



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION
DIVISION OF MOTOR VEHICLES

PAT MCCRORY
GOVERNOR

ANTHONY J. TATA
SECRETARY

**PROSPECTIVE TELEPHONE SUBSCRIBERS
SPECIAL TELEPHONE SERVICE**

For more than 30 years the Division of Motor Vehicles has provided service to the citizens of North Carolina by the identification of motor vehicles through telephone service. A survey was conducted and it was determined that 40% of the telephone calls received in the Telephone Information Center (919-715-7000) were from automobile dealers, lending institutions and insurance companies.

The purpose of this specialized telephone service is to allow customers to acquire an unlimited number of inquiries per telephone call. A service charge of \$1.00 will be made for each inquiry. This will enable the Division to recover the cost of providing you this special service. This service is available from 8:00 to 5:00 Monday thru Friday.

The system is computerized and you will be billed monthly through the computer system. To facilitate record keeping and automated billing, each user will be assigned a **user code**. The user code and a special telephone number will be supplied upon approval of your application.

For the system to function efficiently, guidelines have been established, which are covered in the enclosed agreement. If your firm would like to subscribe to the service, please complete the enclosed agreements in order that you may be assigned a user code number. Please mail agreements to:

NC DIVISION OF MOTOR VEHICLES
Attn: Renita Kaczkowsky
Driver and Vehicle Services Section
Customer Contact Center
286 Aviation Parkway
Elizabethtown, NC 28337

SPECIAL NOTE: AGREEMENTS & MVR 605A MUST BE COMPLETED IN FULL ACCOMPANIED BY A SELF-ADDRESSED STAMPED ENVELOPE.