file or record should be rejected/skipped.
- Any other error (transmission error, timeouts, service not available, etc.) not defined in the acknowledgement codes, the JSON messages should be retried once an hour for up to 12 hours.
    - The source agency should alert the receiver of any failures based on applicable service level agreements.
- All reports exchanged between the OBO and RTCS systems will use the acknowledgement time as the time period, to allow same time period between system reports.
- Standard HTTP response codes, such as 200 for successful transmissions and other appropriate responses (4XX and 5XX) for other errors or service unavailability will be utilized.

2. Transactions

Transaction (TRAN) data is created by the RTCS system to inform the Operational Back Office System (OBO) of the transactions, trips or other defined records constructed by the RTCS at a detail level. This transaction includes a unique serial number of the transaction that is generated by the RTCS system.

3.1 TRAN Data

Table 5: Transaction (TRAN) Data – Detail Structure

Field Name	Type/Size	Required Field	Description/Valid Values
RecordType	String	Y	O, R, C, or I Record Types: ='O' for Original Transaction ='R' for Resubmittal (Once a transaction has posted to an account, it cannot be resubmitted. BOS DISP codes will determine Resubmittal eligibility) **(Future use)** ='C' Correction (Once a transaction has been posted to an account, it can be corrected if needed. BOS DISP codes will determine correction eligibility) **(Future Use)** = 'I' Information Only (RTCS reject - will be stored for reporting purposes) Note: Corrections and Resubmissions are expected for future use.
TrxSerialNum	Numeric	Y	Numeric and Non-negative The unique ID of a transaction assigned by the Facility. Receive Value as is. No padding is required. Values: 0 – 99999999999999999999

Field Name	Type/Size	Required Field	Description/Valid Values
ResubmittalReason	Numeric	C	Required field if Record Type is 'R' 2-digit number code A code denoting the reason for Resubmittal. Values: i.e. 01 – Resubmittal due to developer error 02 – Resubmittal due to service provider (OBO) error
ResubmittalCount	Numeric	C	Required field if Record Type is 'R' 1-9 The number of times that the Transaction has been resubmitted by the Subscriber/Facility.
CorrReason	Numeric	C	Required field if Record Type is 'C' 01-05 A code denoting the reason for the correction. Values: 01 – Resolved misclass: class and toll (as applicable) corrected 04 – Corrected plaza/lane information 05 – Corrected toll only
Facility	String	Y	Facility of Originating transactions T33 – Reserved for Triangle Expressway T40 – Used for I-77 Express Lanes T41 – Used for Monroe Expressway T42 – Used for I-485 Express Lanes
SubscriberId	String	Y	Indicates the Subscriber/Facility providing the transaction for back-office processing. C33
EntryPlaza	String	C	Required based on business rules. Facilities that consider entry plaza in toll calculations should provide this information. Refer to the IAG specifications in Appendix C, ETC_FAC_AGENCY plaza code of the plaza at which the vehicle entered the facility.
EntryLane	String	C	Required based on business rules. Facilities that consider entry plaza in toll calculations should provide this information. The entry lane number in which the transaction occurred. Valid values 0- 9999
EntryDateTime	DateTime	C	Required based on business rules. Facilities that consider entry plaza in toll calculations should provide this information. UTC "YYYY-MM-DDThh24:mm:ss.fff"

Field Name	Type/Size	Required Field	Description/Valid Values
ExitPlaza	String	Y	Refer to the IAG specifications in Appendix C, ETC_FAC_AGENCY plaza code of the plaza at which the vehicle entered the facility.
ExitLane	String	Y	The exit lane number in which the transaction occurred. Valid values 0- 9999
ExitDateTime	DateTime	Y	UTC "YYYY-MM-DDThh24:mm:ss.fff"
LaneMode	String	N	The mode the lane was operating in at the time of the Transaction. Values: E – ETC Only (Dedicated) – Default for NCTA Expressway and Express Lane facilities A – ETC/ACM M – Manned/ETCC – Manned/ETC with Carpool confirmation V – Evacuation
TagNumber1	String	C	Required if a transponder is associated with the transaction record. This includes the agency id prefix. Tag serial number read from the tag and conformed to NCTA format per NCTA Business Policies.
TagNumber2	String	C	Required if 2 transponders are associated with the transaction record. This includes the agency id prefix. Tag serial number read from the tag and conformed to NCTA format per NCTA Business Policies.
TagNumber3	String	C	Required if 3 transponders are associated with the transaction record. This includes the agency id prefix. Tag serial number read from the tag and conformed to NCTA format per NCTA Business Policies.
TagDeclaration1	String	C	Required field if a TagNumber is Provided 1= LOV (Default) 2=HOV 2 (as read from the tag) 3=HOV 3+ (as read from the tag)
TagDeclaration2	String	C	Required field if a TagNumber2 is Provided 1= LOV (Default) 2=HOV 2 (as read from the tag) 3=HOV 3+ (as read from the tag)

Field Name	Type/Size	Required Field	Description/Valid Values
TagDeclaration3	String	C	Required field if a TagNumber3 is Provided 1= LOV (Default) 2=HOV 2 (as read from the tag) 3=HOV 3+ (as read from the tag)
TagProtocol1	String	N	The protocol(s) read by the Roadside reader. Values: T – TDM S – SeGo 6 – 6C Note: If a tag supports multiple protocols, report the protocol used to determine tag number.
TagProtocol2	String	N	The protocol(s) read by the Roadside reader. Values: T – TDM S – SeGo 6 – 6C Note: If a tag supports multiple protocols, report the protocol used to determine tag number.
TagProtocol2	String	N	The protocol(s) read by the Roadside reader. Values: T – TDM S – SeGo 6 – 6C Note: If a tag supports multiple protocols, report the protocol used to determine tag number.
VIN	String	N	Vehicle Identification Number collected from V2X system 17 characters Ex: SALME11425A187861

