



Web Ticket Entry User Deactivation Policy

- Accounts that do not process a ticket within the first seven business days after training will be deactivated
- Accounts with sixty days or more of inactivity will be deactivated
- Accounts that do not process more than ten tickets per month will be deactivated
- Users who have continuous escalated/aggressive conversations with Colorado 811 employees will be deactivated
- Accounts for individuals who are no longer with the company will be deactivated
- Accounts are non-transferrable between company employees
- Accounts that do not process accurate locate request tickets on a consistent basis will be deactivated
 - Any account deactivated due to ticket errors will be required to re-take and pass the WTE User Test
- Individuals who do not pass the WTE User Test will be required to re-attend WTE New User Training Class and meet the WTE New User Requirements.
- Accounts which have been deactivated for any other reason may be re-activated by Online Services on a case by case basis