

OHIO TURNPIKE COMMISSION PREPAID READY TOLL PROGRAM

Frequently Asked Questions



WHAT IS THE "READY TOLL" PROGRAM?

The **Ready Toll** program is a convenient way for commuters and frequent travelers to pay their tolls on the Ohio Turnpike. Participants prepay tolls with a MasterCard or VISA (only) and receive a **Ready Toll** card that is handed to an exit toll collector at the end of their trip. The **Ready Toll** card is safe, quick and more convenient than searching for change.

WHAT ARE THE BENEFITS OF PARTICIPATING IN THE READY TOLL PROGRAM?

No more searching for money. No more waiting for change. Receipts are no longer necessary although you may still request one. As a participant in the **Ready Toll** program, you will receive a statement by mail each time your card is replenished (which will vary by user and depend on the usage of the **Ready Toll** card). The statement will show the beginning balance, any replenishments and details of all transactions including each toll fare incurred on the Applicant's account.

HOW DO I PREPAY TOLLS IN THE READY TOLL PROGRAM?

When you first apply for the program, the Commission will obtain information from you relating to a valid MasterCard or VISA account. No other credit card will be accepted. To establish the account, your MasterCard or VISA will be charged \$50.00 (plus \$5.00 for each additional **Ready Toll** card in excess of two). The entire \$50.00 represents your initial balance of prepaid tolls. As you use your **Ready Toll** card on the Ohio Turnpike, the toll amount will automatically be deducted from your prepaid balance.

HOW MANY READY TOLL CARDS CAN I HAVE?

New Applicants may request up to two **Ready Toll** cards free of charge. If more than two cards are requested, they will be issued at a fee of \$5.00 per card and will be charged to the Applicant's MasterCard or VISA account at the time of issuance. All **Ready Toll** cards issued to an Applicant will have the same account number and will draw from the same prepaid account balance. A fee of \$5.00 per card will also be charged for the replacement of any lost, stolen or destroyed **Ready Toll** cards. (Additional cards may be requested at any time by faxing or mailing the request referencing your existing **Ready Toll** account number. An additional application is not required.)

I HAVE A SMALL DELIVERY COMPANY. HOW MANY READY TOLL ACCOUNTS CAN I HAVE?

Only one. No individual or entity may establish more than one **Ready Toll** Account or use the same credit card to open multiple **Ready Toll** Accounts. Companies that have high monthly usage or want unique card numbers for each driver should enroll in either the Commercial Charge Account Program or the BESTPASS Program, which is administered through the New York State Motor Truck Association. The BESTPASS Program is specifically designed to allow smaller companies to receive volume discounts and has a lower bonding requirement than the Commercial Charge Account Program. For more information, contact Mr. Richard Kellie, Membership Services Director of BESTPASS, Inc. by telephone at (518) 458-9696, by fax at (518) 458-2525 or e-mail at rkellie@nytrucks.org.

WHAT HAPPENS WHEN I USE UP MY PREPAID BALANCE?

When your prepaid **Ready Toll** balance decreases to or falls below \$25.00, the Commission will automatically charge the Applicant's MasterCard or VISA on file an amount equal to your approximate monthly toll usage, or a minimum of \$50.00.

HOW DO I SIGN UP FOR THE READY TOLL PROGRAM?

Just complete and return the application. You may obtain the **Ready Toll** package either by visiting the web site or calling the Commission. Please read ALL the documents and retain a copy for your records. Mail or fax the completed application to the Ohio Turnpike Commission at P.O. Box 460, Berea, OH, 44017 or Fax (440) 234-7180. You will receive your **Ready Toll** card(s) by mail within three weeks.

WHO DO I CONTACT WITH QUESTIONS OR PROBLEMS WITH MY READY TOLL ACCOUNT?

Please contact the Ohio Turnpike Commission's **Ready Toll Service Center** by telephone at (440) 234-2081, by mail at P.O. Box 460, Berea, OH, 44017, by Fax at (440) 234-7180 or by e-mail at ReadyToll@ohioturnpike.org.

HOW DO I KNOW THE COMMISSION IS PROPERLY KEEPING TRACK OF MY PREPAID BALANCE?