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Field Name	Type/Size	Required Field	Description/Valid Values
VehicleClass	String	Y	Values 1-3 1 = 2 Axles 2 = 3 Axles 3 = 4+ Axles Default value = 1 for roadways without axle-based classifications
VehicleSpecialClass	String	C	Required for express lane facilities. Refer to Appendix D: Special Vehicle Class Codes
Axles	Numeric	Y	Actual axles of the vehicle. Values 0-9 Default value = 2 if not available
PeakRate	String	C	Required for Roadways that use Time of Day or Dynamic pricing. No – Off-Peak (Default) Yes – Peak value
VehicleLength	Decimal	C	Required for Roadways that use length-based classification. Length in feet as a decimal(18.5')
VehicleWidth	Decimal	N	Width in feet as a decimal
VehicleHeight	Decimal	N	Height in feet as a decimal
IsExtendedVehicle	String	C	Required for Roadways that use length-based classification. Values "Yes" or "No"
ETCTollAmount	Decimal	Y	Toll Amount to be posted for AVI/prepaid transactions. Values -9999.99 to 9999.99

Field Name	Type/Size	Required Field	Description/Valid Values
ETCDiscountType	String	C	Required for roadsides that provide discounts. This would be populated with the agreed upon discount codes (between BOS and the RTCS systems) before implementation of a discount. I-77 will use these codes to indicate valid HOV declaration from any available channel for a tag with valid status. 000 = No Discount 001 = Facility Discount (NCTA Operated facilities use this Discount Type for all applicable discounts) 002 = HOV 006 – Nonreciprocal ETC Full Fare (“Reserved for future use. Advanced notification will be provided before this option is activated by NCTA”.) 007 = HOV violators (Used by I-77) 008 = HOV violators - Invalid Transponder (Used by I-77) 009 = HOV violators – Invalid Vehicle Length (Used by I77)
ETCOrigTollAmount	Decimal	C	Required for roadsides that provide discounts. The Total Transponder Toll Amount before any discount is applied. The discount type is denoted in Transponder Discount Type. Values: -9999.99 to 9999.99
VideoTollAmount	Decimal	Y	Toll Amount to be posted for Video (BBM) transactions. Values -9999.99 to 9999.99
VideoDiscountType	String	C	Required for roadsides that provide discounts. This would be populated with the agreed upon discount codes (between BOS and the RTCS systems) before implementation of a discount. I-77 will use these codes to indicate valid HOV declaration from any available channel for a tag with valid status. 000 = No Discount 001 = Facility Discount (NCTA Operated facilities use this Discount Type for all applicable discounts) 002 = HOV 006 = Nonreciprocal ETC Full Fare (“Reserved for future use. Advanced notification will be provided before this option is activated by NCTA”.) 007 = HOV violators (Used by I-77) 008 = HOV violators - Invalid Transponder (Used by I-77) 009 = HOV violators – Invalid Vehicle Length (Used by I77)

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Field Name	Type/Size	Required Field	Description/Valid Values
VideoOrigTollAmount	Decimal	C	Required for roadsides that provide discounts. The Total Video Toll Amount before any discount is applied. The discount type is denoted in Transponder Discount Type. Values: -9999.99 to 9999.99
RegisteredVideoTollAmount	Decimal	Y	Toll Amount to be posted for Registered Video transactions. Values -9999.99 to 9999.99
RegisteredVideoDiscountType	String	C	Required for roadsides that provide discounts. This would be populated with the agreed upon discount codes (between BOS and the RTCS systems) before implementation of a discount. I-77 will use these codes to indicate valid HOV declaration from any available channel for a tag with valid status. 000 = No Discount 001 = Facility Discount (NCTA Operated facilities use this Discount Type for all applicable discounts) 002 = HOV 006 = Nonreciprocal ETC Full Fare (“Reserved for future use. Advanced notification will be provided before this option is activated by NCTA”.) 007 = HOV violators (Used by I-77) 008 = HOV violators - Invalid Transponder (Used by I-77) 009 = HOV violators – Invalid Vehicle Length (Used by I77)
RegisteredVideoOrigTollAmount	Decimal	C	Required for roadsides that provide discounts. The Total Registered Video Toll Amount before any discount is applied. The discount type is denoted in Transponder Discount Type. Values: -9999.99 to 9999.99
NumberOfImages	Numeric	Y	Number of images associated with the Transaction.
OCRLicNumber	String	Y	OCR read plate number for the best image Default value is ‘****’
OCRLicState	String	Y	OCR read plate state for the best image Character abbreviation Default value is ‘**’

Field Name	Type/Size	Required Field	Description/Valid Values
OCRLicCountry	String	Y	OCR read plate country for best image. Character abbreviation Default value is '**'
OCRLicType	String	Y	Required for jurisdictions requiring plate type, per NCTA Business Rules. Default Value is "***"
OCRPlateConfidenceValue	Numeric	Y	0 to 999 – Represents the OCR confidence level of OCRLicNumber value
OCRStateConfidenceValue	Numeric	Y	0 to 999 – Represents the OCR confidence level of OCRLicState value
OCRCountryConfidenceValue	Numeric	Y	0 to 999 – Represents the OCR confidence level of OCRLicCountry value
OCRTypeConfidenceValue	Numeric	Y	Required if OCRLicType is provided. 0 to 999 – Represents the OCR confidence level of OCRLicType value. Default Value is "***"
OCROverallConfidenceValue	Numeric	Y	0 to 999 – Represents the an overall OCR confidence level of the combined OCR value outputs

3.1.1 Sample JSON

Bad OCR, 2 Transponders Transaction Example

{

"RecordType" : "O",

"TrxSerialNum" : 12344567,

"Facility" : "T33",

"SubscriberId" : "C33",

"ExitPlaza" : "T14",

"ExitLane" : "01",

"ExitDateTime" : "2022-09-14T00:00:00.999",

"LaneMode" : 1,

"TagNumber1" : "00330000011122",

“TagDeclaration1” : 1,

"TagNumber2" : "00010000012345",

“TagDeclaration2” : 1,

“TagProtocol”: “T”,

"VehicleClass" : 1,

"Axles" : 2,

“PeakRate” : “N”,

"EtcTollAmount" : 0.35,

"EtcDiscountType" : “000”,

"EtcOrigTollAmount" : 0.35,

"VideoTollAmount" : 0.54,

"VideoDiscountType" : “000”,

"VideoOrigTollAmount" : 0.54

"RegisteredVideoTollAmount" : 0.35,

"RegisteredVideoDiscountType" : “000”,

"RegisteredOrigTollAmount" : 0.35

" OCRLicNumber" : “****”

" OCRLicState" : “NC”

“OCRLicCountry” : “US”

