

# Attachments

Attachment 1 – NC Quick Pass Business Policies

Attachment 2 – State of NC, Statewide Information Security Manual

Attachment 3 – NCTA Facility List of Subcontractors

Attachment 4 – NCTA Toll Facility Maintenance

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Attachment 6 - Current AET Standard Drawings - Toll Vaults

Updated through Addendum 2 (December 5, 2025)

# Attachment I

## NC Quick Pass Business Policies



# 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 policies.
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	<p>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.</p> <p>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.</p> <p>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.</p> <p>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.</p> <p>Revised Policy 13.1.1, removing a duplicate sentence.</p> <p>Revised Policy 14.1.1, clarifying what account activity is as it relates to inactive accounts.</p> <p>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.</p>

Version	Date	Modification
6.2	April 2021	<p>Policy 8.5, Negative Account Balance.</p> <p>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).</p> <p>Policy 21.2, Non-NC Quick Pass Account Owners Interoperability with Turnpike Projects.</p> <p>Revised Policy 21.2, small text edits.</p> <p>Policy 21.3, Disputes and Refunds for NC Quick Pass Account Owners and Out-of-State Transactions.</p> <p>Revised Policy 21.3, small text edits.</p> <p>Policy 21.4, Disputes and Refunds for Out-of-State Agency Account Owners and Turnpike Project Transactions.</p> <p>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.</p> <p>Policy 209.1, General Collections Policies.</p> <p>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.</p> <p>Revised Policy 209.1.1, General Collections Policies, and Policy 209.1.2, Collection Agency, overall section rewrite for clarification and restructuring.</p>

Version	Date	Modification
6.3	November 2023	<p>Revised Policy 2.1 and 100.1.9 number of registered vehicles to ten (10) or less.</p> <p>Revised Policy 208.1.7 registration hold to five (5) business days and removed reference to payment of \$250 or more.</p> <p>Revised Policies 3.6.1 and 300.3.4, removed Email as customer communication channel and added NCQP website to 300.3.4.</p> <p>Revised Policies 7.6.1, 104.6.1 and 204.7.1, removed Fax as payment channel.</p> <p>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</p> <p>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</p> <p>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</p> <p>Added Nixie escalation to collections, Policies 19.2.4, 116.2.4, and 214.2.4</p> <p>Policies 5.1.5, 19.2.6, 102.1.3, 111.1.3, 201.1.3, 214.2.6, small text edits</p>

6.4	October 2024	<p>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</p> <p>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</p> <p>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</p> <p>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</p> <p>Customer Service Center Overview, Section III. Added CSC locations in Rocky Mount and Winston Salem</p> <p>Updated N.C. 147 to N.C. 885 in Section II, NCTA Overview</p> <p>Deleted Motorcycle Plan, Policies 2.1.5, 3.2.2, 4.2.2 and 20.1.12.2</p> <p>Deleted Policy 2.2.2. Requirement for (2) contact names registered on Business Accounts</p> <p>Revised Policy 2.2.1. Increased number of vehicles that customer want to register on Business Accounts from (5) to (10) vehicles</p> <p>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</p> <p>Revised Policies 3.82, 3.83 and 3.84. Increased transponder return timeframe from ten (10) to fifteen (15) business days</p> <p>Added Policy 3.8.2, Only unopened unused transponders can be returned to the partner location where the transponder was purchased</p> <p>Renamed Government, Transit and First Responder 'Plans' to Accounts</p> <p>Renamed Registered Video Account to NC Only Account</p> <p>Renamed Bill by Mail invoices to Toll Invoices</p> <p>Renamed 'Transponder' Account to NC Quick Pass Account</p>
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Version	Date	Modification
		<p>Policies 7.6, 104.6, 204.7. Added License Plate Agencies as a payment channel where customers are permitted to make payments</p> <p>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</p> <p>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</p>

6.5	May 2025	<p>NCTA Overview, Section II. Customer Service Centers: Deleted Morrisville location</p> <p>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</p> <p>Deleted Policy 3.8.2, Only unopened unused transponders can be returned to the partner location where the transponder was purchased</p> <p>Deleted HOV Accounts, Policies 2.6, 3.4, 4.8, 5.1.5, 6.6, 11.4.4, 19.1.14</p> <p>Revised Policies 5.1.5 and 102.1.4 to delete the use of ACH as a payment method to <b>open</b> a new account. ACH is a valid method for invoice payments and for existing customers to replenish their account.</p> <p>Revised Policy 6.6.1.1 to the opening account balance amount is \$10 for the first two (2) <i>vehicles</i> and \$10 for each additional <i>vehicle</i>. (removed 'transponder')</p> <p>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.</p> <p>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</p> <p>Deleted Declined ACH Fee, Policies 7.5.4, 11.1.2, 104.5.4, 109.1.2, 204.6.4 and 206.1.2.</p> <p>Revised Policy 11.4.4 to add NC Only Accounts are not subject to I-Toll fees</p> <p>Added Policy 209.2 on NCDMV Registration Hold to Policy 209 Collection Process</p> <p>Revised Policy 209.3, Collection Agency</p> <p>Deleted Policies 13 and 111, Uncollectible NC Quick Pass Accounts and Policy 210, Uncollectible Invoice</p> <p>Added Policy 600 on NCTA's Anti-Money Laundering Program</p> <p>Revised Policies 2.3.22 and 2.4.23 to '...must be approved by a <i>NC Quick Pass</i> representative'</p> <p>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</p>
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Version	Date	Modification
		<p>Revised Policy 101.1.4 to indicate customers can open an NC Only account utilizing the following channels:</p> <ul style="list-style-type: none"><li>• Online via the NC Quick Pass website</li><li>• In person at an NC Quick Pass CSC</li><li>• Over the phone with an NC Quick Pass CSR</li><li>• Mail</li><li>• Fax</li></ul>

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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 statutes 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: Automatic Account Replenishment

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 15<sup>th</sup> 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		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass E-ZPass	Interior Hard Case		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>

Transponder Name	Description	Transponder Picture	Interoperable with toll roads that accept:
NC Quick Pass (exterior)	Exterior Headlamp Sticker		<ul style="list-style-type: none"> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>

*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		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass E-ZPass	Interior Hard Case		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass E-ZPass Flex	Interior Hard Case – HOV Declarable (Switchable)		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass (exterior)	Exterior Headlamp Sticker		<ul style="list-style-type: none"> <li>• SunPass</li> <li>• Peach Pass</li> </ul>
NC Quick Pass E-ZPass (exterior)	Exterior Hard Case		<ul style="list-style-type: none"> <li>• E-ZPass</li> <li>• SunPass</li> <li>• Peach Pass</li> </ul>

*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 be 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 be 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](http://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 Policies 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.

