



New Jersey Main Customer Service Center

P.O. Box 52003
Newark, NJ 07101-8203

Walk-In Center Locations

Newark Walk-in Center

375 McCarter Highway
Newark, NJ

Hours of operation:

Monday -Friday 7am - 7pm, Saturday 8am - 2pm

Camden Walk-in Center

420 N. 6th Street
Camden, NJ

Hours of operation: Monday-Friday 8am – 6pm

For an application, access our website at

www.EZPassNJ.com

or

Phone Toll Free:

1-888-AUTO-TOLL (1-888-288-6865)

or

Text Telephone: TDD/TTY 1-866-205-4000



With **E-ZPass**SM
You're on
Your Way!



Customer Reference Guide

For quick reference, please keep your E-ZPass
Reference Guide inside your glove box

Toll Facilities Accepting *E-ZPass*

New Jersey Turnpike and Garden State Parkway
www.state.nj.us/turnpike

South Jersey Transportation Authority
www.sjta.com
Atlantic City Expressway

Delaware River Port Authority
www.drpa.org
Commodore Barry Bridge
Walt Whitman Bridge
Ben Franklin Bridge
Betsy Ross Bridge

Port Authority of New York & New Jersey
www.panynj.gov
Bayonne Bridge
George Washington Bridge
Goethals Bridge
Holland Tunnel
Lincoln Tunnel
Outerbridge Crossing

MTA Bridges and Tunnels
www.mta.info/bandt
Bronx-Whitestone Bridge
Brooklyn-Battery Tunnel
Cross Bay Bridge
Henry Hudson Bridge
Marine Parkway Gil Hodges Bridge
Queens Midtown Tunnel
Throgs Neck Bridge
Triborough Bridge
Verrazano-Narrows Bridge

New York State Thruway Authority
www.thruway.state.ny.us
Entire New York State Thruway including:
New Rochelle Barrier
Yonkers Barrier
Tappan Zee Bridge
Spring Valley (commercial vehicles only)
Harriman Barrier
Buffalo City Line Barrier
Black Rock Barrier
Grand Island Bridges

New York State Bridge Authority
www.nysba.state.ny.us
Bear Mountain Bridge
Newburgh-Beacon Bridge
Mid-Hudson Bridge
Kingston-Rhinecliff Bridge
Rip Van Winkle Bridge

Peace Bridge, New York
www.peacebridge.com
Peace Bridge

Burlington County Bridge Commission
www.bcbridges.org
Tacony-Palmyra Bridge
Burlington-Bristol Bridge

Delaware Department of Transportation
www.delDOT.gov
Interstate 95
State Route 1

Delaware River and Bay Authority
www.drba.net
Delaware Memorial Bridge

Delaware River Joint Toll Bridge Commission
www.drjtbc.org
Trenton-Morrisville Bridge
New Hope-Lambertville Bridge
Interstate 78 Bridge
Easton-Phillipsburg Bridge
Portland-Columbia Bridge
Delaware Water Gap Bridge
Interstate 80 Bridge
Milford-Montague Bridge

Pennsylvania Turnpike Commission
www.paturnpike.com
Pennsylvania Turnpike

Massachusetts Turnpike Authority
www.massturnpike.com/
Massachusetts Turnpike

Massachusetts Port Authority
www.massport.com/bridges
Tobin Memorial Bridge

Maryland Transportation Authority
www.mtda.state.md.us
Baltimore Harbor Tunnel
Fort McHenry Tunnel
Francis Scott Key Bridge
Hatem Bridge
Kennedy Memorial Highway
Lane Memorial Bridge
Nice Memorial Bridge

West Virginia Parkway Authority
www.wvturnpike.com
West Virginia Turnpike

Illinois State Toll Highway Authority
www.illinoisstollway.com

Indiana Toll Road
www.indianatollroad.org



Individual Guidebook

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Welcome To The Quick And Easy Way To Pay Tolls

Now that you've received your *E-ZPass* tag, you are ready to begin enjoying the ease and convenience of electronic toll payment.

You'll be able to pass through toll plazas, without fumbling for cash, tickets or tokens or rolling down your window.

Greater benefits result when more motorists use their tags at *E-ZPass* facilities. Individually, *E-ZPass* tagholders have the advantage of quick and easy toll payment. Together, all *E-ZPass* users help reduce congestion and auto emissions caused by idling engines.

ACCOUNT INFORMATION

Record here:

Account Number _____

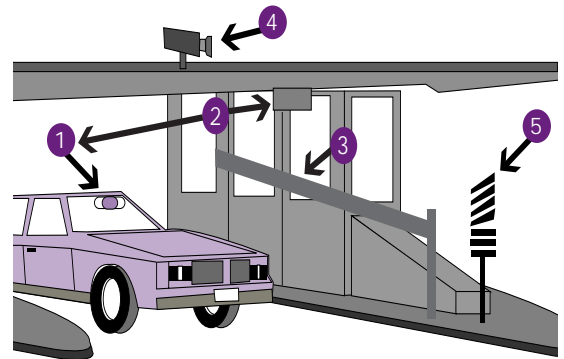
PIN Number _____

(For identification purposes when calling *E-ZPass*)

www.EZPassNJ.com
1-888-AUTO-TOLL
(1-888-288-6865)

How Your Tag Works

- 1 As you pass through the *E-ZPass* facility at the posted speed limit, your *E-ZPass tag* is read.
- 2 In an instant, the tag information is read by an *antenna* in the *E-ZPass* facility and the proper charge is deducted from your *E-ZPass* account.
- 3 At some facilities, there are *gates* that will go up when a valid tag is read.
- 4 *Video enforcement systems* are in place to identify toll evaders.
- 5 A *traffic signal and/or message* is immediately displayed to you just beyond the *E-ZPass* facility.