"OCRPlateConfidenceValue" : 7

"OCRStateConfidenceValue" : 100

"OCRCountryConfidenceValue" : 100

“OCROverallConfidenceValue” : 20

}

Good OCR, No Transponder Transaction Example

{

"RecordType" : "O",

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"TrxSerialNum" : 12344568,

"Facility" : "T41",

"SubscriberId" : "C33",

"ExitPlaza" : "F15",

"ExitLane" : "01N",

"ExitDateTime" : "2022-09-15T00:00:00.999",

"VehicleClass" : 1,

"Axles" : 2,

“PeakRate” : “N”,

“VehicleLength” : 18.5,

“IsExtendedVehicle” : “No”,

"EtcTollAmount" : 0.35,

"EtcDiscountType" : “000”,

"EtcOrigTollAmount" : 0.35,

"VideoTollAmount" : 0.00,

"VideoDiscountType" : “002”,

"VideoOrigTollAmount" : 0.54

"RegisteredVideoTollAmount" : 0.35,

"RegisteredVideoDiscountType" : “000”,

"RegisteredOrigTollAmount" : 0.35

"NumberOfImages" : 2,

"ImageSource" : 1,

“OCRLicNumber” : “ABC123”,

“OCRLicState” : “NC”,

"OCRPlateConfidenceValue" : 850,

"OCRStateConfidenceValue" : 900

"OCRCountryConfidenceValue" : 900

"OCROverallConfidenceValue" : 890

}

Frequency of transmitting transaction from RTCS to BOS is as frequent as possible.

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3.2 TRAN_ACK sent from OBO to RTCS

A transaction acknowledgement (TRAN_ACK) returned by the OBO after each transaction is processed by transaction receiver.

Table 6: Transaction Acknowledgement (TRAN_ACK)

Field Name	Type/Size	Description/Valid Values
ReturnCode	Numeric	A code indicating the status of the transaction being acknowledged. Values: Good ACK 00 – Transaction was successfully received and verified Bad ACK* 02 – Detail record(s) found with data preventing use of corresponding details. 03 – Transaction submitted as resubmittal but not eligible for resubmittal 04 – Transaction submitted as correction but not eligible for correction
ErrorDescription	String	String indicating what the error is (only required when sending 02 ack)
AckDateTime	DateTime	Date acknowledged. Format: UTC "YYYY-MM-DDThh24:mm:ss.fff" (Used for Reporting between RTCS and BOS)

*Bad ACKs will require manual review of the record by the ACK recipient to identify the issue with the record and determine appropriate action based on case-by-case conditions. If an Original Record (RecordType "O") receives a Bad ACK, the fixed record must be provided a new TrxnSerialNum when retransmitted to OBO or else it will receive the same Bad ACK as prior. Resubmission or Correction Records (RecordType "R" or "C") will retain the same TrxnSerialNum after receiving a Bad ACK, as it must match the Original Record being resubmitted or corrected. The ResubmittalCount must properly increment with all resubmittal attempts, including those that receive Bad ACKs.

3. Video Image File (.JPG)

The Image (.JPG) file is created by the RTCS system to inform the BOS of the images corresponding to the video transactions generated at the RTCS. The BOS requires one or two images per transaction. The Image interface will return the binary stream of the image or images corresponding to the Image request code provided by BOS. The "Best" overview and ROI images are those used to generate the License Plate and State values sent to the BOS system.

5.1 Image File Specification

Table 8: Image File Specification Structure

Field Name	Type/Size	Description/Valid Values

ImageName	String	Format: Facility_Tollzone_LaneIDYYYYMMDDHHMMSSFFF.jpg
ImageBlob	Binary	An array of Binary Image stream(s) of the requested Image(s) The Binary Image Stream shall be base 64 encoded URL Format: https://tbd.tbd/videos/YYYY/MM/DD/HH/SS/TollZone/LaneID/Facility_Tollzone_LaneIDYYYYMMDDHHMMSSFFF_ImageNumber.jpg

5.2.1 Sample JSON

ROI Image Response Example

```
{
        "ImageName" : 1,
       “Images": [
                                {“ImageBlob “ : “binary string”}
                ]
}
```

All Images Response Example

```
{
        "ImageName" : 1,
      “Images": [
                                {“ImageBlob “ : “binary string”},
                                {“ImageBlob “ : “binary string”},
                                {“ImageBlob “ : “binary string”},
                                {“ImageBlob “ : “binary string”},
                                {“ImageBlob “ : “binary string”}

                ]
}
```

6 Video File

OBO will request video file to be provided by RTCS via API. OBO will integrate video file to meet user interface requirements. When VideoName = 1, the JSON shall include a DeliveryLocation identifying where the video file can be retrieved. The receiving system shall retrieve the video file from the DeliveryLocation provided.

File specifications:

- Codec = H.264
- Resolution = 1920 x 1080
- Profile = High
- Level = 4.1
- Frame Rate = 30
- Aspect Ratio = 16:9
- Bitrate: 12000 kbps
- Color Space": BT.709

Table 9: Video File Specification Structure

Field Name	Type/Size	Description/Valid Values
VideoName	Numeric	0 – Video(s) not available 1 – Video(s) available
DeliveryLocation	String	Signed URL or path where the video binary can be retrieved. Format: https://tbd.tbd/videos/YYYY/MM/DD/HH/SS/TollZone/LaneID/Facility_Tollzone_LaneIDYYYYMMDDHHMMSSFFF.mp4

5.2.2 Sample JSON

{

"VideoName": 1,

"DeliveryLocation":

"https://tbd.tbd/videos/2026/02/08/00/09/35/M06/36N/485_M06_36N20260208000935000153S_1.mp4",

}

Appendix A: Acronyms

Table 9: List of Acronyms

Acronym	Definition
ACK	Acknowledgement file
API	Application Programming Interface
BOS	Back Office System
CSC	Customer Service Center
CSV	Comma Separated Values
DISP	Transaction Disposition
ETC	Electronic Toll Collection
FTP	File Transfer Protocol
IAG	Interagency Group
ICD	Interface Control Document
JSON	JavaScript Object Notation
NCTA	North Carolina Turnpike Authority
OBO	Operational Back Office
RTCS	Roadside Toll Collection System
XTAG	Tag Status File

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Appendix B: List of Plaza Codes

Refer to "IAG Inter-CSC Files – Appendix" document and look for below tabs:

- App B (1) & B (2) – Plaza Codes

https://www.e-zpassiag.com/interoperability/87-interoperability/file-specifications/332-file-specifications