**Attachment 2**  
**State of NC, Statewide Information**  
**Security Manual**  
(The file is "paper clipped" to this Attachments file)

# Attachment 3

## NCTA Facility List of Subcontractors

NCTA FACILITY CONTRACTS					
Company	Services	Locations Serviced	Contact Name	Email	Phone
<b>Cintas</b>	Rug Rental	Monroe, CLT, RM			704-369-2915
<b>City of Monroe</b>	Utilities	Monroe		Acct # 512872	704-282-4511
<b>City Wide Janitorial</b>	Janitorial Services	Monroe and CLT	Kaitlin Droege	<a href="mailto:kgroege@gocitywide.com">kgroege@gocitywide.com</a>	803-600-4307
<b>Economy Exterminators</b>	Pest Control	Monroe, CLT	Hubert King	<a href="mailto:hubert@economyexterminators.com">hubert@economyexterminators.com</a>	919-291-1690
<b>FESS Fire Protection</b>	Fire Ext Maintenance	Monroe	Deborah Byrd	<a href="mailto:dbryd@fessinc.net">dbryd@fessinc.net</a>	919-469-8099
<b>NAI (Rep for Novant Health)</b>	Property Manager	Monroe	Mike Willes	<a href="mailto:mwiles@srenc.com">mwiles@srenc.com</a>	704-632-7633
<b>Novant Health</b>	Landlord	Monroe	Nick Eller	<a href="mailto:nreller@novanthealth.org">nreller@novanthealth.org</a>	
<b>Pro-Shred</b>	Document Destruction	Monroe, CLT,	Terry Fuller	<a href="mailto:Terry.fuller@proshred.com">Terry.fuller@proshred.com</a>	919-741-5028
<b>Unlimited Technology</b>	Access Control	Monroe, CLT	Dan Morales	<a href="mailto:d.morales@utiglobal.com">d.morales@utiglobal.com</a>	919-805-1703
<b>Ricoh</b>	Multi-Function Printers	Morrisville, Monroe, CLT, Winston Salem	Mina Mekhael	<a href="mailto:Mina.Mekhael@ricoh-usa.com">Mina.Mekhael@ricoh-usa.com</a>	832-308-7374
<b>Schneider Electric</b>	HVAC Maintenance	Monroe	Shelly Vigil	<a href="mailto:SHELLY.VIGIL@se.com">SHELLY.VIGIL@se.com</a>	704-571-6017
<b>Shearin Heating &amp; Cooling</b>	HVAC Maintenance	Rocky Mount	Steve Shearin	<a href="mailto:office@shearinhvac.com">office@shearinhvac.com</a>	252-937-4707
<b>SE&amp;M</b>	Electrical	Rocky Mount			252-977-1155
<b>SE&amp;M</b>	Plumbing	Rocky Mount			252-977-1155
<b>Kreative Koncepts, Inc.</b>	Janitorial	Rocky Mount	Sheryl Morton	<a href="mailto:krekoinc@aol.com">krekoinc@aol.com</a>	919- 235-0677
<b>Minuteman Security</b>	Security Equipment	Rocky Mount Winston Salem	Lisa Rainbow	<a href="mailto:lrainbow@minutemanst.com">lrainbow@minutemanst.com</a>	919-900-4030
<b>Prime Properties RMT</b>	Landlord	Rocky Mount	Scott McLaughlin	<a href="mailto:Scott.McLaughlin@strategicmail.net">Scott.McLaughlin@strategicmail.net</a>	919- 880-3022

NCTA FACILITY CONTRACTS					
Company	Services	Locations Serviced	Contact Name	Email	Phone
<b>CBRE/KBR LRC MADISON PARK LLC</b>	Property Manager /Landlord	Winston Salem	Camila Lezama	<a href="mailto:Camila.CorreaLezama@cbre.com">Camila.CorreaLezama@cbre.com</a>	336- 833- 5635
<b>Intellicom</b>	A/V Equip/LV/ Security	Morrisville	Aaron Clark	<a href="mailto:aclark@intellicomusa.com">aclark@intellicomusa.com</a>	919-200-0807
<b>Top Dog Waste Solutions</b>	Waste Disposal	Rocky Mount	Bradley Moore	<a href="mailto:bradley@topdogwaste.com">bradley@topdogwaste.com</a>	252-557-6723
<b>Canteen/Compass Group</b>	Vending /Coffee	Rocky Mount, Morrisville, Winston Salem	Ashley Powell	<a href="mailto:Ashley.powell2@compass-usa.com">Ashley.powell2@compass-usa.com</a>	919-407-2458
<b>Cleggs Pest Control</b>	Pest Control	Rocky Mount, Winston Salem			866-807-4815
<b>Spectrum/ AERIAL CENTER REALTY CORP</b>	Property Manager / Landlord	Morrisville	Alex Cotton	<a href="mailto:ACotton@SpectrumCos.com">ACotton@SpectrumCos.com</a>	919-449-2082
<b>Shred IT</b>	Document Destruction	Winston Salem. Rocky Mount			800-697-4733
<b>Comfort Mechanical</b>	HVAC Maint. Supp Units	Morrisville	Michael Price	<a href="mailto:MPrice@comfortmc.com">MPrice@comfortmc.com</a>	919-972-9003
<b>City Of Rocky Mount</b>	Utilities	Rocky Mount		Acct # 00614740-0138230	252-972-1250
<b>Iron Mountain</b>	Document Retention	Morrisville		<a href="mailto:system.support@ironmountain.com">system.support@ironmountain.com</a>	800- 934-3453
<b>Cummins Sales and Service</b>	Generator Maintenance	Winston Salem	Timothy Sharpe	<a href="mailto:timothy.sharpe@cummins.com">timothy.sharpe@cummins.com</a>	336-337-6590
<b>Ambius</b>	Plant Maintenance	Morrisville	Debora Marks	<a href="mailto:debora.marks@ambius.com">debora.marks@ambius.com</a>	919-625-2272
<b>The Maintenance Team</b>	Handyman Service	Morrisville, Rocky Mount	Brooke Gillespie	<a href="mailto:bgillespie@tmt-usa.com">bgillespie@tmt-usa.com</a>	704-319-8326
<b>Monteith Construction</b>	General Contractor	Morrisville	Brighton Hudson	<a href="mailto:bhudson@monteithco.com">bhudson@monteithco.com</a>	919-210-2019

NCTA FACILITY CONTRACTS					
Company	Services	Locations Serviced	Contact Name	Email	Phone
<b>Security Central</b>	Burglar/Fire Alarm Monitoring	Monroe, CLT		<a href="mailto:custserv@security-central.com">custserv@security-central.com</a>	800-438-4171
<b>Brinks</b>	Armored Car Service	Monroe, CLT		<a href="mailto:brinkscentralizedcare@brinks.com">brinkscentralizedcare@brinks.com</a>	877-527-4657
<b>PMC</b>	Office Furniture	Morrisville	Dan Gallagher	<a href="mailto:dan.gallagher@pmc.works">dan.gallagher@pmc.works</a>	919-744-5031



# Attachment 4

## NCTA Toll Facility

### Maintenance

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## **SECTION A – AIR CONDITIONING EQUIPMENT**

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### Description

Perform inspection, maintenance, repair, and replacement of all air conditioning equipment.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's Heating Group 3, Class 1 Contractor license from the State of North Carolina.

### Preventative Maintenance/Responsibilities

#### Monthly Maintenance:

- Replace filters (pleated high efficiency filters shall be used).

#### Semi-Annual Maintenance:

- Perform inspection and maintenance checks/cleaning (preventive maintenance) on all units. All items in the preventive maintenance inspection shall be checked along with any other item necessary to ensure that each unit is operating properly.
  - Clean condenser and evaporator coils, with industry approved chemicals and methods and per recommendations by the manufacturer.
  - Clean oil air handling units (per manufacture recommendations).
  - Clean drain pans and condensate lines.
  - Lubricate all motors required.
  - Clean inlet and outlet registers.
  - Check controls and thermostats for proper operation.
  - Check for leaks and adjust amounts of refrigerant as needed.
  - Record refrigerant pressures.
  - Check electrical connections.
  - Check for vibrations and noises.

### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.
- If unit or item cannot be repaired or is not functional within twenty-four (24) hours, a temporary unit or item shall be provided until repairs are completed. The Contractor is required to provide, transport, install and operate a temporary unit when required. The same operation inspections and maintenance checks on the temporary unit will be required. This applies to units under warranty.
- The Contractor shall be responsible for replacing units or items as part of the Contract requirements. The NCTA must approve items being replaced that are not Original Equipment Manufacturer (OEM) or identical components.

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## Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## SECTION B – ELECTRICAL COMPONENTS

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### Description

Perform inspection, maintenance, installation, replacement, and repair of electrical items including but not limited to panel boxes, panels, breakers, fuses, contactors, disconnects, indoor and outdoor fixtures, switches, ballasts, fittings, controls, rewiring, severed/damaged conduits, cables, and vault lighting or any exterior or parking area lighting serviced from vault.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's electrical certification in accordance with the laws of the State of North Carolina.

### Preventative Maintenance/Responsibilities

As-Needed Maintenance:

- Replace bulbs, including any lighting fixture (interior or exterior, including parking or powered from the vault) within twenty-four (24) hours of observation or notification.

Monthly Maintenance:

- Electrical Distribution Equipment
  - Inspect for warning signs, wear, or malfunction.
  - Inspect enclosures for damage, unauthorized openings, and corrosion of metallic objects. Repair and paint to match as required. Inspect air passages and remove any blockage.
  - Inspect, investigate, and solve conditions producing unusual odors.
  - As equipment is operated and tested, listen, investigate, and mitigate conditions for unusual noises.
  - Inspect equipment grounding components such as conductors and connections. Inspect insulators for damage.
  - Inspect liquid immersed equipment for leaks and damage.
  - Inspect indicating lights for correct illumination.
  - Remove debris, dirt, insect nests, and other foreign objects from all components, housings, cabinets, panels, etc.
  - Verify operation of space heaters and control thermostat. Check thermostat set point for proper setting.

Annual Maintenance:

- Electrical Distribution System
  - Inspect electrical connections for degradation.
  - Torque all electrical connections to design value.
  - Verify the grounding of the equipment and associated neutral where applicable.
  - Conduct infrared test on all main current carrying equipment for hot spots that may indicate overheat conditions or loose connections.
  - Using calibrated test instruments, calibrate ammeters, voltmeters, etc. Verify continuity of metering selector switch contacts with ohmmeter.
  -

- 
- Low Voltage Panel boards
    - Inspect electrical insulation for discoloration and degradation.
    - Service circuit breakers per manufacturers' recommendations.
    - Inspect breakers' current carrying components for discoloration that may indicate overheating.
    - Verify Surge Protection Device (SPD) is functioning (lights).
    - Measure and record neutral currents.
  - Automatic Transfer Switches
    - Inspect, operate, adjust, and lubricate mechanical linkages.
    - Verify operation of mechanical interlocks.
    - Prove correct operation of the transfer switches by manually initiating transfers in both directions.
    - Simulate the automatic conditions requiring automatic transfer switches to transfer in both directions
    - Verify generator start on transfer.
    - Verify correct indicating light operation.
    - Verify equipment alarms – critical monitoring system.
  - Safety Switches (Disconnects)
    - Inspect, operate, adjust, and lubricate mechanical linkages.
    - Verify operation of mechanical interlocks.

#### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.
- If unit or item must be repaired or replaced within seventy-two (72) hours. This applies to all units, including those covered under warranty.

#### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## **SECTION C - FIRE AND CARBON MONOXIDE ALARMS AND FIRE EXTINGUISHERS**

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### Description

Perform inspection, maintenance, repair, testing, and any necessary replacements of smoke and carbon monoxide detectors in accordance with applicable NFPA standards, OSHA standards, and local, state and federal codes.

Provide a 10Lb. Class ABC portable fire extinguisher at all toll zone facilities. In addition, provide inspection, maintenance, repair, testing, and any necessary replacements of portable fire extinguishers at all toll facilities.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's licenses in accordance with the laws of the State of North Carolina.

### Preventative Maintenance/Responsibilities

As-Needed Maintenance:

- Replace Batteries

Monthly Maintenance:

- Test smoke detector per manufacture's specification.
- Test carbon monoxide detector per manufacture's specification.
- Visual inspection of all devices.
- Clean smoke detectors using a vacuum cleaner attachment to remove dust and cobwebs. If possible, carefully vacuum inside the unit as well.
- Clean carbon monoxide detectors using a vacuum cleaner attachment to remove dust and cobwebs. If possible, carefully vacuum inside the unit as well. Retest test\silence button after each cleaning.

Annual Maintenance:

- Detector maintenance check.
- Check charge on fire extinguisher.
- Replace batteries

Every two (2) years Maintenance:

- Replace carbon monoxide detectors.

Every five (5) years Maintenance:

- 
- Re-fill and conduct a hydrostatic test on fire extinguishers.

#### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.
- If smoke detector, carbon monoxide detector, or fire extinguisher fails, unit must be replaced immediately.
- The Contractor shall be responsible for replacing units or items as part of the Contract requirements. The NCTA must approve items being replaced that are not Original Equipment Manufacturer (OEM) or identical components.
- All portable fire extinguishers shall be maintained in a fully charged and operable condition.
- The Contractor shall ensure that any fire extinguisher certificates that are about to expire be renewed at least ten (10) days in advance of the expiration date.
- If during the routine inspections, the Contractor finds that portable fire extinguishers are missing or not found at the designated location, the Contractor shall replace the portable fire extinguisher within twenty-four (24) hours.

#### General Description of Equipment

- BRK Carbon Monoxide Detector, AC Powered Alarm with battery backup
- First Alert AC Powered Smoke Alarm with battery backup and Silence

#### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.



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## SECTION D - STANDBY GENERATORS

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### Description

Perform inspections, routine maintenance, preventive maintenance, parts replacements, fueling of tanks and repair of standby generator equipment.

Personnel performing the work on the generator shall have a minimum of five (5) years of experience in inspecting, maintaining and repairing standby generator sets of the size and capacity of those on the system and shall have a current Certificate of Training issued by the respective generator manufacturer for any unit being maintained or repaired.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's licenses in accordance with the laws of the State of North Carolina.

### Preventative Maintenance/Responsibilities

#### Weekly Maintenance:

- Exercise cycle run for twenty (20) minutes.
- Visual inspection of generator for obvious issues.
- Verify the exercise cycle has run.

#### Monthly Maintenance:

- Visual inspection of all devices.
- Perform standby generator inspections.
- Check all systems for leaks.
- Engine
  - Check noises or leaks.
- Oil System
  - Check oil filter and gaskets.
- Cooling System
  - Check general condition.
  - Check coolant level.
- Exhaust System
  - Visually check for leaks, corrosion and check condensation trap and muffler condition.
  - Drain condensation if possible.
- Fuel System
  - Check for leaks; check all visible connections and flexible hoses. Replace flexible hoses if needed.
  - Clear debris from around engine from grass or other foreign sources.
  - Keep monthly log of fuel tank inspection reports.