To avoid delays, always have your tag installed properly by affixing as per the mounting instructions provided with your tag(s). Otherwise, the signal from your tag may not be read and you may be subject to administrative fees up to \$25 as a violator on the New Jersey Turnpike, Garden State Parkway, Atlantic City Expressway and Delaware River Port Authority roadways and bridges.

How Your Tag Works

(Express *E-ZPass* Lanes)

- As you pass through the **Express *E-ZPass*** toll facility, your *E-ZPass tag* is read.
- In an instant, the tag information is read by an **antenna** in the **Express *E-ZPass*** facility and the proper charge is deducted from your *E-ZPass* account.
- **Video enforcement systems** are in place to identify toll evaders.

How To Install Your *E-ZPass* Tag



Interior Tag

Properly installing the interior *E-ZPass* tag in your vehicle is easy and essential.

- 1 Clean and dry the inside of your windshield around the rear view mirror.
- 2 Without removing the mounting strips from the tag, remove the tape backing from the mounting strips.
- 3 Turn the tag label right side up facing you. Adhere the tag inside your car to the upper center portion of your windshield, behind the rear view mirror at least one inch to the right of the center support of the mirror and at least one inch below the top edge of the windshield, or below the tinted section of glass.

(See above photo)

Exterior (License Plate Mount) Tag

You must have a front license plate or license plate bracket on your vehicle to be able to use this type of tag.

- 1 Mount your exterior license plate tag at the top of your front license plate, with the rounded side facing outward, and the label (arrows on back side of tag) facing in an upward readable position.
- 2 You may use the bolts already on your license plate. Longer bolts and one-way tamper-proof bolts are available at the New Jersey *E-ZPass* Customer Service Center upon request.
- 3 Failure to mount your tag properly may result in tag read problems.

WARNING:

Doing the following may not allow the antenna to read your *E-ZPass* tag and could result in toll evasion violations and administrative fees:

- Not installing your tag or improperly installing your tag.
- Installing the tag in a location other than where the instructions indicate it should be installed.
- Holding your tag in your hand or waving it when traveling through lanes.

IMPORTANT:

- Tags may be installed and used within 24 – 48 hours upon acquiring them.
- Tags must not obstruct the driver's line of sight through the windshield and must not be installed on the mirror, visor or dashboard.
- Please install tags properly. If more adhesive mounting strips are needed for other vehicles or if you have a problem installing the tags, assistance is available by calling 1-888-AUTO-TOLL(1-888-288-6865).
- Tags must be installed. Leaving tags on a seat, dashboard or console and holding it up to the windshield is not safe and may result in delays, violations and administrative fees.
- Tags installed incorrectly or not at all can cause unnecessary issuance of toll evasion violations or delays at the toll booth.
- **Tags must not be held in your hand.** Doing so may result in toll evasion violations and administrative fees.

You Can Also Use Your Tag In Other Vehicles

Your *E-ZPass* tag can be used in any other vehicle with the same classification. As a registered holder of your *E-ZPass* tag(s), you are responsible for toll charges regardless of the vehicle used. To be classified as a private vehicle or individual account you must meet the following criteria: an individually owned or leased vehicle with two axles, a maximum gross weight of 7,000 pounds, and single rear tires. Use of your tag on a vehicle with a different classification will result in a toll adjustment to your account, and your account may be subject to additional fees. **Note: You are required to add/update your vehicle(s) and license plate information on your *E-ZPass* account.**

A private vehicle pulling a trailer has a different classification but can be used with your regular tag. Vehicles pulling trailers must use a staffed lane on the New York State Thruway or New York State Bridge Authority roadways and bridges. All other *E-ZPass* roads, bridges, and tunnels permit the use of an *E-ZPass* lane when pulling a trailer.

If You Do Not Want To Use Your Tag

If you do not want your tag to be read at a particular toll plaza, be sure to enclose the tag in the silver "read prevention" bag, that was provided with your tag, prior to entering the toll plaza area. If you need a "read prevention" bag, call the New Jersey *E-ZPass* Customer Service Center at 1-888-AUTO-TOLL (1-888-288-6865).



TIP: You must always fold the bag when the tag is in it, so the tag is sealed and cannot be read.

Lane Information

Approaching an *E-ZPass* Lane

Look for the distinctive purple and white *E-ZPass* logo signs whenever you use a toll facility. The signs will direct you to the lanes within the toll plaza that accept *E-ZPass*. There are some *E-ZPass* operating differences from roadway to roadway that you should be aware of as you travel.