Every time your **Ready Toll** account is replenished, the Commission will mail you a detailed statement showing: beginning prepaid balance, ending prepaid balance, replenishments and information on each toll transaction.

WHAT HAPPENS IF MY MASTERCARD OR VISA COMPANY DENIES THE CHARGE FOR REPLENISHMENT OF MY ACCOUNT?

If a MasterCard or VISA transaction fails, you will be notified by telephone. If your prepaid balance is used up before replenishment takes place, the exit collector will confiscate the **Ready Toll** card. For this reason, it is recommended that you provide a primary and optional, secondary MasterCard or VISA number on the **Ready Toll** application. (The primary and secondary card's account number cannot be the same.)

WHAT HAPPENS IF THE MASTERCARD OR VISA I PROVIDED TO THE COMMISSION EXPIRES?

The bank will decline the transaction and the Commission will notify you of the failed replenishment. In the meantime, your **Ready Toll** card may be confiscated. It is your responsibility to provide a valid MasterCard or VISA in order to continue participating in the program.

WHAT SHOULD I DO IF MY READY TOLL CARD IS LOST OR STOLEN?

Contact the Commission's **Ready Toll Service Center** as soon as possible by calling (440) 234-2081. You are responsible for any tolls paid with your **Ready Toll** card until the Commission is sufficiently notified of the loss and the account is disabled. Once the Commission is notified, your account will be cancelled within 24 hours and the **Ready Toll** card will be confiscated the next time it is presented for payment of a toll. Your remaining prepaid toll balance will be credited back to your MasterCard or VISA card and a new **Ready Toll** account will be established with new cards issued at \$5.00 per card above the allotment.

HOW DO I CANCEL MY READY TOLL ACCOUNT?

You may request, in writing, to cancel your account at any time. Please provide your account number and any updated information such as address or credit card information. Any remaining balance in your **Ready Toll** account will be credited to the MasterCard or VISA the Commission has on file.

IS "READY TOLL" THE SAME THING AS "EZ-PASS"?

NO. The **Ready Toll** program is unique to the Ohio Turnpike. It is simply a convenient way to prepay tolls for travel on the Ohio Turnpike. The program is intended to afford regular customers of the Ohio Turnpike a convenient payment option.

WILL I NEED ANY SPECIAL EQUIPMENT IN MY VEHICLE TO PARTICIPATE IN THE READY TOLL PROGRAM?

NO. The Ohio Turnpike's **Ready Toll** program does not require you to use or purchase any equipment such as transponders. As a "prepay" system, all you need is the special **Ready Toll** card.

DO I HAVE TO COME TO A STOP WHEN ENTERING AND EXITING AT TOLL PLAZAS?

YES. You still have to stop and get a toll ticket upon entry. Upon exit, you still have to stop in order to hand the exit collector your toll ticket and **Ready Toll** card. The exit collector will simply "swipe" the card through a reader and return your card. The amount of your toll will be automatically deducted from your available prepaid balance.

ARE THERE DESIGNATED EXIT LANES FOR USING THE READY TOLL CARD?

NO. For your convenience and safety, the Ohio Turnpike's existing toll equipment has been configured to permit the use of the **Ready Toll** card at any open exit lane. **Ready Toll** cardholders will not have limited lane choices.

CAN I USE THE READY TOLL CARD FOR PURCHASES AT THE OHIO TURNPIKE'S SERVICE PLAZAS?

NO. The **Ready Toll** card cannot be used for anything except payment of Ohio Turnpike tolls.

CAN I USE THE READY TOLL CARD ON OTHER TOLL ROADS?

NO. The **Ready Toll** card can be used only for the payment of toll fares incurred on the Ohio Turnpike.

WILL I RECEIVE A DISCOUNT FOR USING THE READY TOLL CARD?

NO. The scheduled toll fees apply.

CAN I PARTICIPATE IN THE READY TOLL PROGRAM BY PAYING WITH CASH OR A CHECK?

NO. The prepaid tolls must be paid by way of a MasterCard or VISA only. An application process is necessary in order to enroll in the program.

DOES THE READY TOLL CARD REQUIRE ANY SPECIAL CARE?