- 
- Generator
  - Visually inspect generator condition. Battery
    - Clean terminals and posts and coat with inhibitor.
    - Check battery charge.
    - Replace all batteries at the end of the contract.
  - Ignition System
    - Check all wires.
    - Inspect plugs and electronic ignition
  - Accessories
    - Lubricate all hinges, door locks and cover snaps. Test locks and replace or repair as needed.
    - Inspect annunciator.
    - Inspect battery charger.
    - Adjust battery charger - AMP-MA
    - Adjust annunciator battery lights.
    - Inspect exposed areas of tanks for rust and corrosion; prepare and paint all areas showing signs of rust or corrosion.
    - Prepare and paint any areas on the generator enclosure showing signs of rust or corrosion.

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#### Annual Maintenance:

- Replace batteries.
- Replace filters annually.
- Sample and test anti-freeze and add if needed.
- Pressure test system.
- Check and replace belts and hoses if needed.
- Service air filters as needed.
- Change engine oil Annually or recommended run hours, whichever comes first.
- Change oil filter and gaskets Annually or recommended run hours, whichever comes first.

#### Bi-Annual Maintenance:

- Check unit under actual or full load as approved by the NCTA. This check should be performed after hours or during weekends.
- Adjust voltage and frequency under actual load.
- Adjust clock exerciser, day, time, load, no load.
- Test delay start, pick up, transfer, cool down, transition and preheat.
- Calibrate Under Voltage (UV) sensors, generator sensor, and Over Voltage (OV) sensors.
- Record load per leg, voltage, hertz, oil pressure and water temperature.
- Check battery charging system.
- Test transfer switch relays for proper operation including loss of single-phase power.
- Provide certification of proper operation Bi-Annually and at the End of Contract.
- Load test the Generator as recommended by the equipment manufacturer.

#### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.
  - If unit or item cannot be repaired or is not functional within seventy-two (72) hours, a temporary unit or item shall be provided until repairs are completed. The Contractor is required to provide, transport, install and operate a temporary unit when required. The same operation inspections and maintenance checks on the temporary unit will be required. This applies to units under warranty.
- The Contractor shall be responsible for replacing units or items as part of the Contract requirements. The NCTA must approve items being replaced that are not Original Equipment Manufacturer (OEM) or identical components.
- Service and repairs to standby generators shall be performed by individual(s) certified in accordance with North Carolina law to perform such service and repairs to propane engines.
- Perform standby generator service calls, including emergency service to diagnose problems and make repairs, adjustments and replacements, as necessary to keep the emergency generators in good operating condition.
- The Contractor shall also dispatch a generator technician to any reported loss of line power regardless of whether the generator is operating or not.

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#### General Description of Equipment

- 60kW Propane Gas Generator

#### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## SECTION E – SECURITY COMPONENTS

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### Description

Perform general locksmith services for locks on vaults or locks on cabinets including, but not necessarily limited to: installation, replacement and repair of door locks, door hinges, door handles, master keying and rekeying, duplicating keys, replacing/rekeying lock cylinders, and opening vaults (lockouts).

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's licenses in accordance with the laws of the State of North Carolina.

### Preventative Maintenance and Service/Responsibilities

#### Initial Start-up Service

- Re-Key all toll facility vaults to a common Key for all locations
- Re-Key/provide padlocks for all distribution disconnect panels with same key configuration
- Maintain Master set of keys
- Create 5 sets for distribution to the Contractor and NCTA designated staff

#### Quarterly Maintenance:

- Check all locks are in working order.
- Lubricate all locks per manufacturer's recommendations.
- Verify keys for all locks can be located.
- Note and report any lock tampering

### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.
- Any item that compromises the security of the toll site or tolling equipment must be repaired before being left unattended.
- A unit or item must be repaired and be functional within seventy-two (72) hours the Contractor shall be responsible for replacing units or items as part of the Contract requirements. The NCTA must approve items being replaced that are not Original Equipment Manufacturer (OEM) or identical components.

### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities

- 
- Detail of tasks performed
  - List any issues found
  - List any replacement parts required
  - Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## **SECTION F - TOLL FACILITY VAULTS**

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### Description

Maintain the toll facility vaults' structural integrity and appearance.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's licenses in accordance with the laws of the State of North Carolina.

### Preventative Maintenance Responsibilities

#### Weekly Maintenance:

- Clear and remove all debris, litter, etc. inside vaults and out.
- Remove cobwebs and insect nests from walls, corners and ceilings of all vaults.
- Clean exterior door jambs, frames and transoms in all entrances.

#### Quarterly Maintenance:

- Perform Visual Inspections
  - Inspect the vaults for cracks in panels at sharp angles near doors and openings and at panel connection joints.
  - Inspect coatings for peeling on the doors where concrete was cracking.
  - Inspect the floor coatings for chipping and wear.
  - Inspect for rust stains found around cracks, or exposed reinforcing steel, or other causes for concern.
  - Look at door and vault seals, caulking, exposed backer bar, or door jamb seals missing or damaged.
- As-needed maintenance:
  - Repair all cracks on interior or exterior walls, roof, sidewalk, and floor surfaces.
  - Repair joints.
  - Repair water infiltration.
  - Repairs to paint, sealants, and coatings.
  - Repair door seals.
  - Any issues noted during inspections that negatively affect the appearance & structural integrity of the vaults as determined by the inspectors or NCTA.

#### Annual Maintenance

- Inspection by and report on condition from a qualified structural engineer.

### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.

- 
- Unit or item must be repaired or replaced within seventy-two (72) hours. This applies to units under warranty.
  - The Contractor shall make provisions to assure the facilities are maintained in a secure condition at all times. Cracks in interior or exterior walls and the roof should be repaired per the manufacturer's recommendations. Coatings should be repaired per the manufacturer's recommendations.
    - Before applying and handling any repair products, always review the application instructions, container labels, and the material safety data sheet (MSDS). If there are any questions relating to requirements specified on the MSDS, the Contractor shall contact the manufacturer of the product. All recommended safety requirements must be followed at all times.

#### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.



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## SECTION G - PRESSURE CLEANING

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### Description

Perform pressure cleaning, hand cleaning and chemical cleaning of toll facilities. Cleaning shall include but not be limited to all equipment cabinets, external masonry, concrete and stucco walls, brick walls, walkways and sidewalks located within the screen wall. Maintenance of the screen wall (inside and out) is included within this change order.

### Preventative Maintenance/Responsibilities

#### Semi-Annual Maintenance:

- Pressure Washing
  - Provide all labor, materials, tools, equipment and incidentals (including water if not available at the facility) necessary to perform the work as specified. Use cleaners, degreasing agents and other approved means to remove all dirt, oil, tar, exhaust residue, spider webs and egg sacs, mud dauber nests, wasp and bee nests and any other deposit or film which may be present on the exterior of the vaults. Streaking of surfaces will not be allowed and manual scrubbing may be required in order to attain the desired results.
  - Materials Safety Data Sheets (MSDS) for all chemicals used shall be submitted by the Contractor. All chemical agents and additives must be approved by NCTA prior to beginning any work.
  - Protect all NCTA equipment during the time that cleaning is in progress. The Contractor shall be responsible for any and all damages caused by their contractor's operations to either NCTA property or to the public moving through the facilities. No equipment, vehicles or materials may be stored at any NCTA facility.
  - Upon completion of each day's work, the Contractor shall ensure that the toll zone or facility being cleaned is free from debris caused by the work and remove and dispose of such debris off NCTA right-of-way.
  - The cleaning equipment shall be independently powered and capable of attaining adequate pressure and temperature to perform a job that meets the desired cleaning results. The equipment must also be designed to apply approved cleaning agents to surfaces to be cleaned in a volume sufficient to attain the desired cleaning results. Chemical cleaners that are used on surfaces in areas of plants and grass shall not be harmful to vegetation. Care shall also be taken to avoid any damage to existing grass, plants, shrubs and trees by equipment or personnel. Any plants or foliage damaged shall be replaced with equal or better plantings at no cost to the NCTA.
- Follow approved cleaning procedures for surfaces coated with the concrete sealer or stain.

### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found

- 
- List any replacement parts required
  - Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## SECTION H - PEST CONTROL

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### Description

Perform pest control services. Pests are defined as general household pests such as mice, rats, roaches and common ants (including ghost ants and fire ants), carpenter ants, pharaoh ants, subterranean termites, dry wood termites, bird control, rodents, snakes, etc.

### Qualifications

Pesticides that comply with the provisions of the Federal Insecticide, Fungicide, and Rodenticide Act (7, U.S.C. 136 et. seq.) as amended by the Federal Environmental Pesticide Control Act of 1972 and the regulations issued there under are permitted. Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's licenses in accordance with the laws of the State of North Carolina.

### Preventative Maintenance Responsibilities

As-Needed Maintenance:

- Emergency removal of pests.

Quarterly Maintenance (change of season time frames – Dec, March, June and September):

- Insect control includes those measures which are necessary to suppress general household insects, as defined above, within and around the facilities by using properly registered and labeled pesticide products and approved devices.
- Rodent control includes those measures necessary to suppress populations of rats and mice that become a nuisance within or around the NCTA premises and equipment. There shall be no signs of infestations.
- The program for the control of general pests shall be continually in effect. There shall be no signs of infestations.
- Treat all areas of the facility to eliminate those pests listed above. These areas include, but are not limited to, vaults (interior and exterior perimeter which extends for a distance of fifteen feet (15') around the vaults), toll cabinets, emergency generators, and storage facilities.
- Protect NCTA equipment during the time the work is underway. All materials for pest control shall conform to federal, state and local ordinances and precautions shall be used to avoid accident or injury to the employees and prevent damage to the facilities.

### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required

- 
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## SECTION I - GROUNDING AND GROUND SYSTEM TESTING

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### Description

Test grounding systems and rods and repair and retest out of tolerance grounding systems at all of the vaults. Typically one third to one half of the ground rods will be tested. If more than half of the ground rods tested are out of tolerance, all rods at the facility shall be tested. Subsequent years shall include testing, repairing and certifying the grounding system at toll zones suspected of having out of tolerance grounding systems as directed by the NCTA.

Use a ground testing measuring device approved for that function such as Fluke, GISCO, Extech, AMEC, etc. with calibration certificate within the past calendar year of tests.

### Qualifications

Personnel performing the work shall be currently licensed by the State of North Carolina in accordance with State laws. Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's licenses in accordance with the laws of the State of North Carolina.

### Preventative Maintenance/Responsibilities

#### As-Needed:

- Check system for damage and needed repair.
- Perform repairs as needed.

#### Semi-Annual Maintenance:

- Testing
  - Perform testing of ground rods at each toll zone and facility as directed by the NCTA to determine the resistance of each ground rod. Document, certify, correct and provide a report of Ground Resistance Test for the results of all tests performed.
  - For all ground rods exceeding 25 ohms (unless otherwise specified), furnish and install 5/8" x 10' copper clad ground rods or ground rod segments as necessary to achieve the grounding requirements until ground resistance of 25 ohms (unless otherwise specified) or less is achieved.
  - Furnish and install exothermic weld connections, Cadweld by ERICO approved equal as necessary to achieve the testing requirements.
  - Perform testing and provide and certify a report of Ground Resistance Test at each toll zone grounding system upon completion of installation of new ground rod(s).

### Unscheduled Service, Repairs and Replacements

- Repair response time (the time taken to arrive at the site after notification) shall not exceed two (2) hours regardless of the day or time of the notification for non-routine or emergency repairs.
- Provide unscheduled service calls, including emergency service, to diagnose problems and make repairs, adjustments and replacements, as necessary, to keep the equipment in good operating condition.
- Unit or item must be repaired or replaced within seventy-two (72) hours. This applies to units under warranty.

- 
- The Contractor shall be responsible for replacing units or items as part of the Contract requirements. The NCTA must approve items being replaced that are not Original Equipment Manufacturer (OEM) or identical components.

#### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## **SECTION J – FIBER OPTIC NETWORK (FON)/ UTILITY LOCATING**

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### Description

The intent of this attachment is for the Contractor to locate and investigate the NCTA FON/Utility underground infrastructure as needed or requested.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's contractor who will be performing this work.

### Responsibilities

- Underground infrastructure to locate:
  - Conduit (power, communications)
  - Propane Tanks
- Areas needing to be marked should be marked using the color code chart for North Carolina 811: <http://nc811.org/colorcodechart.htm>

### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacements part required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

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## **SECTION K - MAINTENANCE OF TRAFFIC (MOT)**

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### Description

The intent of this attachment is for the Contractor to furnish, install, and maintain traffic control devices for both routine repair and any emergencies affecting the Roadside Toll Collection System (RTCS) and facilities maintenance.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit a copy of the Contractor's contractor who will be performing this work. The Contractor shall be certified to perform Maintenance of Traffic in the state of North Carolina.

### Responsibilities

- Install all necessary traffic control devices, as required to perform the maintenance items identified herein, in accordance with the Manual of Uniform Traffic Control Devices, the NCDOT Roadway Standard Drawings, and NCDOT Standard Specifications for Roads and Structures.
- Upon determining that the emergency repair requires a lane closure the Contractor will consult with NCTA to determine the priority of the fault. It may be determined that some repairs that require a lane closure can be scheduled for next business day, allowing a greater than 24 hour notice to the MOT vendor. If the decision by NCTA is made that MOT is required without providing a 24 hour nor greater notice to the MOT vendor, the Contractor will notify the MOT vendor that an emergency lane closure (under 24 hours notice) is required. The Contractor repair time will start once proper MOT is in place and the lane/lanes in need of service are completely secured with the proper traffic control devices.
- Provide a pricing sheet for typical MOT. Pricing shall include single lane closures, two lane closures, full roadway closure and/or detour route signing, and any applicable emergency or holiday mobilization fee or premium.
- The NCTA must be notified prior to establishing any MOT.
- Pre-approval for a one-lane closure is granted for the hours of 9 a.m. – 4 p.m., and 7 p.m. – 6 a.m. daily. If a more strenuous lane closure is needed, NCTA's approval will be required. Routine repair closures must not fall during an NCDOT holiday.

### Documentation and Reporting

Upon completion of any and all service performed on the equipment identified above the Contractor will update the Maintenance Log File with all detailed information including:

- Date of Service Request
- Date of Service Completion
- Date of regularly scheduled maintenance activities
- Detail of tasks performed
- List any issues found
- List any replacement parts required
- Notification to NCTA for replacement part approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.



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## **SECTION L – PROPANE SERVICES**

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### Description

The intent of this attachment is for the Contractor to provide propane fuel services at each toll plaza.

