

Tear Off and Return this portion to the Ohio Turnpike Commission

100909

**OHIO TURNPIKE COMMISSION
E-ZPASS FREQUENTLY ASKED QUESTIONS:**

Q: What is E-ZPass?

A: E-ZPass is a system that allows Customers to pay their tolls electronically, without having to stop at a booth to pick-up a ticket upon entry to the Ohio Turnpike or stopping to pay a collector upon exit.

Q: How does E-ZPass work?

A: The Customer attaches a small transmitter called a transponder to their vehicle windshield. Each transponder is encoded with a unique number that is linked to the Customer's prepaid toll account. When the Customer enters or exits the Turnpike, antennas installed at the toll plazas pick up the signal from the transponder. A computerized system automatically classifies the vehicle, calculates the proper toll, and charges the toll to the Customer's account.

Q: Will E-ZPass on the Ohio Turnpike be compatible with other states?

A: Yes, Customers with a transponder from any of the agencies in the E-ZPass Interagency Group (see list enclosed) will be ready for Ohio's conversion to E-ZPass. Customers who open an Ohio E-ZPass account will also be able to use their Ohio transponder on all other facilities accepting E-ZPass.

Q: Where/when can I obtain a transponder?

A: Customers can obtain transponders from the Ohio Turnpike Customer Service Center (CSC). The Ohio Turnpike's CSC has the capability to service accounts by mail, telephone and/or the Internet. If a Customer has an E-ZPass transponder from another state, it will function on the Ohio Turnpike.

Q: Will there be dedicated E-ZPass lanes?

A: All toll lanes will be capable of handling E-ZPass transactions and some larger toll plazas will have dedicated lanes available exclusively for electronic toll payment (E-ZPass) Customers. Until driver participation increases, smaller toll plazas with lower volumes of traffic will not have dedicated lanes.

Q: What are the costs associated with opening an Ohio E-ZPass Account?

A: The OTC will provide transponders to new E-ZPass Customers for a monthly service fee of \$0.75 per transponder. There is also a \$3.00 shipping and handling fee for each transponder ordered

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from the CSC which will be deducted from the initial starting balance. A valid Visa, MasterCard, Discover or American Express credit card is required to open an E-ZPass account. An initial starting balance of \$25.00 per transponder will be charged to the Customer's credit card to establish the E-ZPass account, from which toll fares and other fees will be deducted. When the balance on the E-ZPass account is drawn down to a cumulative balance of \$10.00 per transponder, the Customer's account will be replenished by charging the Customer's credit card on file an amount equal to the average monthly tolls incurred over the past 90 days or the amount needed to return the account balance to \$25.00 per transponder, whichever is greater.

Q: Can multiple vehicles share the same E-ZPass transponder?

A: While the sharing of transponders among vehicles of the same classification is not prohibited, the OTC recommends that Customers obtain one transponder per vehicle in order to avoid any complications or delays in travel that may occur due to missing or mismatched transponders.

Q: Are there administrative fees charged for using an out-of-state transponder on the Ohio Turnpike?

A: If a Customer already has an E-ZPass account with another toll agency, there are no additional "administrative" or "service" fees charged by the OTC for Customers to use a non-OTC transponder.

Q: How often will I receive statements showing my E-ZPass usage and account balance?

A: Customers with Ohio E-ZPass transponders can access their E-ZPass account information online at www.ohioturnpike.org anytime and their transactions will generally be accessible within 24 hours. A small processing fee will be charged to Customers requesting paper statements via U.S. mail.

Q: What are the toll rates for Customers using E-ZPass?

A: Customers using E-ZPass will pay lower toll rates than non-E-ZPass Customers. Additional information regarding exact fees for vehicle trips can be found on the OTC website at www.ohioturnpike.org.

08/09 - Note: Subject to change with notification to Customers.

Customers with a transponder from any of the agencies listed below will be ready for Ohio's conversion to E-ZPass. Similarly, Customers who open an Ohio E-ZPass account will be able to utilize their Ohio transponder on any facility accepting the E-ZPass technology.

E-ZPass Interagency Group members include:

- Burlington County Bridge Commission (NJ)
- Chicago Skyway
- Delaware Department of Transportation
- Delaware River and Bay Authority
- Delaware River Joint Toll Bridge Commission
- Delaware River Port Authority
- Illinois State Toll Highway Authority
- Indiana Toll Road
- Maine Turnpike Authority
- Maryland Transportation Authority
- MTA Bridges and Tunnels (NY)
- Massachusetts Port Authority
- Massachusetts Turnpike Authority
- New Hampshire DOT Bureau of Turnpikes
- New Jersey Turnpike Authority
- New York State Bridge Authority
- New York State Thruway Authority
- Peace Bridge Authority (NY & Ontario, Canada)
- Pennsylvania Turnpike Commission
- Port Authority of New York/New Jersey
- Rhode Island Turnpike and Bridge Authority
- South Jersey Transportation Authority
- Virginia Department of Transportation
- West Virginia Parkways Authority

Transponders should be mounted when traveling through an E-ZPass lane on the Ohio Turnpike. Follow the instructions for proper transponder mounting on your vehicle.



APPLICATION FOR PASSENGER VEHICLES



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