The **New Jersey Turnpike** requires *E-ZPass* customers to use the dedicated toll lanes identified with purple and white *E-ZPass* signs for both entry and exit. Traveling the **Garden State Parkway** or **Delaware River Port Authority** roadways and bridges, *E-ZPass* customers are required to use *E-ZPass* signed lanes upon entry to the toll plaza. Full service lanes do not accept *E-ZPass* and customers who enter these lanes are required to pay the full toll in cash. For those *E-ZPass* customers traveling the **Atlantic City Expressway**, all lanes accept *E-ZPass*.

Speed limits are posted within toll plazas, so please obey all posted speed limit signs.

Entering a Lane

Remember, when you use *E-ZPass*, safety is the most important rule. There are basic safety rules you should keep in mind when entering an *E-ZPass* lane:

- Never get out of your vehicle.
- Never attempt to back out of a toll lane.
- Be sure to follow the instructions of your toll attendant.
- Always obey the posted speed limit and other traffic signals.
- Your tag must be affixed to your windshield, not held in your hand.
- Come to a complete stop at staffed lanes.

Configuration of *E-ZPass* lanes can differ from roadway to roadway. Some facilities have "*E-ZPass*" only lanes in the middle of the plaza, others have them on the outside lanes,

and others don't have them at all. When traveling unfamiliar roadways remain alert, pay close attention to road signs, and use common sense.

Exiting a Lane

A message display and / or traffic light just beyond the toll booth will indicate what your actions should be, based on your account information.

"*E-ZPass* Paid", "*E-ZPass* Go" and "Paid Thank You" Messages

An "*E-ZPass* Paid", "*E-ZPass* Go" or "Paid Thank You" message and/or a green traffic light indicate:

- Your account has a sufficient balance.
- Your tag is properly installed and the toll has been deducted from your account.

"Low Balance", "Account Low" or "Lo Bal Go" Messages

A "Low Balance", "Account Low" or "Lo Bal Go" message and/or a yellow traffic light may display in the toll lane. Depending on the account payment method, a different course of action should be taken. Please refer to the "Payment On Your Account" section, page 9.

"Toll Unpaid", "Call Customer Service Center" or "Toll Unpaid Go" Messages

A "Toll Unpaid", "Call Customer Service Center" or "Toll Unpaid Go" message may occur in the lane. These messages may be accompanied by a red traffic light (sometimes yellow). Action you should take:

E-ZPass Only Lane

Do not stop, pass through the toll plaza, and call the New Jersey *E-ZPass* Customer Service Center as soon as possible.

Staffed Lane

Stop, pay the full cash toll, obtain your receipt, and call the New Jersey *E-ZPass* Customer Service Center.

TOLL LANE MESSAGES VARY FROM ROADWAY TO ROADWAY

Express *E-ZPass* Lanes

Express *E-ZPass* lanes alleviate congestion and reduce commuting times on roadways. Overhead signs with the distinctive purple and white logo will direct you to these dedicated lanes. To keep the flow of traffic moving, a message or traffic light is not displayed in the toll lane. Speed limits vary within these lanes and speed limit signs are clearly posted, so please obey all posted speed limit signs.

Express *E-ZPass* lanes are available at the Raritan South, Asbury Park, Toms River and Pascack Valley Toll Plazas on

the Garden State Parkway, Interchanges 1 and 18W on the New Jersey Turnpike and at the Pleasantville Barrier on the Atlantic City Expressway. Future Express *E-ZPass* locations will be forthcoming.

Remember: For All Facilities

NEVER BACK OUT OF A TOLL LANE.

Toll collectors do not have access to your *E-ZPass* account, so they cannot answer your questions in the toll lane. You can access the website at www.EZPassNJ.com or call the New Jersey *E-ZPass* Customer Service Center at **1-888-AUTO-TOLL(1-888-288-6865)** to obtain account information or answer any questions regarding your account.

Invalid Tags, Or Tag Misuse For All Authorities

- Misusers of the *E-ZPass* system, including installing a tag not programmed properly for the type of vehicle you are driving, are subject to penalties and administrative fees of up to **\$50**.
- If you replenish an account that has insufficient funds by cash or check, you must follow the instructions of the New Jersey *E-ZPass* Customer Service Center before using your tag again.

How Your *E-ZPass* Account Works

Account Status

You can obtain automated account information 24 hours a day by accessing our website at www.EZPassNJ.com or by calling our automated phone system at **1-888-AUTO-TOLL (1-888-288-6865)**. If you prefer, Customer Service Representatives are available by phone at the toll-free number stated above from 7am to 7pm weekdays and 8am to 2pm on Saturdays. The New Jersey *E-ZPass* Customer Service Center is closed on Sundays and holidays.

To access or update account information via the website, automated phone system, or through a Customer Service Representative, you are required to provide your account number and PIN number. Your account number is included on your statement.

Account Statement

You will receive a statement that will detail all of your transactions by tag, amount of each toll, date, time, location and any payments, charges or credits made to your account. Your statement cycle is based upon the date your account was opened. Statements will be sent monthly for the first six

months you are an *E-ZPass* customer and bi-monthly after the initial six months. If you opt to receive monthly statements via mail or e-mail beyond your initial six months of enrollment, a \$1.00 service fee will be charged to your account every other month.

For your convenience, if you pay by check, your statement will include a return envelope and payment stub for use with your payment. You should always write your *E-ZPass* account number on your check and pay at least the replenishment amount shown on the coupon. You may wish to pay additional prepaid tolls if your expected usage increases.

