#### ~ RETAIN FOR YOUR RECORDS ~

#### OHIO TURNPIKE COMMISSION E-ZPASS TERMS & CONDITIONS-PREPAID ACCOUNTS

- 1. Upon acceptance into the program, the Commission will charge the Customer's designated VISA, MasterCard, Discover or American Express credit card a prepaid beginning balance of \$25.00 for each transponder requested. This amount will be credited to the Customers new E-ZPass account and will be available to pay tolls and other fees and charges. The Customer may request a higher initial balance, as indicated on the application.
- 2. When the Customer's account balance drops below a cumulative balance of \$10.00 per transponder, the account will be replenished with a charge to the Customer's designated credit card the amount of: a) the average monthly tolls incurred over the past 90 days; or b) the amount needed to return the account balance to \$25.00 per transponder, whichever is greater.
- 3. The Commission accepts VISA, MasterCard, Discover, and American Express credit cards. Customers must provide a primary credit card to establish a prepaid account. An optional secondary credit card is recommended and will only be charged if the primary card fails.
- 4. A Customer's E-ZPass account must maintain a positive balance at all times. A \$25.00 fee may be assessed if the Customer's VISA, MasterCard, Discover or American Express card is declined when the Commission attempts to replenish the account. In this case, the Customer's account will be immediately suspended until new data is furnished to the Commission. The Commission shall have the option to cancel and close the account at any time.
- 5. Prepaid accounts will be assessed a \$3.00 shipping and handling fee for each transponder ordered from the Commission's Customer Service Center. All Customers will be assessed a monthly \$0.75 per transponder service fee.
- 6. The Customer will continue to be responsible for all tolls incurred through the end of the day of notification to the Commission that a transponder has been lost or stolen. Transponders reported lost or stolen will no longer be assessed a \$0.75 per month service fee. If a transponder is lost, stolen or damaged within the first four years, the Customer will be assessed a \$25.00 replacement fee plus \$3.00 shipping and handling. Customers are required to report lost or stolen transponders immediately either online at www.ohioturnpike.org or by phone at 1-88-TURNPIKE (1-888-876-7453).
- Inactive accounts will continue to be charged the monthly service fee of \$0.75 per transponder.
   Customers must properly mount transponders to their vehicles in accordance with the
- Customers must properly mount transponders to their venicles in accordance with the transponder manufacturer's instructions.
   E-ZPass transponder usage is limited to one toll transaction per trip (one entry, one
- E-ZPass transponder usage is limited to one toll transaction per trip (one entry, one exit). Under no circumstance will a toll collector hold a transponder so that another vehicle can use the same transponder.
- 10. All transponders on a closed account must be returned in good working condition within 30 days from the date of account cancellation to avoid a \$25.00 charge per transponder. Transponders that fail through no fault of the Customer and are returned will not be assessed a fee. The standard \$0.75 per month service fee will be applied to the replacement transponder.
- 11. All transponders shall remain the property of the Ohio Turnpike Commission. The Customer agrees to surrender possession of all transponders immediately upon request by the Commission. A \$25.00 fee will be assessed on each unreturned transponder.
- 12. Account statements showing detailed transactions will be available upon account replenishment. Customers with a valid e-mail address on file will be notified electronically when their statement is ready. Customers can access their statements online at www.ohioturnpike.org free of charge. Customers requesting printed statements to be mailed to them will be assessed a \$1.00 fee per each five transponders up to a maximum fee of \$10.00 per statement.
  13. Prepaid accounts may be suspended for: a) credit card replenishment failure; or
- b) violations of any other Terms & Conditions.

  14. Cash payment upon exit will be required if the Customer's account is suspended at
- the time of the toll transaction.

  15. Should the balance in the Customer's E-ZPass account drop below \$0 and the Customer's E-ZPass account drop below \$0 and the Customer's E-ZPass account drop below \$0.
- should the balance in the customer's E-2rass account drop below \$0 and the Customer's credit card is declined upon replenishment, the Customer agrees to pay all costs, including attorney's fees, incurred by the Commission to collect any monies due the Commission.
   The Customer agrees to maintain updated information on their account including
- The Customer agrees to maintain updated information on their account including but not limited to address, vehicle information, credit card account status and expiration date of cards on file.
   The Customer may cancel or update their E-ZPass account information at any time
- 17. The Customer may cancel or update their E-ZPass account information at any time either online at www.ohioturnpike.org, by fax to (440) 891-3523, by mail or phone call to the Customer Service Center at 1-88-TURNPIKE (1-888-876-7453). In the event the Customer's E-ZPass account is terminated, the Customer must return all transponders. Upon termination, the Commission will refund any positive balance in the account by crediting the Customer's VISA, MasterCard, Discover or American Express credit card. A check payable to the Customer may be issued at the sole option of the Commission.

