



## FREQUENTLY ASKED QUESTIONS

### Where's my bill?

If you don't have a transponder, our Bill by Mail service will send you an invoice about 30 days after your first use. Electronic cameras on the overhead gantries along the toll road will take a picture of the front and rear of your car. The vehicle license plate number is used to identify the registered owner, and the bill is sent to the most recent address on record.

If you want to pay the toll before you receive your invoice, call the service center at (877) 769-7277. We are open 9 a.m. – 5 p.m. Monday through Friday and 9 a.m. – 2 p.m. on Saturdays. Please have your vehicle license plate number and a credit card handy. Anyone may make a payment, but only registered owners can get detailed information about the bill.

Rental car agency policies vary and many rental vehicles have transponders. If you were driving a rental car, please verify with the agency if they will bill you directly or if they allow payment by you directly to NC Quick Pass.

### What is NC Quick Pass?

NC Quick Pass is a program that uses devices called transponders, which are electronically linked to pre-paid accounts for toll collection. Transponders are available as a sticker and a hard case.

You can [sign up for a pre-paid NC Quick Pass account](#) and purchase a transponder to install in your vehicle. As your transponder-equipped vehicle passes through the toll gantry on North Carolina toll roads, information is sent electronically to us, and the toll payment is automatically deducted from your account balance.

### How do I sign up for an NC Quick Pass account?

Signing up for an NC Quick Pass account is quick and easy! Be sure to have the make, model and license plate information ready for each vehicle that needs a transponder (up to five per account) before signing up via:

- **Web:** [Apply online](#)  
If you have received a Bill by Mail before, you can convert this account using the account information from a recent invoice. If you do not have a recent invoice, call the service center to get your account number.
- **Fax or mail:** [Download an application](#) and fax it 919-388-3279, or mail it to:  
NC Quick Pass Customer Service Center  
200 Sorrell Grove Church Road, Suite A

Morrisville, NC 27560

(Please allow 5-7 business days to receive your transponder)

- **Walk in:** Visit our Customer Service Center at [200 Sorrell Grove Church Road, Suite A, Morrisville, NC 27560](#), and get started right away.

For more information about NC Quick Pass, visit [www.ncquickpass.com](http://www.ncquickpass.com)

### Can I still use the toll road if I don't want to buy a transponder?

Definitely! You can get invoices and pay tolls through our Bill by Mail program (keep in mind that NC Quick Pass customers get significant discounts). As you drive under a toll gantry, a camera takes a picture of the front and rear of the vehicle. In about 30 days, the vehicle's registered owner receives their first Bill by Mail invoice.

### How much does it cost to use North Carolina toll roads?

We post current toll rates on the [NC Quick Pass website](#). Using the NC Quick Pass transponder will save you up to 35% over the Bill by Mail rate.

### Will my EZ-Pass or SunPass transponder work on North Carolina's toll roads?

Yes! We have agreements with both systems, so your SunPass or EZ-Pass transponder will work with our system. The NC Quick Pass hard case transponders will work in all EZ-Pass states and Florida, while the sticker transponder will only work in North Carolina and Florida.

### How do you collect the tolls?

The toll road uses all-electronic tolling, which includes equipment mounted on the gantries that can read the signals sent from the NC Quick Pass transponder in your vehicle, as well as take pictures of vehicles without transponders for Bill by Mail service.

### How many toll roads are there in North Carolina?

Right now, we have one toll road in North Carolina, the Triangle Expressway (Tri Ex), which connects N.C. 540 between N.C. 55 and N.C. 54 in Wake and Durham counties.