An account analysis is performed on all new accounts 35 days from the first use of tolls and every 90 days thereafter. If your monthly usage is consistently above or below your current monthly payment, we will adjust your minimum payment accordingly.

Important messages will appear on your statement as needed. Please read them carefully.

Payment On Your Account

We strongly recommend you use automatic replenishment with a credit card because it is the easiest and most efficient payment method to ensure an adequate account balance. Other benefits of using a credit card include a lower replenishment threshold than cash/check customers and no tag deposit requirements.

Your credit card will be charged whenever your prepaid toll **falls to 25% of your replenishment threshold or \$10, whichever is greater.** The minimal replenishment amount your credit card will be charged is \$25. Credit card customers should not see a “Low Balance”, “Account Low” or “Lo Bal Go” message and/or a yellow traffic light in the toll lane. If you do, call the New Jersey *E-ZPass* Customer Service Center as soon as possible. A secondary credit card option is available to the customer in case the primary credit card does not process correctly. **Credit cards are the easiest way to use *E-ZPass*, but you need to remember a few points:**

- Credit cards must always be valid and have a current expiration date.
- Credit cards expire, so you must inform us either through the website, automated phone system, or through the New Jersey *E-ZPass* Customer Service Center of the new credit card information and expiration date. Remember, do not update credit card information before your new credit card is activated. The easiest way to do this is by going online to www.EZPassNJ.com.

- If you change, switch or cancel your credit card, you must also notify the New Jersey *E-ZPass* Customer Service Center.

- Of course, like any other purchase, you must ensure *E-ZPass* charges do not put you over your credit card limit.

If you choose to pay by cash, check or money order, a “LOW BALANCE”, “ACCOUNT LOW” or “LOW BAL GO” message and / or a yellow traffic light will display in the toll lane whenever your prepaid toll balance is at approximately 50% of the replenishment amount, indicating that a payment is required. This means you should replenish your account immediately. Allow sufficient time for your payment to process before using your tag again. You will not receive further notice that an account payment is due. Please refer to your statement which will detail all of your transactions by tag, amount of each toll, date, time, location, and any payments, charges or credits made to your account. For your convenience, if you pay by check, your statement will include a return envelope and payment stub for use with your payment. Please send your payment stub and payment to the following address:

New Jersey E-ZPass Customer Service Center

P.O. Box 52002
Newark, NJ 07101-8202

Cash payments are required to be paid in person at any of the New Jersey *E-ZPass* Walk-In Center locations listed on the back of the cover page.

Membership Fee

A \$1.00 membership fee will be charged to your account monthly on the anniversary date of the account opening.

Tag Specific Plans

These plans require that each tag enrolled in a plan must meet the specific requirements. The following plans are tag specific plans: Atlantic City Expressway Frequent User Plan, Delaware River Port Authority Bridge Commuter Plan, New York State Thruway Annual Permit Plan, New York State Bridge Authority Discount Plan, Delaware River and Bay Authority Commuter and Frequent User Plans.

Account Specific Plans

All tags listed under the account are enrolled in that plan. The entire account must meet the specific requirements of the plan, including the prepaid toll amount. The following are account specific plans: Port Authority of NY & NJ Staten Island Bridges Plan, Port Authority of NY & NJ Carpool Plan,

MTA Staten Island Residents Plan, and the Tappan Zee Bridge Commuter and Carpool Plans.

Commuter Plans

Commuter plans may be suspended for a minimum of a one week period and no more than four times annually, in order to extend the period for calculating the minimum commuter trip charge. Contact the New Jersey *E-ZPass* Customer Service Center at 1-888-AUTO-TOLL (1-888-288-6865) to suspend a plan. The following plans can be suspended: Tappan Zee Bridge Commuter and Carpool Plans, New York State Bridge Authority Discount Plan, and Delaware River and Bay Authority Commuter Plan.

Unused commuter trips will be charged to your account balance for the following plans: Port Authority of NY & NJ Staten Island Bridges Plan, New York State Bridge Authority Discount Plan, Tappan Zee Bridge Commuter and Carpool Plans, and Delaware River and Bay Authority Commuter and Frequent User Plans.

Closing Your Account

To close your *E-ZPass* account, mail your tag(s) to the New Jersey *E-ZPass* Customer Service Center along with a signed statement indicating that you would like to close the account. Please do not return your tag to the address printed on the tag. Send your tag(s) to the New Jersey *E-ZPass* Customer Service Center, P.O. Box 52003, Newark, NJ 07101-8203. When your tag is received in good condition, we will refund your tag deposit, if applicable, plus any unused toll balance, generally within 30 days. All outstanding charges will be deducted from your account prior to any refund. If your tag is not returned, your account will be charged the cost of the tag, prior to any refund.

Suspending Accounts

Your account can be suspended by us for the following reasons:

- Insufficient funds.
 - Toll evasion.
 - Not adhering to the terms and conditions of New Jersey *E-ZPass* membership.
- To avoid any inconvenience as a result of account suspension, please adhere to all rules and regulations pertaining to account balances, toll evasion and speeding.

