



BILL BY EMAIL TERMS AND CONDITIONS

May 2018

These terms and conditions for the Bill by Email option constitute an AGREEMENT between you and the North Carolina Turnpike Authority (AUTHORITY) relating to the method of correspondence chosen to receive your NC Quick Pass bill (INVOICE). By enrolling in the Bill by Email option, you acknowledge that in accordance with G.S. 136-89.214: (1) you are the registered owner or the person who had care, custody and control of the vehicle which traveled on a North Carolina toll facility; and (2) you request and consent to the AUTHORITY sending your INVOICE to a designated email address (EMAIL) rather than by first-class mail. Please read these terms and conditions and keep them for your records. When you enroll in the Bill by Email option, you agree to the following:

- 1** It is your responsibility to provide true, accurate and complete EMAIL information to the AUTHORITY, and to keep EMAIL information current at all times. Updates can be made online at www.ncquickpass.com. You will be responsible for all errors, miscommunications and other consequences due to inaccurate, outdated or incomplete EMAIL information.
- 2** Any correspondence sent via EMAIL constitutes official notice to you regarding your INVOICE. It is your responsibility to monitor your EMAIL for invoice activity to avoid incurring additional fees and civil penalties.
- 3** It is your responsibility to ensure you have the appropriate hardware, software and/or Internet access services, to facilitate proper use of the Bill by Email option, and to notify the NC Quick Pass Customer Service Center (CSC) should there be any difficulty in accessing your INVOICE.
- 4** It is your responsibility to pay your INVOICE and act upon applicable notices. The AUTHORITY is committed to ensuring your INVOICE and applicable notices are available. The AUTHORITY is not liable for non-receipt of an INVOICE due to:
 - (i) bounced emails;
 - (ii) full email inboxes;
 - (iii) internet access problems;
 - (iv) network failures; or
 - (v) any other delays or customer failures to receive an INVOICE electronically.
- 5** You may terminate enrollment in the Bill by Email option by unsubscribing online at www.ncquickpass.com, after which the AUTHORITY will revert to sending your INVOICE by first-class mail to the last mailing address in the AUTHORITY'S records.
- 6** Updates to EMAIL, enrollment or termination requests may take up to ten (10) business days to be processed.
- 7** Failure to pay charges on your INVOICE may result in additional fees, civil penalties and/or suspension of motor vehicle registration renewal, as provided under North Carolina Law.
- 8** You expressly understand and agree that the AUTHORITY, including its officers, employees and agents involved, directly or indirectly, in the operation of the Bill by Email option, shall not be liable for any direct, indirect, incidental, special, consequential or exemplary damages, including intangible losses resulting from:
 - (i) the use or the inability to use the Bill by Email option;
 - (ii) unauthorized access to or alteration of your transmissions or data;
 - (iii) statements or conduct of any third party; or
 - (iv) any other matter relating to the operation of the Bill by Email option.
- 9** The AUTHORITY reserves the right to change the terms and conditions of this AGREEMENT at any time by providing advance notice to you. It is your responsibility to review the terms and conditions regularly. Your continued use of the Bill by Email option following notification of change to the terms and conditions of this AGREEMENT after the effective date constitutes an acceptance of the revised terms and conditions. If you do not agree to any such changes, your sole and exclusive remedy is to terminate your enrollment by opting out of the Bill by Email option.