YES. The **Ready Toll** card should be treated like any credit card. The card should be kept out of excessive heat and direct sunlight. Cards left in your vehicle are subject to extreme temperatures and may melt. A \$5.00 fee will be assessed for any replacements above the allotment. The magnetic stripe on the reverse side should be protected from scratches and other magnetic sources.

WHAT IF I SIGN UP FOR THE READY TOLL PROGRAM BUT DON'T USE IT?

Your **Ready Toll** card is valid for four (4) years from the date of issue. If the Applicant renews the account, the applicant may request up to two **Ready Toll** cards free of charge. Any additional cards will be issued at a fee of \$5.00 per card above the allotment and all fees will be charged to the Applicant's MasterCard or VISA account at the time of issuance. If your account shows no usage for a period of twelve (12) months, the Commission will close your account for non-use and the remaining prepaid balance will be refunded.

**OHIO TURNPIKE COMMISSION
PREPAID *Ready Toll* PROGRAM**

*** *TERMS AND CONDITIONS* ***

In consideration of the Ohio Turnpike Commission's (the "Commission") approval of the application for establishment of a prepaid ***Ready Toll*** account, the Applicant agrees to the following:

1. Upon approval and acceptance into the program, the Commission will charge the Applicant's MasterCard or VISA (only) in the amount of **Fifty Dollars (\$50.00)**. This amount will be credited to the Applicant's new ***Ready Toll*** account. The entire \$50.00 represents the starting balance of prepaid tolls. The Customer may request a higher initial balance, as indicated on the application.
2. New Applicants may request up to two ***Ready Toll*** cards free of charge. Any additional cards will be issued at a fee of \$5.00 per card and all fees will be charged to the Applicant's MasterCard or VISA account at the time of issuance. All ***Ready Toll*** cards issued to an Applicant will have the same account number and will draw from the same prepaid account balance. A fee of \$5.00 per card will also be charged for the replacement of any lost, stolen or destroyed ***Ready Toll*** cards. (Additional cards may be requested at any time by faxing or mailing the request with reference to your ***Ready Toll*** account number. An additional application is not required.)
3. No individual or entity may establish more than one ***Ready Toll*** Account or use the same credit card to open multiple ***Ready Toll*** Accounts.
4. When the prepaid ***Ready Toll*** balance decreases to or falls below \$25.00, the Commission will automatically charge the Applicant's MasterCard or VISA on file an amount equal to the Applicant's approximate monthly toll usage, or a minimum of \$50.00.
5. Upon replenishment of the ***Ready Toll*** account, the Applicant will receive a statement by mail. Frequency of statement mailings will vary by user depending on the usage of the ***Ready Toll*** card(s). The statement will show the beginning balance, any replenishments and detail of all transactions including each toll fare incurred on the Applicant's account.
6. The Applicant agrees to notify the Commission of any change of address or telephone number or any change in the status or expiration dates of the MasterCard or VISA listed in the Applicant's ***Ready Toll*** application.
7. An Applicant's ***Ready Toll*** account must maintain a positive balance at all times. If the Applicant's MasterCard or VISA is declined when the Commission attempts to replenish the ***Ready Toll*** account, then the Applicant's ***Ready Toll*** card(s) will be immediately suspended until a new MasterCard or VISA number is furnished to the Commission. The Commission shall have the option to cancel and close the account.