### Qualifications

Not later than 60 days prior to Commissioning of the first tolling location, the Contractor shall submit the name and contact information for the subcontractor who will be performing this work.

### Responsibilities

Maintain levels of propane fuel to allow for specified performance of the system.

### Documentation and Reporting

Upon completion of any and all services performed on the equipment identified above, the Contractor shall update the Maintenance Log File with all detailed information, including:

- Date of Service Request
- Date of Service Completion
- Date of Regularly Schedule Maintenance Activities
- Detail of Tasks Performed
- List any Issues Found
- List any Replacement Parts Required
- Notification to NCTA for Replacement Part Approval

The Contractor will submit the Facility Maintenance Log to NCTA monthly or upon request.

# Attachment 5

## Toll Vault Key Inventory

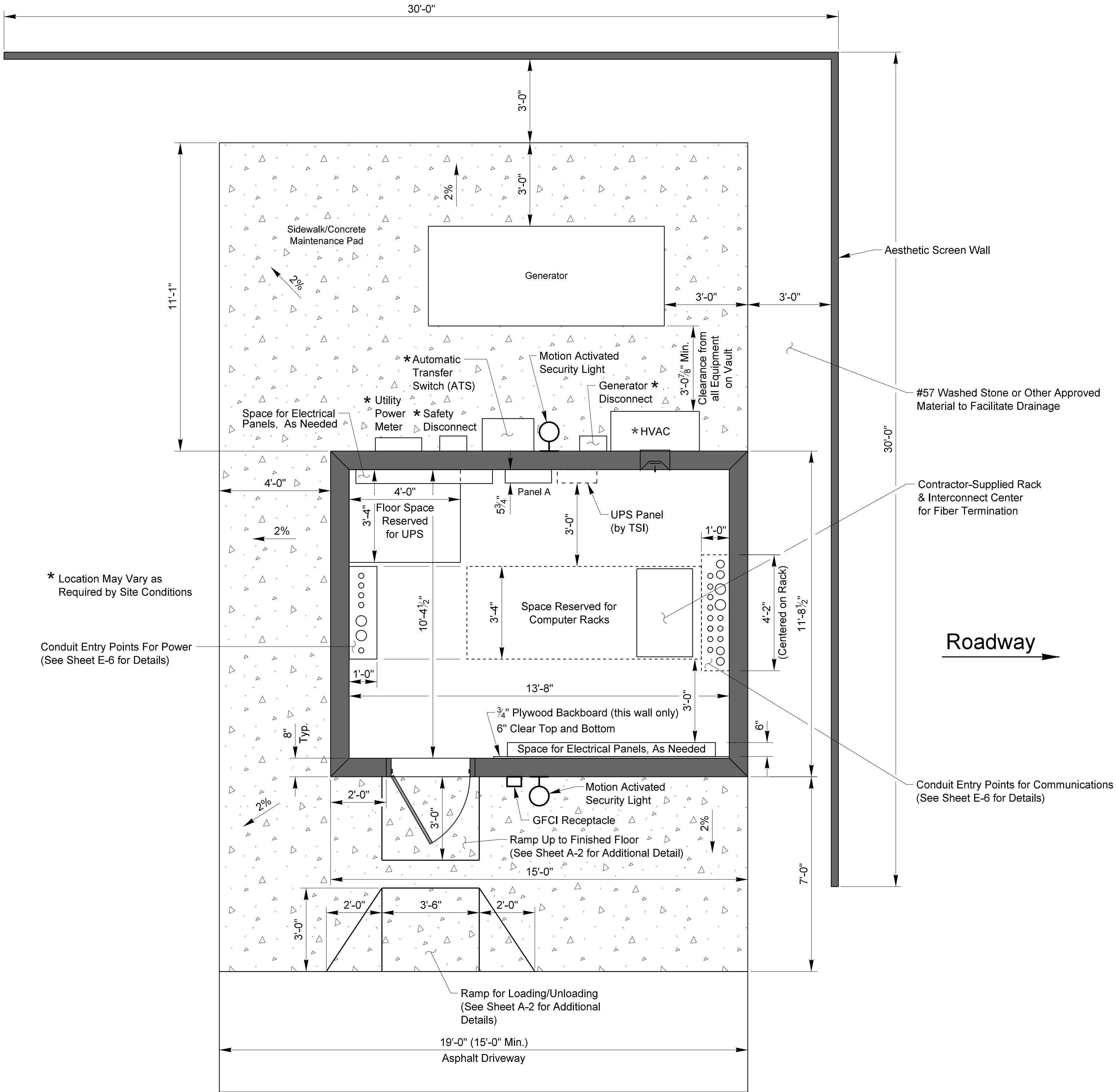
Toll Vault Key Inventory for Triangle Expressway & Monroe Expressway									
	Toll Zone	Toll Zone Location (Latitude)	Toll Zone Location (Longitude)	Year of Construction	80 Kw Propane Generator	60 Kw Propane Generator	45 Kw Propane Generator	~2 Ton Vault HVAC	Auxiliary Mini- Split HVAC
	T01	35.879307	-78.866792	2012			1	1	
	T02	35.879105	-78.868057	2012			1	1	
	T05	35.850285	-78.863326	2012			1	1	
	T06	35.850301	-78.865104	2012			1	1	
	T13	35.857085	-78.857625	2012	1			1	
	T14	35.856765	-78.857165	2012	1			1	
	T15	35.830898	-78.892188	2020		1		1	
	T17	35.792324	-78.8883	2012		1		1	
	T21	35.752124	-78.891355	2012			1	1	
	T22	35.75278	-78.892274	2012			1	1	
	T26	35.717323	-78.884653	2012		1		1	
	T29	35.710765	-78.880754	2012			1	1	
	T30	35.708559	-78.881747	2012			1	1	
	T32	35.688273	-78.860369	2017		1		1	
	T33	35.688597	-78.849831	2012		1		1	
	T36	35.680767	-78.822053	2024		1		1	
	T38	35.67665	-78.759058	2024		1		1	
	T40	35.665331	-78.720533	2024		1		1	
	T42	35.650097	-78.680747	2024		1		1	
	T44	35.626258	-78.629767	2024		1		1	
	T46	35.627386	-78.590383	2024		1		1	
Triangle Expressway Total					2	11	8	21	0
	M01	35.092796	-80.660327	2017		1		1	1
	M03	35.086665	-80.619361	2017		1		1	
	M05	35.069517	-80.601585	2017		1		1	
	M07	35.047627	-80.570564	2017		1		1	1
	M09	35.019560	-80.528011	2017		1		1	
	M11	35.003468	-80.488089	2017		1		1	
	M13	34.989717	-80.412912	2017		1		1	
Monroe Expressway Total					0	7	0	7	2

