
IMPORTANT NOTICE – PARKING CUSTOMERS – WRIGHTSVILLE BEACH, NC

TEMPORARY PAYMENT ISSUE AFFECTING T-MOBILE CUSTOMERS

We are currently experiencing a **technical issue affecting T-Mobile customers** who are attempting to pay for parking via the Text to Park (T2P) platform. This issue appears to be **isolated to users with T-Mobile cellular service and mobile carriers that operate on the T-Mobile network, such as Mint Mobile and Metro by T-Mobile.** This is not related to the Pivot Parking system or operations.

Please note:

- We have contacted a T-Mobile representative to request an urgent investigation and resolution.

We want to reassure our community members and visitors that **this is not a parking system error, but is a T-Mobile network-related issue** affecting mobile users' ability to complete parking payments via text.

Next Steps:

- Customers with alternate carriers (AT&T, Verizon, etc.) are not affected and can pay as normal.
- T-Mobile users are encouraged to try alternate methods, such as using a Wi-Fi connection, the web-based payment platform (where applicable), or **call the Wrightsville Beach Parking office at (910) 256-5453**, until the issue is resolved.

We apologize for the inconvenience and appreciate your patience as we work with T-Mobile to resolve this matter.

Thank you.

Pivot Parking