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Appendix C: Special Vehicle Classes

Table 10: Vehicle Special Class Codes Express Lanes

VehicleSpecialClass	Name	Description
101	Low Occupancy Vehicles	2 axle motor vehicles, other than Motorcycles, without trailers, with the following dimensions: Length <= 20' Width <= 8.5' Height <= 12' Which has not been declared as HOV using one of the accepted channels.
102	High Occupancy Vehicles	2 axle Motor vehicles, without trailers, with the following dimensions: Length <= 20' Width <= 8.5' Height <= 12' Which has been declared as HOV using one of the accepted channels.
103	Motorcycles	Motor vehicles, with 2 or 3 wheels not larger than a LOV
104	Special Vehicles	Vehicles meeting one or more of the following characteristics: • Length > 22' • Width > 8.5' • Height > 12' • Vehicle with Trailer • More than 2 axles The toll amount is a multiplier of 1. (CSR will be Any transaction before this cutoff date - 2/1/2023, will require I-77 to provide the multiplier amount).
105	Exempt	Vehicles identified as Non-Revenue through a Transponder
106	Transit Vehicles	Vehicles with a tag with status "Transit Vehicle" in the relevant XTAG file
107	First Responders	Vehicles with a tag with status "First Responder" in the relevant XTAG file
108	Special Vehicles – Off Peak	Vehicles meeting one or more of the following characteristics: • Length > 22' • Width > 8.5' • Height > 12' • Vehicle with Trailer • More than 2 axles The toll amount is a multiplier of 2.

VehicleSpecialClass	Name	Description
109	Special Vehicles – Peak	Vehicles meeting one or more of the following characteristics: • Length > 22’ • Width > 8.5’ • Height > 12’ • Vehicle with Trailer • More than 2 axles The toll amount is a multiplier of 3.

All elements within this appendix are to be considered as general business rule guidelines. Actual business rule applications related to Special Vehicle Classes are to be defined and documented per project.

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Appendix D: List of Plate Types

Table 115: Plate Types

State	Plate Type Code	Description
IL	31	Apportioned
IL	35	Handicap
IL	44	Disabled Vanity
IL	46	Standard
IL	57	Semi-Trailer
IL	77	B Truck
IN	27	Support Our Troops passenger
IN	30	National Guard
IN	31	Apportioned
IN	34	Disabled Veteran
IN	35	Handicap
IN	42	Initial Passenger
IN	43	Initial Veteran Motorcycle
IN	45	Motorcycle
IN	46	Standard
IN	47	Automobile Dealer
IN	48	Used Car Dealer
IN	49	Veteran Motorcycle
IN	50	Regular Veteran
IN	61	Ambulance
IN	62	Authority Motorcycle
IN	63	Authority
IN	64	Bus

State	Plate Type Code	Description
IN	65	Camper
IN	67	Municipal
IN	68	Municipal Motorcycle
IN	69	School Bus
IN	70	School Bus Pupil
IN	71	Semi-Trailer
IN	72	State Motorcycle
IN	73	State Vehicle
IN	75	Trailer
IN	77	Truck
IN	79	Truck (9,000 LB Weight Class)
IN	88	Purple Heart
ME	26	Street Rod
ME	31	Apportioned
ME	32	Commercial
ME	34	Disabled Veteran
ME	35	Handicap
ME	45	Motorcycle
ME	46	Standard
ME	47	Dealer
ME	48	Used Car Dealer
ME	49	Veteran Motorcycle
ME	50	Veteran
ME	61	Ambulance
ME	64	Bus
ME	65	Motorhome

State	Plate Type Code	Description
ME	66	Hire
ME	67	Municipal
ME	68	Municipal Motorcycle
ME	69	School Bus
ME	70	School Bus Pupil
ME	71	Semi-Trailer
ME	73	State Vehicle
ME	75	Trailer
ME	77	Truck
ME	78	Combination
ME	80	Antique Auto
ME	87	Lobster
ME	97	University Of Maine
MA	31	National Guard
MA	32	Apportioned
MA	34	Commercial
MA	35	Disabled Veteran
MA	45	Handicap
MA	46	Motorcycle
MA	50	Standard
MA	61	Regular Veteran
MA	62	Ambulance
MA	63	Authority Motorcycle
MA	64	Authority
MA	65	Bus
MA	66	Camper

State	Plate Type Code	Description
MA	67	Livery
MA	68	Municipal
MA	69	Municipal Motorcycle
MA	70	School Bus
MA	71	Bus (Pupils)
MA	72	Semi-Trailer
MA	73	State motorcycle
MA	74	Official State Police
MA	75	Taxi
MA	76	Trailer
MA	80	Van Pool
MA	82	Antique Vehicle
MA	84	Dealer
OH	31	Apportioned
OH	35	Handicap
OH	45	Motorcycle
OH	46	Standard
OH	47	Dealer
OH	50	Vietnam Veteran
OH	68	Sheriff Motorcycle
OH	75	Trailer
OH	77	Truck
OH	80	Historical Vehicle

Appendix E: List of Plate States/Provinces and Countries

Table 12: List of Plate States/Provinces and Countries

Country	State Code	State/Province
US	AA	Armed Forces America
US	AE	Armed Forces Europe
US	AK	Alaska
US	AL	Alabama
US	AP	Armed Forces Pacific
US	AR	Arkansas
US	AS	American Samoa
US	AZ	Arizona
US	CA	California
US	CO	Colorado
US	CT	Connecticut
US	DC	District of Columbia
US	DE	Delaware
US	FL	Florida
US	FM	Federated States of Micronesia
US	GA	Georgia
US	GU	Guam
US	HI	Hawaii
US	IA	Iowa
US	ID	Idaho
US	IL	Illinois
US	IN	Indiana

Country	State Code	State/Province
US	KS	Kansas
US	KY	Kentucky
US	LA	Louisiana
US	MA	Massachusetts
US	MD	Maryland
US	ME	Maine
US	MH	Marshall Islands
US	MI	Michigan
US	MN	Minnesota
US	MO	Missouri
US	MP	Northern Mariana Islands
US	MS	Mississippi
US	MT	Montana
US	NC	North Carolina
US	ND	North Dakota
US	NE	Nebraska
US	NH	New Hampshire
US	NJ	New Jersey
US	NM	New Mexico
US	NV	Nevada
US	NY	New York
US	OH	Ohio
US	OK	Oklahoma
US	OR	Oregon
US	PA	Pennsylvania
US	PR	Puerto Rico

