

## **Dart Charge mobile alerts terms and conditions**

The Mobile Alerts program provides text alerts for Dart Charge customers to notify them of changes to their account. Customers may opt in to receive Mobile Alerts. Non-customers must first register for a Dart Charge account, which can be done online at [www.gov.uk/pay-dartford-crossing-charge](http://www.gov.uk/pay-dartford-crossing-charge).

### **Messages**

If you are registered to a Dart Chart account and opt in to receive Mobile Alerts, you will get notifications on your mobile phone of changes to your account, including status changes, account replenishments, payment method changes, account updated and Dart Charge service updates.

The message frequency will vary based on your account activity during a given month.

### **How to Opt-in**

To opt in or subscribe to Mobile Alerts, you need to have a Dart Charge account. Account holders need to login at [www.gov.uk/dart-charge](http://www.gov.uk/dart-charge), then navigate to Account Management and click on Communications. Select to receive communications via text, validate the mobile phone number that has been provided or enter one, then choose opt-in at the Mobile Alerts option and click Save.

### **How to Opt-out**

You may opt out at any time by navigating to Account Management and clicking on Communications. Then choose to opt-out at the Mobile Alerts option and click Save.

### **How to Get Help or Support**

To get help, contact the Dart Charge contact centre on 0300 300 0120.

### **Complimentary Service**

Although Dart Charge Mobile Alerts are complimentary, Message and Data Rates may apply, depending on your mobile carrier plan.

### **Supported Carriers**

Please note that this service may not be available on all mobile networks. If you are unsure please check with your network provider.