# Attachment 6

## Current AET Standard Drawings – Toll Vaults

REV. NO.	BY	DATE	DESCRIPTION

SCALE: 7/16" = 1'-0"
MARCH 2022



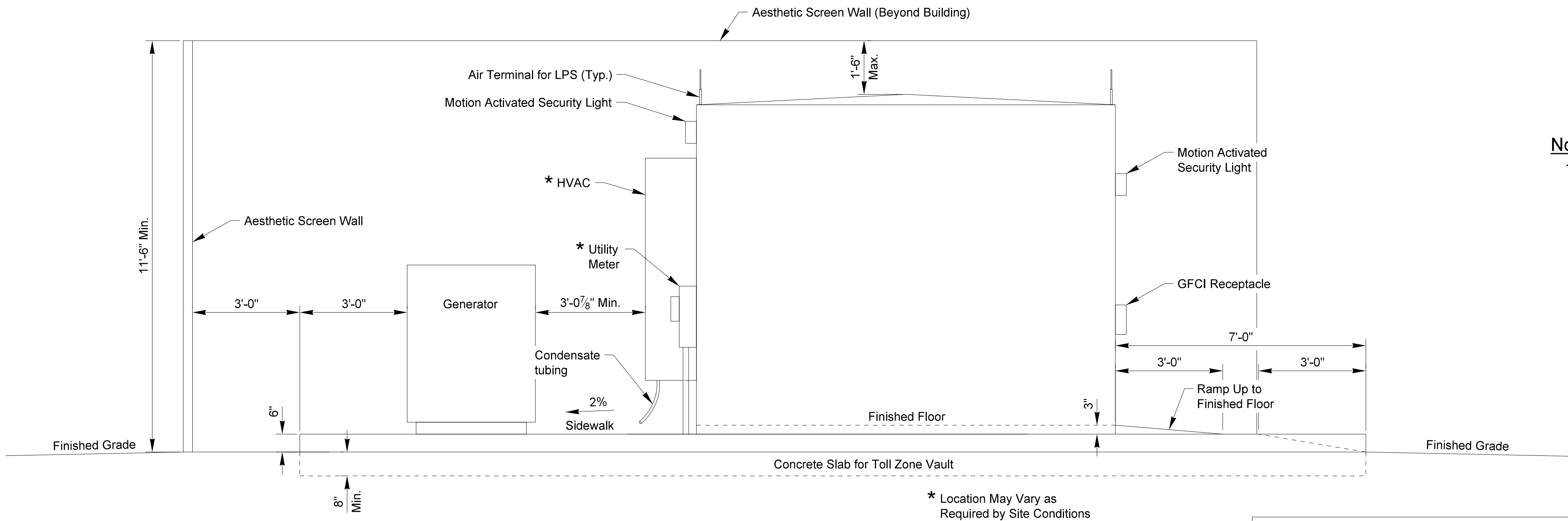
- GENERAL NOTES:**
1. See Scope of Work for additional details and requirements.
  2. Provide prefabricated, pre-cast or built-in-place vault in accordance with the slope of work.
  3. Provide 3/4" chamfered edge on maintenance pad.
  4. Field-adjust exterior cabinets/boxes as needed for local conditions, wire size, etc.

- VAULT PLAN - ELECTRICAL:**
1. Provide SPD on all distribution panels.
  2. Locate conduit stub-ups a maximum of 12" from interior wall surface.
  3. Provide integral safety disconnect on HVAC unit.

- LIGHTING SYSTEM:**
1. Provide lighting system with battery backup for power loss capable of maintaining one interior light fixture for 30 minutes minimum.

- SECURITY SYSTEM:**
1. Provide conduit and electrical boxes to support the electronic door security system to be installed by the Toll System Integrator (TSI).

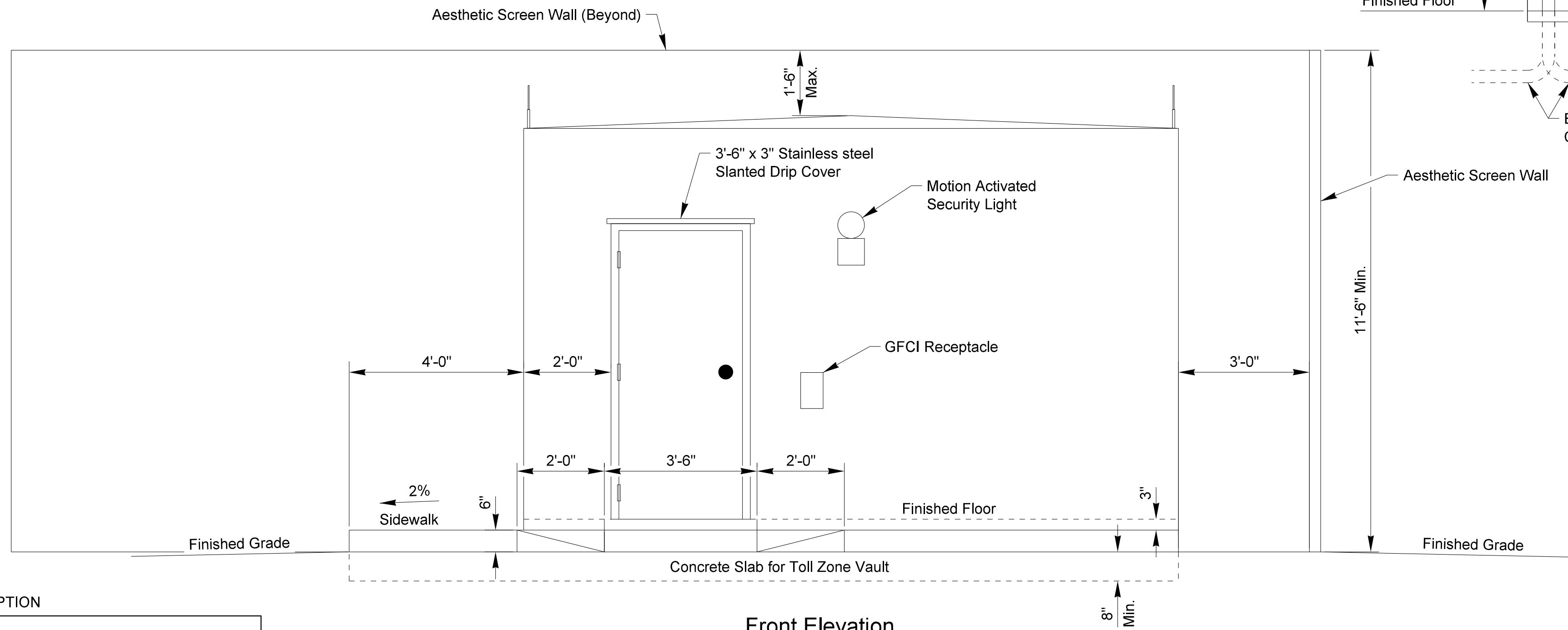
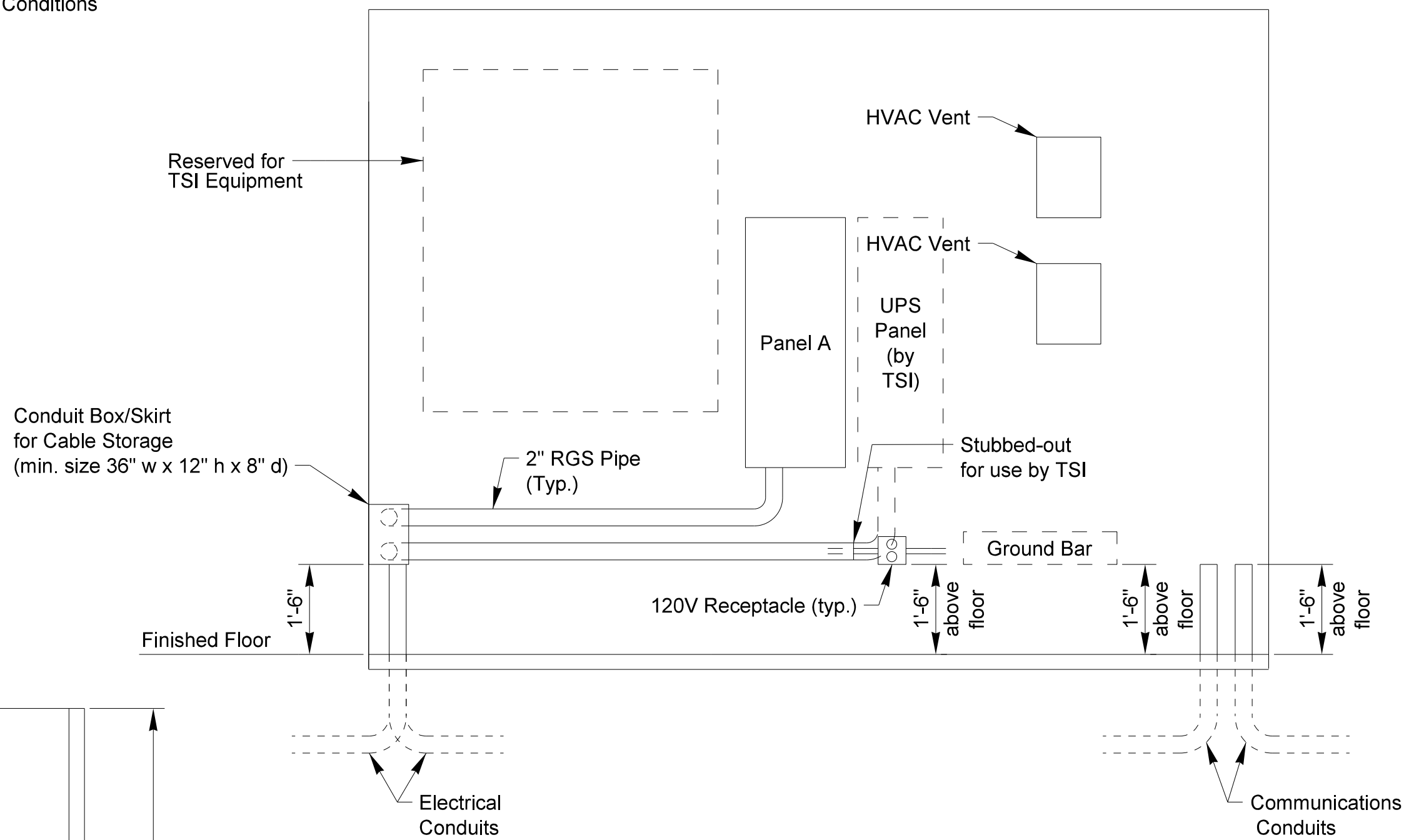
- COMMUNICATIONS SYSTEM:**
1. Provide 1 x 19" communications rack with 1 interconnect center for terminating fiber-optic cables.