Country	State Code	State/Province
US	PW	Palau
US	RI	Rhode Island
US	SC	South Carolina
US	SD	South Dakota
US	TN	Tennessee
US	TX	Texas
US	US	US Government
US	UT	Utah
US	VA	Virginia
US	VI	Virgin Islands
US	VT	Vermont
US	WA	Washington
US	WI	Wisconsin
US	WV	West Virginia
US	WY	Wyoming
CA	AB	Alberta
CA	BC	British Columbia
CA	MB	Manitoba
CA	NB	New Brunswick
CA	NL	Newfoundland and Labrador
CA	NS	Nova Scotia
CA	NT	Northwest Territories
CA	NU	Nunavut
CA	ON	Ontario
CA	PE	Prince Edward Island
CA	QC	Quebec

Country	State Code	State/Province
CA	SK	Saskatchewan
CA	YT	Yukon
MX	MX	Aguascalientes
MX	MX	Baja California
MX	MX	Baja California Sur
MX	MX	Campeche
MX	MX	Chiapas
MX	MX	Chihuahua
MX	MX	Coahuila
MX	MX	Colima
MX	MX	D.F
MX	MX	Durango
MX	MX	Guanajuato
MX	MX	Guerrero
MX	MX	Hidalgo
MX	MX	Jalisco
MX	MX	México
MX	MX	Michoacán
MX	MX	Morelos
MX	MX	Nayarit
MX	MX	Nuevo León
MX	MX	Oaxaca
MX	MX	Puebla
MX	MX	Querétaro
MX	MX	Quintana Roo
MX	MX	San Luis Potosí

Country	State Code	State/Province
MX	MX	Sinaloa
MX	MX	Sonora
MX	MX	Tabasco
MX	MX	Tamaulipas
MX	MX	Tlaxcala
MX	MX	Veracruz
MX	MX	Yucatán
MX	MX	Zacatecas

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Attachment 7
Lane Closure Restrictions

The table below lays out the typical allowed lane closures for the Triangle Expressway System. The RTCS will be installed on the C540 Phase 2 extension to the Triangle Expressway prior to opening to traffic and therefore the below lane closure restrictions are for the Operations and Maintenance Phase of the Contract. Work during installation of the RTCS will be coordinated with the Design-Build Constructor.

The exact number of lanes closed at any time will be based on actual traffic volumes and location.

Note: The table below is meant to be for planning/estimating purposes only.

	Allowable Lane Closures (# of lanes)	
Time	**Weekday**	**Weekend**
12:00 AM	2	2
1:00 AM	2	2
2:00 AM	2	2
3:00 AM	2	2
4:00 AM	2	2
5:00 AM	2	2
6:00 AM	1	2
7:00 AM	No Closures	2
8:00 AM	No Closures	2
9:00 AM	No Closures	1
10:00 AM	No Closures	1
11:00 AM	1	1
12:00 PM	1	1
1:00 PM	1	1
2:00 PM	1	1
3:00 PM	No Closures	1
4:00 PM	No Closures	1
5:00 PM	No Closures	1
6:00 PM	No Closures	1
7:00 PM	No Closures	1
8:00 PM	2	2
9:00 PM	2	2
10:00 PM	2	2
11:00 PM	2	2

Attachment 8

Future Transaction Projections

Table I: 2024 Traffic and Revenue Report Triangle Expressway Phase 2 Transaction Projections

Calendar Year	Total Annual Transactions	Tolled ETC%	Annual Image Based Transactions	Annual ETC Transactions
2029	22,712,091	74%	5,796,692	16,915,398
2030	30,983,283	75%	7,731,656	23,251,626
2031	36,847,915	76%	8,987,422	27,860,493
2032	39,919,376	76%	9,515,821	30,403,555
2033	40,886,647	77%	9,522,159	31,364,488
2034	41,888,170	77%	9,529,471	32,358,699
2035	42,925,125	78%	9,537,749	33,387,376
2036	44,059,051	78%	9,662,224	34,396,827
2037	45,225,841	78%	9,788,525	35,437,316
2038	46,426,487	79%	9,916,679	36,509,808
2039	47,662,010	79%	10,046,713	37,615,297
2040	48,933,462	79%	10,178,654	38,754,808
2041	50,241,929	79%	10,312,532	39,929,397
2042	51,588,530	80%	10,448,375	41,140,155

*** Source: 2024 Triangle Expressway System T&R Forecast Update Letter dated May 9, 2024.**

Note: The values provided are forecasted. Apply appropriate factor of safety for applicable uses.

Attachment 9

KPI Guidebook

KPI Guidebook

General Information

The Contractor shall produce a monthly report, detailing the result of each KPI assessment with relevant detailed backup, resulting points and impact toward the monthly invoice for services.

Each KPI shall be assessed individually on a monthly basis.

Point escalation rules shall be applied as detailed in the Contract.

Any single event shall only impact a single KPI, relative to system function. The KPI with the lowest number shall take precedent over KPI's further down the list. KPI's tied to human activities, including KPI's 8 through 10, are not granted exception due to other KPI impacts. Examples:

- If there is an event which impacts KPI 1 – AET Lane Availability, any timeframe that event is applied to KPI 1 will be applied as exception to any other KPI, including transaction accuracy and timeliness. KPI 8 for MOT Notification and Setup still applies in full.
- If a transaction is assessed as a Vehicle Detection failure as part of KPI 2, this vehicle is not subject to assessment under KPI's 3 through 7 for other transaction accuracy elements.
- If a prime KPI is granted exception for a period of time (example: time between MOT request and implementation for lane availability) the exception to lower KPI's no longer apply.

All requested exceptions shall be detailed in the monthly reports and agreed upon by NCTA. It is preferred that ad hoc exceptions are identified, reviewed and approved as soon as they are identified, to limit challenges in reviewing bulk exception requests at the end of the month.

KPI 1 - AET Lane Availability

KPI 1 Requirement

Each Toll Zone must be available 99.9% of the time.

Availability = 1 – (chargeable downtime minutes/(minutes in assessment period – minutes in period granted as exception))

2 points for each 0.1% or portion thereof below the requirement, for each zone.

KPI 1 Assessment Methodology

Determine which system issues result in a lane or zone availability impact and which system alerts indicate these issues.