E-ZPass Plus

The easy way to pay for airport parking. Leaving the parking facilities at Atlantic City's New York Avenue Garage and Atlantic Avenue Parking Lot, Kennedy International Airport, LaGuardia Airport, Newark Liberty International Airport or Albany Airports is quicker and easier with E-ZPass Plus – the automated parking system that allows E-ZPass customers to use their E-ZPass tag to pay for parking. All individual account customers who replenish their E-ZPass accounts with a valid credit card are automatically enrolled in this program. If you choose not to participate in this program, please contact the New Jersey E-ZPass Customer Service Center.

How does E-ZPass Plus work?

- Upon entry to parking facility, take a ticket as usual.
- Exiting the parking facility use one of the lanes marked with a purple *E-ZPass Plus* sign.
- Insert your ticket into the reader at the cashier's booth and exit the facility when the gate goes up.
- If the parking fee is less than \$20, it will appear as a charge on your regular *E-ZPass* statement and will be deducted from your account balance. Parking fees \$20 or greater will be charged directly to the credit card used to replenish your *E-ZPass* account, the transaction will be reflected on your *E-ZPass* statement.

Other E-ZPass Information

You should take reasonable precautions to protect your *E-ZPass* tag. It is encoded with specific information about your account. Please remember to secure your car to prevent theft. The adhesive mounting strips described earlier allow you to remove the tag from your vehicle at any time. *Once you report your tag as lost or stolen, tags are deactivated and are rendered unusable.*

Lost or Stolen Tags

If your tag is lost or stolen, access our *E-ZPass* website at www.EZPassNJ.com or call 1-888-AUTO-TOLL (1-888-288-6865) immediately. Tags may be reported lost or stolen 24 hours a day via our automated phone system or by visiting our website. Please have your tag number (listed on your statement) and the PIN number (provided by you on your application) ready when you report a tag lost or stolen. You will not be charged for tolls incurred after you report tags lost

or stolen. We will deactivate your lost or stolen tag and send you a new one upon receipt of the tag fee: an interior tag fee is \$21.00 and an exterior is \$33.00. Your account number will remain the same, and a new deposit will be required. The deposit will be waived for customers selecting "Credit Card" as their payment method. If you have reported your tag lost or stolen, but later find it, do not use it. Please contact the New Jersey *E-ZPass* Customer Service Center at 1-888-AUTO-TOLL (1-888-288-6865) and return the tag for a refund.

Damaged or Defective Tags

A defective tag may be exchanged for a new one at no cost to you, unless the tag was defaced or damaged by abuse. If you would like to replace a damaged or defective tag, you must submit a signed statement indicating your request with the returned tag by mail. For the appropriate mailing address, please refer to the "Terms and Conditions" section. No additional deposit is required provided that the returned tag was not damaged by abuse or defaced. Customers damaging or defacing a tag through misuse or abuse will be required to pay the full tag fee (minus any tag deposit). This includes pencil, pen, permanent marker, stickers, and any other writing or marking whatsoever.

Violations

The New Jersey Turnpike, Garden State Parkway, Atlantic City Expressway and Delaware River Port Authority all have video enforcement systems that detect and identify vehicles without *E-ZPass* tags or vehicles with invalid tags. These violations are subject to **toll and/or administrative fees** through the local courts or collection agencies. Accounts with insufficient funds will also incur violations, and while your account has insufficient funds, you will not be eligible to receive any discounts at any toll plazas.

Speed Enforcement

E-ZPass customers who do not comply with the posted speed limit within toll plazas are automatically identified through our system. Failure to comply with speed restrictions may result in suspension or revocation of your *E-ZPass* privileges and toll discounts, if applicable.

Frequently Asked Questions

How do I know my tag is working?

If you see a green light and/or "E-ZPass Paid," "E-ZPass Go" or "Paid Thank You" message, your tag is working correctly. If your account is in good standing and your tag is properly affixed and your tag is still not working properly, you may have to replace your tag. Please contact the New Jersey *E-ZPass* Customer Service Center.

What if the message indicates a low balance, but I am sure my account has enough money in it?

Call 1-888-AUTO-TOLL (1-888-288-6865) and use our automated phone system to confirm your account balance. Please have your account number and PIN number ready before calling.

What if I forget my tag?

- If you are in a staffed lane, pay the cash fare.
- If you are in an "E-ZPass Only" lane without gates, do not stop, continue through the lane.
- If you are in an "E-ZPass Only" entry lane on the New Jersey Turnpike ticketed system, you will not be able to obtain a toll ticket. When you exit in a staffed lane, you may be charged the maximum toll to the point of exit, in accordance with policies for a lost ticket. You will not be entitled to any toll discount plan in which you may be enrolled under your *E-ZPass* account.
- **If you are in an Express E-ZPass lane do not stop, continue through the lane at the posted speed limit.**

What if I get into a lane which is not equipped with E-ZPass?

You must pay the full undiscounted toll in cash.

What if I forget to make a payment?

Access our website at www.EZPassNJ.com or call 1-888-AUTO-TOLL (1-888-288-6865) and take advantage of our automated phone system to check your balance. Depending on how low it is, you may need to make a payment at any of the the New Jersey *E-ZPass* Walk-in Centers or stop using the tag until a mailed payment can be posted to your account. We strongly suggest you use automatic replenishment with a credit card, because it is the easiest and most efficient payment method to ensure an adequate balance. If your tag is in your vehicle and you do not wish to use it, be sure that it is enclosed in the "read prevention" bag given to you when you received your tag.

