

## Remote Ticket Entry - Users Agreement

North Carolina 811, Inc

\* All RTE Users will accept responsibility and liability for all information provided and transmitted to NC811 member facility owners and operators.

\* Inaccurate or incomplete information submitted via RTE can result in damage to buried facilities, property, or cause injury or death.

\* All RTE Users must have a basic understanding of the requirements for processing a locate request with NC811. Each user must complete a Remote Ticket Entry instructional training course.

\* All RTE Users must process all locate requests in accordance with the RTE Processing Guidelines, NC811 Policies and Procedures, and in accordance with the Underground Utility Safety and Damage Prevention Act Article 8A.

\* RTE is intended solely for professional excavators.

\* NC811 reserves the right to deny RTE authorization to any organization for any reason.

\* NC811 reserves the right to suspend and/or discontinue RTE privileges to any organization or individual at any time for any reason without prior notice.

\* Unauthorized users are required to call 811 or 1-800-632-4949 to process all locate requests.

\* All individuals using the RTE system will require separate user accounts. RTE users found processing locate requests with user accounts not assigned directly to them will result in loss of RTE privileges for their organization.

\* Emergency locate requests cannot be processed remotely. The user must contact 811 or 1-800-632-4949 and give oral notice to the Notification Center.

\* All RTE Users agree to read and acknowledge any and all warning messages and prompts that are displayed throughout the RTE ticket processing system.

\* As of October 1, 2014 All locate requests received by NC811 shall be deemed to have been received by NC811 at 12:01 A.M. on the next working day following the day of actual notification (the ticket start time), and that the 3 full day and 15 full day statutory periods are calculated from the ticket start time.

\* All RTE Registration applications will be processed as soon as possible once received by the RTE Department. All locate requests must be made via 1-800-632-4949 until the user is contacted via telephone to verify and activate the RTE account.

\* Use of any type of Artificial Intelligence (AI) to generate notification requests may not occur until written request is submitted to and received by the Executive Director of NC811, Inc. Additional agreements and contracts will be provided to the excavator who so chooses to utilize AI in addition to adequate testing of the AI.

As a Remote Ticket Entry Applicant, I agree with and will adhere to all of the above conditions and understand that the above requirements may also change and be modified by NC811 without prior notice. It is my responsibility to routinely check <http://www.nc811.org> for any updates to this Agreement or the RTE Processing Guidelines. It is understood that I am the only individual within my organization that is authorized to use my User account information to process locate requests via RTE. Additional individuals within my organization wishing to utilize RTE must submit separate applications.

I understand that failure to comply with all RTE procedures can and will result in account termination.