Develop a system report which uses open and resolved timestamps for the identified set of availability impacting tickets to calculate lane availability for each lane/zone, based on downtime/total time in assessment period. AET Lane availability is assessed at a zone level

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granularity, so if multiple lanes or shoulders are determined unavailable at the same time, then the impact to availability is the same as if just the lane were unavailable.

Export the report on a monthly basis. Review for accuracy and make adjustments as needed based on exceptions or availability impacts not captured through the automated means described above.

KPI 1 Exceptions

Lanes may be down during periods of scheduled and approved maintenance (preventive maintenance activities).

When a lane closure is required to repair an issue, the downtime between when the Contractor requests approval for a lane closure and the start time of the approved lane closure may be granted as exception to the downtime assessment.

Force majeure

KPI 1 Evidence Package

Export of the System produced availability report with all applicable adjustments detailed and resulting points calculated.

A list of all events that impacted lane/zone availability with relevant details.

A list of all approved exceptions.

KPI 2 – Vehicle Detection

KPI 2 Requirement

The Contractor shall create a single transaction record for each vehicle passing through the toll point(s).

Vehicle Detection = (Number of properly formed transactions – duplicate transactions)/total number of vehicles in the audit period

For any month the vehicle detection audit results in an accuracy below 99.9%, the Contractor shall be assessed 1.0 point for each 0.1%, or portion thereof, below the requirement.

KPI 2 Assessment Methodology

The Contractor shall conduct scheduled manual audits of the lanes during rush hour conditions to measure compliance with the requirement.

The audits shall be scheduled at the beginning of each assessment period, targeting a number of lanes and durations to meet a target sample size for statistical significance.

The audit shall compare a continuous video feed from the DVR through the audit period against detail transaction records to validate one, and only one transaction has been produced for each vehicle.

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Video analytics or other inputs from a system independent of the AVDC system may be used to validate detection accuracy and identify errors.

KPI 2 Exceptions

Force Majeure

Impacts from any events already assessed in preceding KPI's.

If there are conditions at the lane (degradation or other) that would result in exception to issues within the audit, the audit shall be rescheduled to another time in the future or, if future audit periods are not available, randomly select an audit window in the past in coordination with NCTA.

KPI 2 Evidence Package

Results of the manual audit(s) clearly showing all errors observed and any exceptions that may apply. The package should include the detail records for each audit, the resulting overall performance of each audit and the resulting overall performance and calculated points for the entire assessment period.

KPI 3 – Image Capture and Transmission Accuracy

KPI 3 Requirement

The contractor shall correctly capture and correlate front and rear images to transactions for each vehicle passing through the toll zone and deliver the appropriate images to the OBO upon request per the requirements and ICD. OCR data must be provided for all transactions.

Image Capture and Transmission Accuracy = number transactions with accurate image correlation and delivery / total number of transactions in the sample set

The Contractor is assessed 1 point for each 0.1%, or portion thereof, below the requirement of 99.9%.

KPI 3 Assessment Methodology

Utilize a report from the OBO, identifying any transaction that does not include the required image set.

This assessment may be augmented by a manual audit.

KPI 3 Exceptions

Force majeure

Impacts from any events already assessed in preceding KPI's.

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KPI 3 Evidence Package

The evidence package shall be an export of the report from the OBO displaying the number of transactions with complete image sets and number of transactions with incomplete image sets.

KPI 4 – Classification Accuracy

KPI 4 Requirement

The Contractor shall accurately classify all vehicles for proper fare assignment.

Vehicle Classification = (Number of properly classified vehicles)/total number of vehicles in the audit period

For any month the vehicle classification audit results in an accuracy below 99.5%, the Contractor shall be assessed 1.0 point for each 0.1%, or portion thereof, below the requirement.

KPI 4 Assessment Methodology

Two potential options:

1. Replicate or supplement the vehicle detection audit, reviewing for classification accuracy. Manual audit of transaction records, images and video to determine classification accuracy within pre-scheduled audit windows.
2. Replicate AVI capture and correlation methodology, with a focus on proper representation of vehicle types/classifications rather than transponder protocols. Develop a KCL of known users with transponder, license plate and classification data which is used to extract a sample from the population and measure accuracy by comparing against expected values listed in the KCL.

KPI 4 Exceptions

Impacts from any events already assessed in preceding KPI's.

If there are conditions at the lane (degradation or other) that would result in exception to issues within the audit, the audit shall be rescheduled to another time in the future.

KPI 4 Evidence Package

Results of the audit(s) clearly showing all errors observed and any exceptions that may apply. The package should include the detail records for each audit, the resulting overall performance of each audit and the resulting overall performance for the entire assessment period with resulting points calculated.

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KPI 5 – Image Quality

KPI 5 Requirement

The RTCS shall provide images of sufficient quality to ensure that less than 0.1% of the image transactions are rejected for reasons within Contractor's control.

Image quality = (1 – number of image transactions rejected in IVS for reasons under the Contractor's control) / total number of image transactions within the assessment period.

The Contractor is assessed 1 point for each 0.1%, or portion thereof, they fall below the performance requirement of 99.9%.

KPI 5 Assessment Methodology

The OBO will provide a report to summarize the total number of image transactions rejected in IVS for each defined reason. All Image reject codes are defined as "Controllable" or "Uncontrollable". The total number of image transactions rejected for "Controllable" reasons will be used in the equation listed in the Requirements section above. The sample for this assessment is the entire population of image-based transactions within the assessment period, other than those removed as exception.

KPI 5 Exceptions

Force majeure

Impacts from any events already assessed in preceding KPI's.

KPI 5 Evidence Package

The OBO will provide the Image Reject/Quality report discussed above. The Contractor can supplement this report with any applicable notes, exceptions or adjustments needed. Final points should be calculated and included in the report.

All exceptions shall be listed and detailed.

KPI 6 – AVI Accuracy

KPI 6 Requirement

The Contractor shall correctly read and assign properly mounted transponders to the correct vehicle and report the correct declared transponder status for 99.5% of the vehicles passing through the tolling points.

AVI Capture and Correlation = Total number of transactions with correctly captured and correlated transponders / total number of transactions in the sample

The Contractor shall be assessed 1 point for each 0.1%, or portion thereof, below the requirement of 99.5%.