Simply putting the tag in the glove compartment or a pocket may not stop the tag from being read.

Are there any times I should not use my tag?

Yes, the following examples are times when you should not use your tag:

- If you have reported your tag as lost or stolen, but later find it, call the New Jersey *E-ZPass* Customer Service Center. You must be issued a new tag, even if you find your original tag.
- If you know that you don't have sufficient funds in your *E-ZPass* account.
- If you are using a different class vehicle than the tag was programmed for. (i.e., a car tag in a truck).
- If the lane is not equipped with or does not display an *E-ZPass* sign.

What if I rent a vehicle?

While a rental vehicle is in your possession, mount the *E-ZPass* tag to the windshield. Do not hold or waive your tag in your hand when traveling through lane. Upon return of the rental vehicle, make sure that you remove your tag.

What if I lose the credit card I use to pay my E-ZPass account?

First report the lost card to the credit card issuing company. Then, call 1-888-AUTO-TOLL (1-888-288-6865) and advise us immediately. The New Jersey *E-ZPass* Customer Service Center will provide you the ability to pay by another method until your new card is issued. If you continue to use your *E-ZPass* without replenishing a negative account balance, you will be charged the full cash toll and an administrative fee.

What if my E-ZPass account runs out of money?

Do not use *E-ZPass* until your account has been replenished. Take the tag out of the vehicle or place it in the "read prevention" bag. If you are a credit card customer, your account will be replenished whenever the account balance falls below 25% or \$10, whichever is greater.

If you are a cash or check customer, payment should be made immediately at any of the New Jersey *E-ZPass* Walk-in Centers. If you would like to switch your replenishment method to credit card, call the New Jersey Customer Service Center.

How many tags can I request?

You can request a maximum of four tags for an individual account.

I need receipts for business. Will I still get them in the E-ZPass lanes?

No, a receipt is not available for *E-ZPass* transactions. Refer to your statement for the amount, date, time and location of each toll transaction. Your account information is also available via the *E-ZPass* website at www.EZPassNJ.com, or by calling our automated phone system at 1-888-AUTO-TOLL (1-888-288-6865).

Can a camper or trailer be towed if the E-ZPass tag is being used?

If you tow a camper or trailer occasionally you may certainly use an *E-ZPass* lane. If you tow a camper or trailer all the time however, please advise us at the time of opening your account so that your tag is programmed to account for additional axles.

Are motorcycles eligible for an E-ZPass account?

Yes. Motorcyclists are eligible to participate in the *E-ZPass* program.

What if I want to change my replenishment method from cash or check to debit/credit card or direct debit from a bank account?

If you wish to switch to your replenishment method, you may call 1-888-AUTO-TOLL (1-888-288-6865) and request an authorization form and submit any required documentation.

Do I need to register all my vehicles?

Yes. You should provide the New Jersey *E-ZPass* Customer Service Center with details of all vehicles which will use your *E-ZPass* account. If you have this information on file, it will help avoid potential violations. The easiest way to do this is by going online to www.EZPassNJ.com.

What is considered an E-ZPass defaced tag?

All tags must be returned without any markings or writings on them of any kind. These are, but not limited to, marker writings, deep scratches, stickers or defacing of the tag(s) in any way. Tags returned in this manner are subject to damaged tag fees.

More Questions?

No matter what your questions are, there is one easy number to remember. Call 1-888-AUTO-TOLL (1-888-288-6865) 24 hours a day for automated account information. If you would like to speak to a Customer Service Representative you can call the New Jersey *E-ZPass* Customer Service Center between the hours of 7am-7pm weekdays and 8am-2pm on Saturdays. Please access our website at

www.EZPassNJ.com for New Jersey *E-ZPass* information or answers to Frequently Asked Questions. People with hearing or speech impairments can call the TDD/TTY number, 1-866-205-4000.

E-ZPass Customer Agreement Terms and Conditions

These Terms and Conditions, together with your application, constitute your *E-ZPass* Agreement. A copy of these Terms and Conditions will be mailed to you along with your tag(s). Please read these terms and conditions and keep them for your records. When you open your Account and use your *E-ZPass* tag, you agree as follows:

1 GENERAL

- a) Failure to comply with this Agreement may result in suspension, revocation, or termination of your *E-ZPass* account.
- b) You may not assign the obligations or benefits of this Agreement.
- c) Failure to pay charges to your Account, including tolls, may result in additional penalties provided by law, including termination of your Account.
- d) You must comply with all applicable traffic laws, regulations, signs and signals, and the direction of toll collectors and law enforcement officers.