  18. The Commission may modify the E-ZPass Terms and Conditions and Application at
- 18. The Commission may modify the E-ZPass Terms and Conditions and Application any time with notification to Customers.
  10. Object Types Terms & Conditions about the governed by and continued in presented.
- 19. Ohio E-ZPass Terms & Conditions shall be governed by and construed in accordance with the laws of the State of Ohio.

	Tear Off and	and Return this	portion to the	Ohio Turnpike	pike Commission	č		
		Ohio Ti PREPAID A	Ohio Turnpike Commission PREPAID ACCOUNT APPLICATION	mission PLICATIC	Z	Fax Application to: (440) 891-3523 OR: Mail Application to: Ohio Tumpike Commission	ion to: 23 Iion to: e Commissic	ç
	OR FIL	PLEASE L OUT THIS APPL	PLEASE PRINT OR TYPE AND MAIL OR FAX OR FILL OUT THIS APPLICATION ONLINE AT WWW.Ohioturnpike.org	AIL OR FAX <b>T www.ohiot</b>	urnpike.org	PO Box 460 Berea, OH 44017 1-88-TURNPIKE (1-888-876-7453)	.017 KE (1-888-8	76-7453)
	Please select a 4 Digit Account PIN Number and list it in the boxes supplied to the right. (For access to your account information over the phone and web)  Business Name (if applicable)	Number and list it i ation over the phone	n the boxes supplied and web)	to the right.	<b>†</b>			
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	Enter <b>two</b> Credit Cards below. <b>P</b> =	Primary Card, S = S	Secondary Card (Secondary	card	is optional and will only be ch	only be charged if primary	ary card fails)	s).
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	LICENSE PLATE NO.	STATE	MAKE		MODEL		YEAR	COLOR
	NOTE: Custom	ers with vehicles oth	er than passenger ca	irs must contact	NOTE: Customers with vehicles other than passenger cars must contact the Customer Service Center at 1-888-876-7453	enter at 1-888-	876-7453.	
VEHICLE INFORMATION								
							Total Ch	arged to Credit
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TRANSPONDER ORDER		x \$25 for be	ginning balance a	pplied to eac	x \$25 for beginning balance applied to each transponder ordered	70	<del>\$</del>	
	A shipping & handling fee of \$3.00 per transponder will be deducted from the available beginning balance.	e of \$3.00 per trans	ponder will be dedu	icted from the	available beginning bala	ance.		
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HNII WHITE	When your prepaid balance drops below \$10.00 per transponder, your account will be replenished by charging your designated credit card. FREE detailed replenishment statements are available online at www.ohioturnpike.org (see OTC E-ZPass Terms and Conditions for Prepaid Accounts). Detailed account information is also available 24 hours a day by calling: 1-88-TURNPIKE (1-888-876-7453).	s below \$10.00 per s are available onli so available 24 hou	transponder, your e ne at <b>www.ohiotur</b> r urs a day by calling:	ccount will be pike.org (see 1-88-TURNPIP	replenished by charging OTC E-ZPass Terms ar KE (1-888-876-7453).	your designa nd Conditions	ted credit of for Prepai	card. FREE d Accounts).
STATEMENTS	If <b>PRINTED</b> replenishment statements are mailed to you, a \$1.00 fee for every 5 transponders issued to the account will be charged to your account, up to a maximum of \$10.00 per statement.	ements are mailed 10.00 per stateme	to you, a \$1.00 fee nt.	e for every 5 tr	ansponders issued to t	he account w	/ill be chai	ged to your
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### 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

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

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. 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







Ohio Turnpike Commission PO Box 460 Berea, OH 44017 www.ohioturnpike.org 1-88-TURNPIKE (1-888-876-7453)