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KPI 6 Assessment Methodology

The OBO will provide an AVI performance report, utilizing transaction data provided by the RTCS. The report will be produced by a tool that will involve a list of common and known commuters which exhibit "good" AVI usage behavior, meaning that they consistently use a properly mounted transponder and present low variability in their vehicle conditions, such as pulling a trailer and causing license plate variability. This list will be representative of all required transponder protocols (TDM, 6C and SeGo), vehicle types seen on the facility and toll location usage. This list will be maintained monthly and will be referred to as the Known Commuter List (KCL). The KCL will include both transponder and license plate information for each vehicle included.

After the KCL has been updated for a given month, filtering out bad users and backfilling with good new users as needed, the KCL will be compared against the entire population of transactions that occurred within the assessment period (generally the month under audit) and extract any transaction which matches either the transponder or license plate number of a KCL member.

A statistically significant sample set is then randomly extracted from the total list of KCL matches to serve as the audit sample set. Using this data, automated processes are applied to detect any AVI transponder read or association errors based on any mismatch between expected transponder and license plate value pairs. All detected failures are then manually reviewed for confirmation or exception.

The results from the audit are then applied to the equation listed in KPI7 Requirement.

The RTCS Contractor shall provide NCTA and their OBO provider with all information on Availability impacts during the assessment month, so that they can remove those timeframes from consideration during sample selection.

KPI 6 Exceptions

Vehicles travelling in the wrong direction.

Vehicles determined as "bad users" within the audit sample set, determined in an evidence-based manner with other transactions in the same trip.

Force Majeure

Impacts from any events already assessed in preceding KPI's.

Any approved exceptions should be removed from the sample and replaced to maintain minimum sample size.

KPI 6 Evidence Package

The evidence package shall include the monthly KCL from OBO, the resulting performance and calculated points.

All exceptions should be listed and detailed.

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KPI 7 – Transaction Complete and Timely Transmission to OBO

KPI 7 Requirement

The Contractor shall process and transmit all transactions to NCTA developed OBO within four (4) hours after the vehicle travels through the tolling point.

Transaction Timeliness = Number of image-based transactions delivered to OBO within 4 hours / Total number of transactions within assessment period.

For any month the Transaction Complete and Timely Transmission assessment falls below 100%, the Contractor is assessed 1 point for each 0.1%, or portion thereof, below the requirement.

KPI 7 Assessment Methodology

Develop a system report which measures the timeliness of each transaction delivery (delivery timestamp to OBO – transaction timestamp at lane), reports the number of transactions falling both within and outside the requirements and calculate the percentage of transactions outside compliance. The report should present this information for each transaction day and then summarize totals at the bottom for the total period the report was run. The reference time for the report will be the transaction timestamp. So, for example, a transaction that occurred in the lane at 11:58 PM on 1/31 but sent to OBO at 12:10 AM on 3/1 would be included in the January assessment.

The OBO will provide a reconciliation report to ensure alignment of data related to the receipt of transactions and images.

Apply applicable exceptions for final assessment.

KPI 7 Exceptions

Force Majeure events outside Contractor control.

Impacts from any events already assessed in preceding KPI's.

Apply exceptions at a day level granularity, so if an event is granted as an exception, remove all transactions from that day from the timeliness calculation.

KPI 7 Evidence Package

An export of the system generated Transaction Timeliness report with all exceptions and adjustments detailed and resulting points calculated.

KPI 8 – MOT Notification and Setup

KPI 8 Requirement

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The Contractor shall notify NCTA and NCDOT of all MOT placed on the project during the maintenance period. NCTA must approve all MOT before work commences. Once approved, all MOT implementations shall conform to NCDOT Standard Specifications for Roads and Structures.

KPI 8 Assessment Methodology

The Contractor shall maintain a log of all MOT's implemented. The logs shall include the closure location, type of closure, reason for closure, date/time scheduled to be implemented, date and time the closure was actually implemented, date/time the MOT was submitted to NCTA for approval, whether approval was granted, date/time the approval was granted and whether the lane closure was implemented according to NCDOT Standards.

A noncompliance event for KPI8 will be missing data for the approval submission and response fields or marked "no" in the field indicating whether the closure was implemented according to NCDOT Standards. The contractor shall provide evidence of any submissions or approvals upon request.

KPI 8 Exceptions

There are no general exceptions. Circumstances of an exception request will be reviewed on a case-by-case basis, considering factors such as the safety of the driving public.

KPI 8 Evidence Package

The Contractor shall provide the lane closure log described in the Assessment Methodology, identifying any non-compliance events or exceptions and calculating total points.

The evidence package shall include a detailed description of any non-compliance event, discussing the circumstances and the strategies to prevent similar issues in the future.

KPI 9 – Wrong Way Vehicle Detection and Notification Testing

KPI 9 Requirement

The Contractor shall conduct a test of the wrong day detection and alerting functionality required by the toll zone as part of every preventive maintenance activity that includes a closure of the travel lane.

The Contractor will be assessed 1 point for each occurrence where either the test was not conducted as required or the System did not meet requirements for wrong way vehicle detection and alerting during the test.

KPI 9 Assessment Methodology

The Contractor shall drive a vehicle through the toll zone travelling opposite the direction of normal traffic any time a preventive maintenance lane closure is implemented. Personnel must be logged

into the interface to validate receipt of the alert. The maintenance team shall coordinate with TMC personnel beforehand to ensure they are aware of the wrong way event test.

The Contractor shall maintain a log of preventive maintenance events which required lane closures and evidence of the WWVD test, with corresponding details correlating to the scheduled closure.

The Contractor shall provide a system generated report showing timestamps for the wrong way detection event and the time the alert was generated, along with a manually generated test report validating the alert was received on time and functioned as expected with accurate information and a 5 second looping video.

KPI 9 Exceptions

Delays in the alert that fall outside Contractor scope.

KPI 9 Evidence Package

A log of all preventive maintenance activities which required lane closure, annotated to indicate the execution of the WWVD test activity and result. To support this, a system generated report of the wrong way events associated with the testing shall be provided. The records shall list any occurrence of noncompliance and total points.

Any exceptions shall be listed and detailed.

KPI 10 – Preventative Maintenance Completeness

KPI 10 Requirement

The Contractor shall complete all scheduled Preventative Maintenance for the RSS, ITS, and Facilities.

