



Good To Go!™

UNREGISTERED ACCOUNT HOLDER TERMS AND CONDITIONS

THESE SUPPLEMENTAL TERMS AND CONDITIONS, TOGETHER WITH THE PRIMARY TERMS AND CONDITIONS, VERISON 5 REVISED 6/2021, CONSTITUTE THE WASHINGTON STATE DEPARTMENT OF TRANSPORTATION (WSDOT) GOOD TO GO! CUSTOMER AGREEMENT (THE AGREEMENT) MADE AND ENTERED INTO BY AND BETWEEN YOU (THE "CUSTOMER") AND WSDOT GOOD TO GO! CUSTOMER SERVICE CENTER ("CUSTOMER SERVICE CENTER") UNDER THE LAWS OF THE STATE OF WASHINGTON. NOTHING IN THIS AGREEMENT RELEASES YOU, THE CUSTOMER, FROM FINES RESULTING FROM FAILURE TO ABIDE BY WASHINGTON STATE LAWS AND REGULATIONS.

Version 5 Revised 6/2021

If you are registering for a **Good To Go!** unregistered account under this Agreement, you will be subject to the following Terms and Conditions:

- A. Personal and demographic information is not required and will not be maintained by the customer service center. However, if you would like online account access or to receive statements by email at no charge, an email address is required.
 - i. Paper statements are available at **Good To Go!** customer service centers for a printing charge of 50 cents per page (minimum charge of \$1.50 per statement).
- B. Unregistered accounts must be configured with the Pre-Paid payment option. Manual replenishment, credit card, or electronic check (ACH) may be kept on file.
- C. No refunds of any kind will be issued for an Unregistered Account including upon closing of an account that has a positive remaining balance.
- D. Unregistered accounts may be refilled manually via mail, over the phone, online or in person at a **Good To Go!** customer service center.
 - i. Payments made by check must clearly identify the **Good To Go!** account number or pass number for the payment to be posted to your account.
- E. If a toll trip is not paid, a Pay By Mail Statement and/or a Notice of Civil Penalty (NOCP) will be sent to the Registered Owner of the Vehicle with applicable late and civil penalty fees.
- F. Unregistered accounts in good standing may be converted to a **Good To Go!** account with a Pre-Paid or Pay As You Go payment option.
 - i. Passes may be transferred to the converted account.
- G. An Unregistered account holder will be provided access to their account via the web or the IVR, and can perform the following actions:
 - i. Review account information and history
 - ii. Download statements
 - iii. Make manual payments
 - iv. Provide an email address to receive statements
 - v. Convert an Unregistered account in good standing to a **Good To Go!** account with a Pre-Paid or Pay As You Go payment option
- H. Unregistered Accounts do not qualify for the Customer Program for Resolution (CPR).
 - i. NOTE: The CPR program is a one-time forgiveness of unpaid Late and Civil Penalty fees if unpaid tolls are paid at the time of the CPR request.
- I. Because the account is unregistered, and no personal information is maintained, if the account remains inactive for eighteen (18) consecutive months, the customer will NOT be sent an Inactive Account notice.
- J. Should an unregistered account remain inactive for twenty-four (24) consecutive months and funds remain in the account, the account will be closed and no refund will be issued.

Title VI Notice to Public It is the Washington State Department of Transportation's (WSDOT) policy to assure that no person shall, on the grounds of race, color, national origin or sex, as provided by Title VI of the Civil Rights Act of 1964, be excluded from participation in, be denied the benefits of, or be otherwise discriminated against under any of its federally funded programs and activities. Any person who believes his/her Title VI protection has been violated, may file a complaint with WSDOT's Office of Equal Opportunity (OEO). For additional information regarding Title VI complaint procedures and/or information regarding our non-discrimination obligations, please contact OEO's Title VI Coordinator at (360) 705-7082.

Americans with Disabilities Act (ADA) Information This material can be made available in an alternate format by emailing the WSDOT Diversity/ADA Affairs team at wsdotada@wsdot.wa.gov or by calling toll free, 855-362-4ADA (4232). Persons who are deaf or hard of hearing may make a request by calling the Washington State Relay at 711.