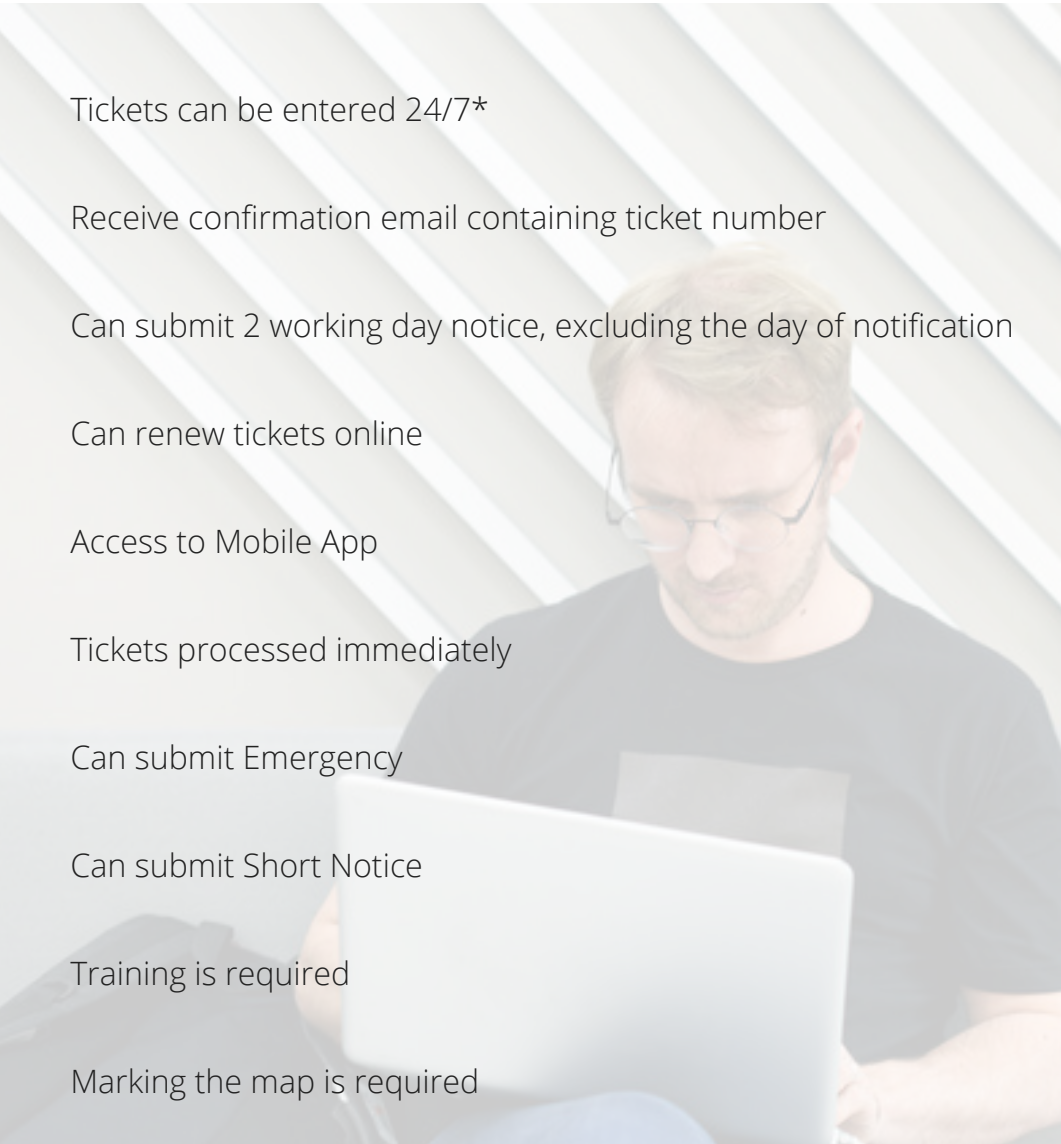


Alabama 811's online WebPortal ticket entry program has expanded the way excavators are able to submit notification of their pending excavation activity; by allowing users to bypass a phone call and submit their excavation site information directly to Alabama 811 and/or our utility members by simply filling out a locate request form via the WebPortal.

The initial permission setting for the Alabama 811 WebPortal program allows excavators to entire their tickets through our Tier 2 entry level program, without training, An Alabama 811 Call Center Agent will review the accuracy of the information entered on each ticket submitted by Tier 2 entry level users.



	Tier 2	Tier 3
Tickets can be entered 24/7*	✓	✓
Receive confirmation email containing ticket number	✓	✓
Can submit 2 working day notice, excluding the day of notification	✓	✓
Can renew tickets online	✓	✓
Access to Mobile App	✓	✓
Tickets processed immediately	✗	✓
Can submit Emergency	✗	✓
Can submit Short Notice	✗	✓
Training is required	✗	✓
Marking the map is required	✗	✓

\*Tier 2 tickets are processed during normal business hours