8. The Applicant may use the **Ready Toll** card(s) to pay tolls for any class of vehicle. The tolls will be deducted from the available balance in the Applicant's **Ready Toll** account. Any unauthorized charges will also be deducted prior to sufficient notification to the Commission that such card has been lost, stolen or used without authorization.
9. Cash payment of the toll will be required if the Applicant fails to present a **Ready Toll** card **at the time** of the toll transaction.
10. **Ready Toll** card usage is limited to one toll transaction per trip (one entry, one exit). Under no circumstance will a toll collector hold a **Ready Toll** card so that another vehicle can use the same card.
11. Should the balance in the Applicant's **Ready Toll** account drop below zero, the Applicant agrees to pay all costs, including attorney's fees, incurred by the Commission to collect any monies due the Commission.
12. All **Ready Toll** cards shall remain the property of the Ohio Turnpike Commission. The Applicant agrees to surrender possession of all **Ready Toll** cards immediately upon request by the Commission.
13. No interest will accrue or be paid to the Applicant on any balance in the **Ready Toll** account.
14. The Applicant may cancel the **Ready Toll** account at any time, in writing, by providing the account number and any updated information such as address or credit card information. In the event the Applicant's **Ready Toll** account is terminated, the Applicant may destroy the cards. If any cards are presented after cancellation, they will be confiscated at the toll booth and cash payment will be required at that time. Upon termination, the Commission will refund any positive balance in the account by crediting the Applicant's MasterCard or VISA. A check payable to the Applicant may be issued at the sole option of the Commission.
15. **Ready Toll** accounts are valid for four (4) years from date of issue. If the Applicant renews the account, the applicant may request up to two **Ready Toll** cards free of charge. Any additional cards will be issued at a fee of \$5.00 per card and all fees will be charged to the Applicant's account at the time of issuance. If the account is inactive for twelve (12) consecutive months because of non-usage, the Commission reserves the right at its sole option to close and cancel the **Ready Toll** account and refund the balance by crediting the Applicant's MasterCard or VISA.
16. The Commission may modify the prepaid **Ready Toll** account Terms and Conditions and Application at any time with proper notification to customers.
17. The Applicant's Application and Terms and Conditions of the prepaid **Ready Toll** account constitute a binding Agreement with the Ohio Turnpike Commission.
18. This Agreement shall be governed by and construed in accordance with the laws of the State of Ohio.

OHIO TURNPIKE COMMISSION
Application For Prepaid Ready Toll Program
P.O. Box 460
Berea, Ohio 44017
Telephone 440-234-2081 FAX 440-234-7180

PLEASE PRINT

Name to appear on **Ready Toll** card(s) _____
(Maximum of 25 characters printable on card)

Address _____ City _____ State _____ Zip Code _____
Cards and statements will be mailed to this address

Daytime Telephone Number (_____) _____ Fax Number (_____) _____
If we need to reach you regarding bank transactions

New Applicants may request up to two **Ready Toll** cards free of charge. Any additional cards will be issued at a fee of \$5.00 per card and all card fees will be charged to the Applicant's MasterCard or VISA (only) at the time of issuance. All cards issued to an Applicant will have the same name and account number and will draw from the same prepaid account balance. A fee of \$5.00 per card will also be charged for the replacement of any lost, stolen or destroyed **Ready Toll** cards.

Please indicate the number of Ready Toll cards requested: _____.

In order to initially establish a prepaid **Ready Toll** account, \$50.00 in prepaid tolls will be charged to the Applicant's MasterCard or VISA (identified below). If the Applicant requests a larger initial starting balance to be charged to their MasterCard or VISA, indicate that amount here _____. The Applicant may then pay for toll fares by presenting their **Ready Toll** card to the toll collector. The tolls incurred will be deducted from the Applicant's **Ready Toll** account. When the Applicant's prepaid **Ready Toll** balance decreases to \$25.00, the Commission will automatically charge the MasterCard or VISA listed below an amount equal to the Applicant's approximate monthly toll usage, or a minimum of \$50.00.

The Applicant hereby authorizes the Ohio Turnpike Commission to charge the MasterCard or VISA stated below in the amounts and at the times described above and in the Terms and Conditions. Applicant must provide the requested information for a primary MasterCard or VISA. A secondary card is recommended but not required. The secondary card number must be a different account number that will be used in the event of the failure of the primary MasterCard or VISA.

I understand the Ohio Turnpike will charge the card(s) listed below to: 1) establish a prepaid account balance, and 2) to replenish the balance of my Ready Toll account as stated above:

	Primary Credit Card	Secondary Credit Card
Cardholder's Name		
Account Number		
Expiration Date (MM/YY)		
Card Type – Circle One	MasterCard or VISA	MasterCard or VISA

The Applicant acknowledges and agrees to be bound by all Ohio Turnpike Commission's prepaid **Ready Toll** account Terms and Conditions that are set forth herein and made part of this Application.

Applicant's Signature: _____ Date: _____

FAX or mail completed application to address listed above. Keep a copy for your records.
Please allow three weeks for processing and receipt of your prepaid toll card(s).