

North Carolina 811 Ticket Search Policy

- NC811 is able to retrieve tickets in our archives up to four years from the current date (Ex. 5/10/2017, we can go back as far as 5/10/2013 only).
- Ticket Search is available free of charge to **MEMBERS** only.
- Ticket Search is available free of charge via **Long Term Storage to RTE USERS only**. The user is responsible for accessing LTS. If the user does not know how to access LTS, they will need to be transferred to the RTE Dept. for proper instruction.
- Ticket Search is available to general public for a fee of \$10.00, which must be received either via check or money order prior to releasing a copy of the ticket. We do not accept credit card payments, nor do we accept paypal due to high monthly usage fees.
- The individual requesting a copy of the ticket must complete the Ticket Search Form (See the second page of this document) providing as much detail as possible and send back to us with payment prior to receiving the requested ticket(s).
- The individual may only receive locate requests they called in by them or their company, unless...See next bulleted item
- If the individual is requesting a ticket that was called in by someone else, NC811 must receive written documentation from that person/company/organization (on their company's letterhead) authorizing release of the locate request to the specified individual. This does not apply to members of NC811.
- Under no circumstances is information released via phone regarding a locate request.

TICKET SEARCH FORM

THE INFORMATION BELOW IS NEEDED IN ORDER TO SEARCH A TICKET. PLEASE GIVE AS MUCH INFORMATION AS YOU HAVE AVAILABLE. IF ANY QUESTIONS, PLEASE CONTACT TONYA HARGRAVES AT 336-855-5760 OR TONYA@NC811.ORG.

TIME PERIOD OF SEARCH: FROM _____ **TO** _____

TICKET #'S IF AVAILABLE: _____

COMPANY NAME: _____

CALLERS NAME: _____

CALLERS TELEPHONE #: _____

COUNTY OF JOB SITE: _____

CITY/PLACE: _____

ADDRESS OR STREET NAME: _____

CROSS STREET: _____

ADDITIONAL INFORMATION: _____

THERE WILL BE A CHARGE OF \$10.00 TO SEARCH A TICKET. A CHECK OR MONEY ORDER MADE PAYABLE TO NORTH CAROLINA 811, INC. WILL NEED TO BE RECEIVED BEFORE ANY TICKETS CAN BE RELEASED.

IF ANOTHER COMPANY OR INDIVIDUAL CALLED IN THE TICKET THAT NEEDS TO BE SEARCHED, THEN WRITTEN AUTHORIZATION FROM THAT COMPANY OR INDIVIDUAL WILL NEED TO BE SENT TO US IN ORDER TO RELEASE THE INFORMATION TO YOU.

PLEASE MAIL PAYMENTS WITH COMPLETED FORM TO:

NORTH CAROLINA 811, INC.
2300 W. MEADOWVIEW RD., SUITE 227
GREENSBORO, NC 27407

NAME (PLEASE PRINT) **TELEPHONE NUMBER**

SIGNATURE **DATE**

FAX NUMBER **EMAIL ADDRESS**