2 TAG USE

- a) Use of your *E-ZPass* tag(s) binds you to the Terms and Conditions of this Agreement.
- b) Your *E-ZPass* tag(s) may be used on the vehicle(s) specifically listed on this Account.
- c) Your *E-ZPass* tag is good wherever you see the *E-ZPass* logo.
- d) You must approach and pass through an *E-ZPass* lane at the posted speed and obey all traffic signs.
- e) The *E-ZPass* tag(s) is(are) the property of New Jersey *E-ZPass*.
- f) You must surrender your *E-ZPass* tag(s) immediately upon our request.
- g) When you use the tag at any *E-ZPass* facility, you authorize any toll facility accepting *E-ZPass* to debit your Account for charges incurred, which are non-refundable.
- h) If you use the tag on *E-ZPass* facilities other than New Jersey, you are subject to the laws and regulations governing such use.
- i) You must not use *E-ZPass* lanes if your Account has an insufficient balance. You must pay with cash in a cash lane, otherwise you may be treated as a violator.

3 ACCOUNT INFORMATION

Your *E-ZPass* account consists of a refundable tag deposit (cash & check) and a prepaid balance (including discount plans):

- a) Tag(s) Deposit: A \$10 deposit per tag is required if you replenish your Account with cash or check. The deposit fee is refunded when you close your account, have settled any outstanding balances, and return the tag(s) in good condition. The deposit fee is waived or refunded if you elect to pay automatically by credit card.
- b) Prepaid Balance: You must maintain a prepaid balance amount with New Jersey *E-ZPass* to cover applicable charges to your Account. Each time you use your *E-ZPass* tag, applicable charges will be deducted from your Account. We will also deduct applicable administrative fees incurred under this Agreement.
- c) Account Balances: No interest will be paid on balances in your Account or on your refundable tag deposit.
- d) Replenishment: Periodically your toll use will be reviewed. If your monthly activity is above or below your current monthly payment, your minimum monthly debit/credit card, cash or check payment will be adjusted accordingly and you will be notified on your next scheduled statement.
- e) Automatic Credit Card Update: *E-ZPass*, in its discretion, may receive updated information about your credit card, including new account numbers and expiration dates, from the financial institutions issuing the card.

4 ACCOUNT STATUS

- a) You will receive a monthly statement for the first six months upon opening an account and bi-monthly statements thereafter, unless there were no toll revenue transactions and no financial activity in the account during the applicable period.
- b) If you have a touch-tone phone, you may call 1-888-AUTO-TOLL (1-888-288-6865) 24 hours a day for your account balance. You may also access this information on this website (www.EZPassNJ.com). You must use your PIN to access this information.

5 PAYMENTS

Method of Payment. Account replenishment must occur when your prepaid balance decreases to or below the threshold amount specific to the method of payment you selected. You can replenish your Account in one of the following ways:

- By selecting credit card replenishment, you authorize New Jersey *E-ZPass* to automatically charge your credit card for your replenishment amount.
- By selecting direct debit of your bank checking account for replenishment, you authorize New Jersey *E-ZPass* to automatically debit your bank checking account for your replenishment amount.
- You can mail a check to the New Jersey *E-ZPass* Customer Service Center or hand-deliver it to any of the New Jersey *E-ZPass* Walk-in Center locations. Checks should be made payable to *E-ZPass*. A returned check fee of \$25 will be charged for each check returned to New Jersey *E-ZPass* for insufficient funds.
- Cash payments must be made in U.S. dollars in person at any of the New Jersey *E-ZPass* Walk-In Center locations. **DO NOT SEND CASH IN THE MAIL.**
- e) If you have chosen to replenish your Account with a credit card, you may be enrolled in the *E-ZPass Plus*SM program. This program allows you to use your *E-ZPass* tag at authorized *E-ZPass Plus* facilities. If your Tag is used to incur *E-ZPass Plus* charges, any charges of \$20 or over will be directly charged to your credit card by *E-ZPass*. Charges under \$20 will be deducted from your pre-paid balance. Such credit card charges may be different from your replenishment amount and charged to your credit card at any time. By participating in *E-ZPass Plus*, you consent to the release of your name and address to *E-ZPass Plus* facility operators for collection purposes. If you choose not to participate in *E-ZPass Plus*, you must notify the *E-ZPass* Customer Service Center.
- f) Depending on usage or other charges to your Account, there may be more than one replenishment transaction in one statement period.

6 TAG MISUSE, ADMINISTRATIVE FEES, DISPUTED CHARGES

Improper use of your *E-ZPass* tag(s) or failure to pay the proper toll may result in an administrative fee as follows:

- If you use your tag(s) when your Account has a negative balance, or is suspended or revoked, or after your tag has been reported lost or stolen, you may incur an administrative fee of up to \$25 (per occurrence); be charged the full undiscounted toll; and may be asked to surrender your tag(s).
- If you use a valid tag in a vehicle other than the type for which the tag is designated, you may incur administrative fees of up to \$50 (per occurrence) and may be asked to surrender your tag(s). Such continued misuse may also result in revocation of your Account.
- If you attempt to use a tag without properly attaching it to your vehicle, or do not attach a valid tag to your vehicle, you may incur an administrative fee of up to \$25 (per occurrence) and may be asked to surrender your tag(s). Such continued misuse may also result in revocation of your Account and suspension of your privileges to use *E-ZPass* on *E-ZPass* facilities.
- Administrative fees may be billed directly to your Account. You may only contest the imposition of charges or administrative fees in writing to the New Jersey *E-ZPass* Customer Service Center. Such challenge must be made within 120 days from the date of the transaction. If the fee is rescinded, your Account will be credited the amount of the rescinded fee or charge.
- Disputed charges must be made in writing to the New Jersey *E-ZPass* Customer Service Center within 120 days of the transaction date. If the charge is rescinded, your Account will be credited the amount of the charge.

