



# Contract Locator Associate Membership Set-Up

This document contains information on becoming an associate member of MISS DIG 811. Contract Locator Associate Membership is appropriate for third parties who provide locating services to our members. Once completed and returned to MISS DIG 811, along with the supporting documents, we will be able to establish your organization as an Associate Member of MISS DIG 811 and you will begin receiving dig notices (also known as tickets) on behalf of MISS DIG 811 Members who are your customers. If, while completing this document, you have any questions, please contact the MISS DIG 811 Member Services Department at 800-482-7161 or by email at [membersupport@missdig811.org](mailto:membersupport@missdig811.org).

## What Does It Mean to be a Contract Locator Associate Member?

When you become an associate member of the MISS DIG 811 system, we will create a database for each facility type you own. Each database will have a unique identifying code, referred to as a member code. The database will contain information on where to send you copy of your customers dig tickets. Once you receive a dig ticket, as the locating company you must mark the approximate location of the facility in line with the standard marking guidelines and post to the Positive Response Server within the time allowed under PA 174. The time by which the ticket needs to be responded to is provided on each notice as the start date and time. Information on positing to Positive Response and marking guidelines can be found on the MISS DIG 811 webpage under the education tab or by going to <http://www.missdig811.org/education/infographics.html>.

## Member Contact Information

This must be the contact information for the associate member Contract Locator.

Member Name \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Contact person \_\_\_\_\_

Email \_\_\_\_\_ Phone \_\_\_\_\_

## Are you using a third-party locator?

For which of Facility Owner Members will you be locating? We will require an Agent Letter from each of your customers on order to connect their databases to your member codes and to provide you access to post responses to their member codes. An agent letter can be downloaded from the MISS DIG 811 webpage, [www.missdig.org/members/resources](http://www.missdig.org/members/resources).

## Ticket Delivery information

The information provided in this section will determine where MISS DIG 811 sends your dig ticket. A dig ticket is the information provided by the homeowner or excavator. This information is transmitted via email. The email address you provide should be exclusively for receipt of MISS DIG 811 tickets. This allows you to set up an internal forward to multiple people within your organization or provide access to a secondary employee during your absence. Please be aware of storage limits, as tickets cannot be emailed to a full inbox. If you have any questions while filling out this section, please contact the MISS DIG 811 Member Services Department at 800-482-7161.

This information will be used to determine where your standard dig notices will be sent.

Who should we contact if an issue with the transmission of your notices were to arise?

\_\_\_\_\_

What is the best number at which to reach this contact?

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MISS DIG 811 expects the email used for transmission of your tickets to be monitored during normal business hours. Some members utilize their email beyond normal business hours. When an emergency ticket is placed between the hours of 4:00pm and 8:00am the following workday, and all-day weekends and holidays, the MISS DIG 811 automated system will contact your designated after-hours contact(s) via phone call, text message, or both. During which hours will tickets be monitored? \_\_\_\_\_

**DELIVERY EMAIL:** Please provide the email address to which you would like your dig notices sent. Please keep in mind that this should be exclusively for receipt of MISS DIG 811 notices.

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Are you using a ticket management software program to parse and manage your tickets? If so, which one? \_\_\_\_\_

As stated above, when an emergency notice is placed after hours, the MISS DIG 811 automated

system will contact your designated after-hours contact(s) via phone call, text message, or both. Please provide after-hours contact phone numbers. You can use up to two manned phone numbers for automated (IVR) phone calls and five cell phone numbers for text (SMS) messages. Any numbers provided will be contacted simultaneously.

1. After-hours IVR phone number & name:

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2. Additional after-hours IVR phone number & name:

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3. SMS (text) after-hours phone number & name\*:

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4. Additional SMS after-hours phone number & name:

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5. Additional SMS after-hours phone number & name:

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6. Additional SMS after-hours phone number & name:

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7. Additional SMS after-hours phone number & name:

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## Check List

Please use the following checklist to make sure all of your information is complete before returning it to MISS DIG 811 by email ([membersupport@missdig811.org](mailto:membersupport@missdig811.org)), or mail (3285 Lapeer Road West, Auburn Hills, Michigan 48326).

1. Membership Set-up (this form).
2. Carefully read the Membership Agreement with Confidentiality Provisions, Master Rules and Procedures, and the Manning Sheet.
3. Agent Letter, from each of your facility owner customers.



Thank you for submitting the necessary paperwork to establish your databases and unique member codes on the MISS DIG 811 System. Our Member Services Department will create your databases based on the information you provided. Once complete, they will send you an email with information on our Remote Member Access Accounts (RMA).

These are web-based accounts that allow you to map your database, update contact information, run reports, locate old tickets, and post to Positive Response. They will also send you test tickets from both

MISS DIG 811 servers to ensure that you are able to receive tickets. Please verify receipt of test tickets. The team will contact you if they have any questions. However, if you would like to get a hold of them, they can be reached at 800-482-7161.

### **Legal Statement Regarding Membership**

MISS DIG System, Inc. ("MISS DIG") IS WILLING TO ADMIT YOU AS A MEMBER OF THE MISS DIG SYSTEM (REFERENCED BELOW AS "YOU" OR "YOUR") ONLY ON THE CONDITION THAT YOU ACCEPT ALL OF THE TERMS OF THE MISS DIG MEMBERSHIP AGREEMENT ("MEMBERSHIP AGREEMENT") AS WELL AS ANY AMENDMENTS, REVISIONS OR REPLACEMENT MEMBERSHIP AGREEMENT. READ THE TERMS AND CONDITIONS OF THE MEMBERSHIP AGREEMENT FOUND AT <https://www.missdig.org/members/resources.html> CAREFULLY BEFORE ESTABLISHING YOUR MEMBERSHIP. RETURN OF THE MEMBERSHIP SET UP FORM CONSTITUTES ACCEPTANCE OF AND AGREEMENT TO THE TERMS OF THE MEMBERSHIP AGREEMENT, AS CURRENTLY STATED AND AS AMENDED, REVISED OR REPLACED IN THE FUTURE BY THE MISS DIG SYSTEM INC. BOARD OF DIRECTORS, AND IS A LEGAL AND ENFORCEABLE CONTRACT BETWEEN YOU AND MISS DIG. BY SUBMITTING THE SET UP FORM OR OTHERWISE ACCEPTING NOTICES FROM MISS DIG, YOU AGREE TO THE TERMS AND CONDITIONS OF THE MISS DIG MEMBERSHIP AGREEMENT. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, DO NOT RETURN MEMBERSHIP SETUP FORM. THE TERMS AND CONDITIONS OF THE MEMBERSHIP AGREEMENT, AS CURRENTLY STATED AND AS AMENDED, REVISED OR REPLACED IN THE FUTURE BY THE MISS DIG SYSTEM INC. BOARD OF DIRECTORS, ARE SPECIFICALLY INCORPORATED BY THIS REFERENCE INTO UNLESS SPECIFICALLY AMENDED BY A MUTUALLY EXECUTED Special Membership Agreement or other Writing signed by YOU AND MISS DIG. UNLESS OTHERWISE DEFINED HEREIN, CAPITALIZED TERMS WILL HAVE THE MEANING GIVEN IN THE MEMBERSHIP AGREEMENT AND SUCH CAPITALIZED TERMS MAY BE USED IN THE SINGULAR OR IN THE PLURAL, AS THE CONTEXT REQUIRES.