KPI 10 Assessment Methodology

The Contractor shall maintain updated work orders for all Preventative Maintenance activities. The work orders shall include the location, maintenance type, date/time start, date/time completed, checklist of all activities performed with acknowledgment of each line item, description of any non-conforming items, and technician performing or overseeing the work.

A noncompliance event for KPI 10 will be missing data for the completed section or the completed date/time is beyond the schedule for the work order.

KPI 10 Exceptions

Deferred maintenance due to circumstances such as prolonged severe weather as approved by NCTA.

KPI 10 Evidence Package

The Contractor shall provide a monthly report of all preventative maintenance.

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The evidence package shall include a detailed description of any non-compliance event, discussing the circumstances and the strategies to prevent similar issues in the future.

KPI 11 – CCTV and DMS Availability

KPI 11 Requirement

The CCTV and DMSs, with all of its subsystems, is properly functioning 95% of the time, collectively, excluding scheduled and approved maintenance.

Availability = 1 – (chargeable downtime minutes/(minutes in assessment period – minutes in period granted as exception))

1 point for each 1.0% or portion thereof below the requirement.

KPI 11 Assessment Methodology

Develop a system report which uses open and resolved timestamps for the identified set of availability impacting tickets to CCTV/DMS availability for the facility, based on downtime/total time in assessment period.

CCTV/DMS availability is assessed at a facility level granularity. The uptime and downtime of all devices are combined into a single equation for availability.

Export the report monthly. Review for accuracy and adjust as needed based on exceptions or availability impacts not captured through the automated means described above.

KPI 11 Exceptions

Devices may be down during periods of scheduled and approved maintenance (preventative maintenance activities).

When a lane closure is required to repair an issue, the downtime between when the Contractor requests approval for a lane closure and the start time of the approved lane closure may be granted as exception to the downtime assessment.

Force majeure

KPI 11 Evidence Package

Export of the System produced CCTV/DMS availability report with all applicable adjustments detailed and resulting points calculated.

A list of all events that impacted CCTV/DMS availability with relevant details.

A list of all approved exceptions.

KPI 12 – MVD Availability

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KPI 12 Requirement

The MVDs, with all of its subsystems, is properly functioning 95% of the time, collectively, excluding scheduled and approved maintenance.

Availability = 1 – (chargeable downtime minutes/(minutes in assessment period – minutes in period granted as exception))

1 point for each 1.0% or portion thereof below the requirement.

KPI 12 Assessment Methodology

Develop a system report which uses open and resolved timestamps for the identified set of availability impacting tickets to MVDs availability for the facility, based on downtime/total time in assessment period.

MVD availability is assessed at a facility level granularity. The uptime and downtime of all devices are combined into a single equation for availability.

Export the report monthly. Review for accuracy and adjust as needed based on exceptions or availability impacts not captured through the automated means described above.

KPI 12 Exceptions

Devices may be down during periods of scheduled and approved maintenance (preventive maintenance activities).

When a lane closure is required to repair an issue, the downtime between when the Contractor requests approval for a lane closure and the start time of the approved lane closure may be granted as exception to the downtime assessment.

Force majeure

KPI 12 Evidence Package

Export of the System produced MVDs availability report with all applicable adjustments detailed and resulting points calculated.

A list of all events that impacted MVDs availability with relevant details.

A list of all approved exceptions.

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Attachment 10

Preventative Maintenance Checklist

Preventative Maintenance Checklist

This maintenance schedule is provided as a general outline of the expectations of the Contractor's Scope of Work. The preventative maintenance schedule may include additional items to meet the proposed solutions requirements and manufacture's maintenance schedule.

All preventive maintenance activities shall be scheduled and tracked utilizing the IT Service Management (ITSM) provided as part of this Project. The ITSM will serve as the system of record for preventive maintenance related KPI's.

Roadside Toll Collection System (RTCS)

Daily Remote Check – A check of every toll zone for proper function of all elements and any outstanding alarms. Multiple transactions will be checked for all required elements from all travel lanes.

Weekly Onsite Check – An onsite visual check of the RSS from the maintenance area. General condition of the RSS equipment mounted on the gantry, on the cabinet pad and in the vicinity will be noted for any issues that need to be addressed.

Monthly Remote Check – An in-depth review of logs for zone controllers, servers, networking equipment, etc. to monitor performance and detect issues.

Semi Annual Check – An in-depth, full maintenance of the toll zone. With scheduled and approved lane closures, all aspects of the AVDC, ICPS, AVI, and DVAS will be inspected, cleaned, and tested for proper operation. RSS cabinets, HVACs, servers, will be checked for clear vents, fully functioning environmental systems as applicable and application of pest abatement, as needed.

Intelligent Transportation System (ITS) *(*Optional scope to be determined by NCTA*)*

Daily Remote Check – A check of all CCTVs, DMSs, and other ITS devices for proper function of all elements and any outstanding alarms. Checks will not interrupt operations and will be coordinated with the NCDOT Statewide Traffic Operations Center.

Semi Annual Check – An in-depth, full maintenance of the ITS. With scheduled and approved lane closures as needed, all aspects of the CCTV, DMS, and MVDs will be inspected, cleaned, and tested for proper operation. ITS cabinets, HVACs, servers, will be checked for clear vents, fully functioning environmental systems as applicable and application of pest abatement, as needed.

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Daily Remote Check – A check of all facility systems for proper function of all elements and any outstanding alarms.

Weekly Onsite Check – An onsite visual check of the of the Toll Zone area. All debris, litter, etc. shall be removed from the Toll Zone area. Generators will be visually inspected for leaks and damage. A weekly generator exercise of 20 minutes will be scheduled and verified that the exercise was

performed. All electrical panels will be inspected for damage or issues that require additional investigation.

Monthly Onsite Check – An in-depth, maintenance of the Toll Zone area. Enclosures will be inspected for damage and corrosion. Debris, dirt, insect and pest nests, and other foreign bodies will be removed from all housings, panels, and vent/air passages. All visual indicators for devices will be verified to be operational and not indicating errors. Any unusual noises or odors will be investigated. A Thermal Analysis will be performed on all power distribution panels and associated equipment. The Automatic Transfer Switch shall be tested to ensure proper operation. Parking area lighting will be verified functional.

Annual Onsite Check – An in-depth, maintenance of the Toll Zone area. Generator engine oil and oil filter shall be replaced. Generator battery shall be replaced. All generator filters shall be replaced. The generator coolant system shall be inspected. Perform a grounding resistance test for the installed ground rods.