7 LOST/STOLEN OR DEFECTIVE TAGS

Call 1-888-AUTO-TOLL (1-888-288-6865); report it on the website (www.EZPassNJ.com) or write to the New Jersey *E-ZPass* Customer Service Center of the theft or possible unauthorized use of your tag(s). You will not be liable for unauthorized use of your tag(s) after we receive notice from you of loss or theft. To replace the lost or stolen tag(s), you will first be required to pay the applicable fee for each affected tag; these fees will be due regardless of replacement. Defective tag(s): If your *E-ZPass* tag(s) is non-operational for reasons other than abuse or improper use, and the tag is returned to the New Jersey *E-ZPass* Customer Service Center, we will replace it at no extra charge to you.

8 DISCLAIMER

To the extent permitted by law, we expressly disclaim any representation of warranty, expressed or implied, relating to the *E-ZPass* tag including without limitation, any implied or expressed warranty of merchantability, fitness for a particular purpose or conformity to models or samples. Nor are we liable for any third party act taken by reason of your use or display of the *E-ZPass* tag. You agree to indemnify New Jersey *E-ZPass* and hold us harmless from and against any and all damage, loss, cost, expense, or liability relating to, arising from, or as a result of the use or performance of the *E-ZPass* tag.

9 TERMINATION

You may terminate this Agreement at any time by returning all of your *E-ZPass* tag(s) to us in good working condition except under normal wear. Tags can be returned in person to any of the New Jersey *E-ZPass* Walk-in Center locations or by mail to the New Jersey *E-ZPass* Customer Service Center. Customers damaging or defacing a tag through misuse or abuse will be required to pay the full cost of the tag (minus any tag deposit). Such damage includes, but is not limited to, cracks, cuts, or gouges and/or pencil, pen, permanent marker, stickers, and any other writing or marking whatsoever.

Tag(s) will remain New Jersey *E-ZPass* property under all circumstances. Upon termination and return of your tag(s), your account balance and tag deposit will be refunded to you. All outstanding charges will be deducted prior to refund. You agree that we may terminate your *E-ZPass* account for improper use at any time, and without notice.

10 COLLECTION EXPENSES

You agree to pay all costs, including attorney's fees, incurred by New Jersey *E-ZPass* to collect any monies due under the terms of this Agreement.

11 MODIFICATION

We may change the Terms and Conditions at any time. This includes a change in any existing fees or imposition of any new fees. You will be bound by any revised Terms and Conditions provided with your account statement (in form consistent with the form of statement requested upon application). A copy of the revised Terms and Conditions will also be mailed to you upon request. First use of a tag after the effective date of new Terms and Conditions will constitute your acceptance. You may choose to opt-out and decline the change in Terms and Conditions by not using the tag(s) after the effective date for the new terms and conditions and returning all your *E-ZPass* tag(s) pursuant to Section 9. The invalidity of any term or terms of this Agreement shall not affect any other term of this Agreement which shall remain in full force and effect. You agree to inform New Jersey *E-ZPass* in writing of any changes to the information provided by you in your *E-ZPass* application, including:

- Change in address
- Change in vehicle information (new car, license plate, etc.)
- Change in credit card account status (closed account, maximum credit use)
- Expiration date of credit card account

12 GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of New Jersey.

13 NON-DISCLOSURE

Customer account information will not be disclosed to third parties without your consent except as permissible by law.

14 INQUIRIES AND CORRESPONDENCE

Please send applications, inquiries and correspondence, tag returns, payments or violation inquiries to:

Applications: NJ <i>E-ZPass</i> Cust. Service Center P.O. Box 52001 Newark, NJ 07101-8201	Violation Inquiries: NJ <i>E-ZPass</i> Cust. Service Center P.O. Box 52005 Newark, NJ 07101-8205
Payments: NJ <i>E-ZPass</i> Cust. Service Center P.O. Box 52002 Newark, NJ 07101-8202	Inquiries, Correspondence and Tag Returns: NJ <i>E-ZPass</i> Cust. Service Center P.O. Box 52003 Newark, NJ 07101-8203

Telephone Inquiries:

All non-violations telephone inquiries may be made toll free by dialing 1-888-AUTO-TOLL (1-888-288-6865). Violations telephone inquiries may be made by dialing 1-973-368-1425.

15 SCHEDULE OF DEPOSITS/ADMINISTRATIVE FEES

Monthly Statement Fee by mail/e-mail	\$1.00 bi-monthly fee
Monthly Membership Fee	\$1.00
Per Tag deposit (cash and check customers)	\$10.00
Per Tag deposit (credit card customers)	waived
Duplicate copy statement fee:	.75 regular mail .11 e-mail
Fee for defaced, damaged, lost or stolen tag:	Interior: \$21.00 Exterior: \$33.00
Returned check fee:	\$25.00
Tag misuse:	Up to \$50.00 (per occurrence)
Violation administrative fee:	Up to \$50.00 (per occurrence)

New Jersey *E-ZPass* and the entities providing *E-ZPass* services reserve the right to assess additional fees.