**Notes:**  
1. Ramp up to Vault Door to be flush with the paved Maintenance Drive.

\* Location May Vary as Required by Site Conditions

Side Elevation

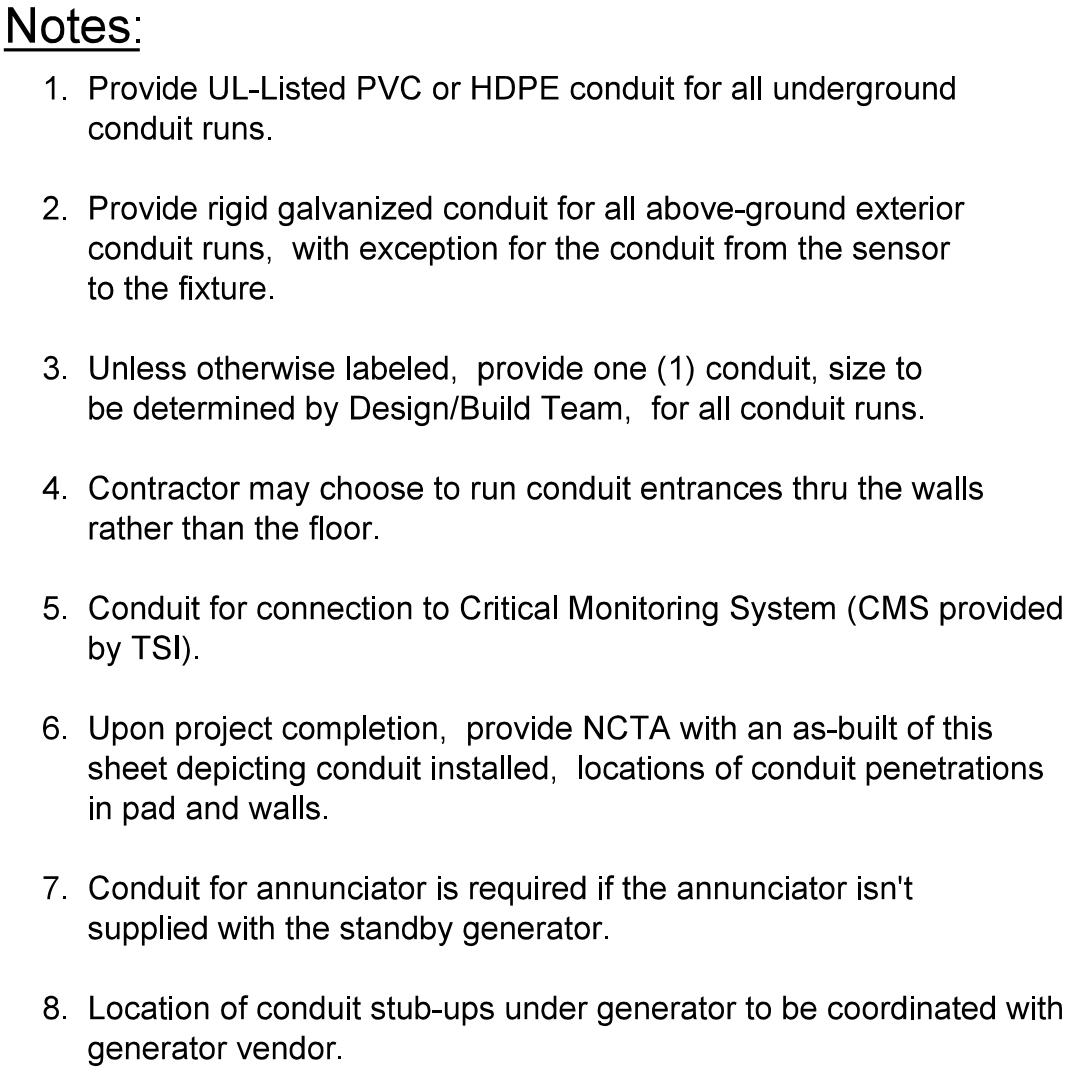


Front Elevation

REV. NO.	BY	DATE	DESCRIPTION

SCALE: 1/2" = 1'-0"
MARCH 2022





K-XX STATE OF  
NORTH CAROLINA  
DEPT. OF TRANSPORTATION  
DIVISION OF HIGHWAYS  
RALEIGH, N.C.

# ROADWAY DETAIL DRAWING FOR AET Toll Zone Vault Conduit Plan

REV.	BY	DATE	DESCRIPTION

SCALE:  $\frac{7}{16}" = 1'-0"$   
MARCH 2022