

# New York Customer Service Centers

## **Albany**

Four Executive Park Drive  
Albany, NY 12203-3717

## **Grand Island**

1700 Grand Island Boulevard  
Grand Island, NY 14702

## **Queens**

19-02 Whitestone Expressway  
College Point, NY 11357

## **Nanuet**

27 Rockland Plaza  
Corner of Route 59 and  
Middletown Road  
Nanuet, NY 10954

## **Staten Island**

1150 South Avenue  
Staten Island, NY 10314

## **Syracuse**

Lakeshore Drive-In Plaza  
911 Old Liverpool Road  
Liverpool, NY 13088

## **Yonkers**

730 McLean Avenue  
Yonkers, NY 10704

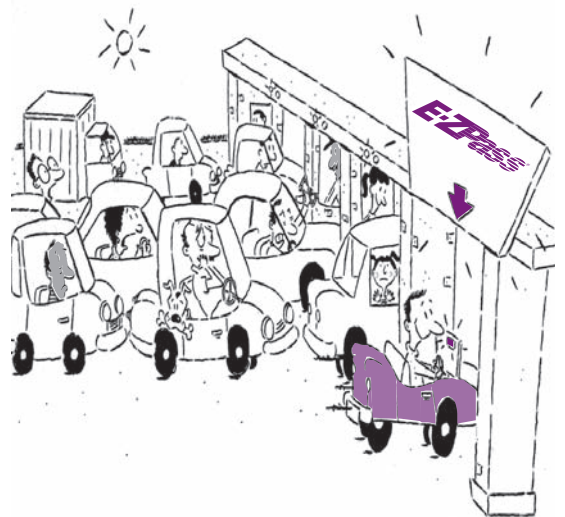
**For An Application, Phone Toll Free:  
1-800-333-TOLL (8655)**

**or Access our website at  
[www.e-zpassNY.com](http://www.e-zpassNY.com)**


**Text Telephone: TDD/TTY 1-800-772-7935**

The logo for E-ZPass, featuring the text "E-ZPass" in a stylized, italicized font with a small "SM" trademark symbol to the right. The logo is set against a white background within a dark purple rectangular border.

# Your Guide to E-ZPass

The E-ZPass logo, consisting of the text "E-ZPass" in a stylized, italicized font with a small "SM" trademark symbol to the right.

# Where To Use Your E-ZPass Tag

Your tag is accepted at each of the following facilities and wherever you see the  sign displayed. For updates on new toll agencies offering E-ZPass, visit our website at [www.e-zpassNY.com](http://www.e-zpassNY.com)



The entire New York State Thruway including:

- |                      |                      |
|----------------------|----------------------|
| New Rochelle Barrier | Harriman Barrier     |
| Yonkers Barrier      | Grand Island Bridges |
| Tappan Zee Bridge    |                      |



## Bridges and Tunnels

- |   |                          |
|---|--------------------------|
| Bronx-Whitestone Bridge                   | Queens Midtown Tunnel    |
| Brooklyn-Battery Tunnel                   | Throgs Neck Bridge       |
| Cross Bay Veterans Memorial Bridge        | Robert F. Kennedy Bridge |
| Henry Hudson Bridge                       | Verrazano-Narrows Bridge |
| Marine Parkway-Gil Hodges Memorial Bridge |                          |



- |                            |                        |
|----------------------------|------------------------|
| Rip Van Winkle Bridge      | Newburgh-Beacon Bridge |
| Kingston-Rhinecliff Bridge | Bear Mountain Bridge   |
| Mid-Hudson Bridge          |                        |



THE PORT AUTHORITY  
OF NY & NJ

- |                          |                      |
|--------------------------|----------------------|
| Bayonne Bridge           | Holland Tunnel       |
| George Washington Bridge | Lincoln Tunnel       |
| Goethals Bridge          | Outerbridge Crossing |

## Important Safety Considerations:

Enjoy the benefits of E-ZPass, but please pay attention to the following safety considerations:

- Obey posted speed limits.
- Never back up at a toll plaza.
- Your tag must be affixed to your windshield, not held in your hand.
- Come to a complete stop at staffed lanes.
- Do not get out of your vehicle in the toll lane.

# E-ZPass<sup>SM</sup> Individual Guidebook

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## Welcome To The Quick And Easy Way To Pay Tolls

**N**ow that you've received your *E-ZPass* tag(s), you are ready to begin enjoying the ease and convenience of electronic toll collection. 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*)

**Password** \_\_\_\_\_

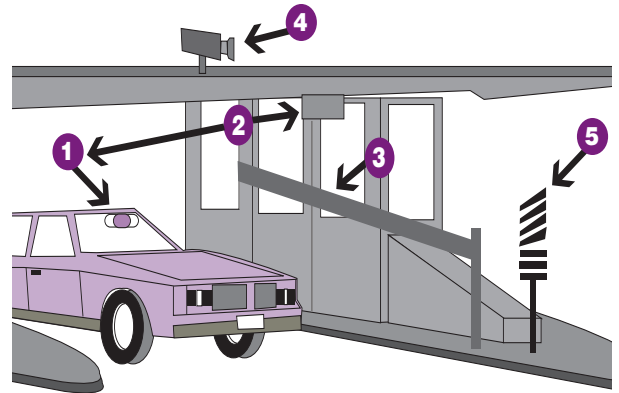
(To access the *E-ZPass* NY website)

**1-800-333-TOLL (8655)**

**www.e-zpassNY.com**

## How Your Tag Works

- 1 As you slowly pass through the *E-ZPass* facility, your *E-ZPass tag* is read.
- 2 In an instant, the tag information is read by an *overhead 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 A *video enforcement system* is in place to identify charge evaders.
- 5 A *traffic signal and message* is immediately displayed to you just beyond the *E-ZPass* facility.



To avoid delay, 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 at Port Authority of New York and New Jersey and New York State Thruway Authority crossings. At MTA B&T and New York State Bridge Authority crossings, the gate will not go up, and you may be subject to administrative fees.



## How To Install Your Interior E-ZPass Tag

**P**roperly Installing The Interior E-ZPass Tag In Your Vehicle Is Easy And Essential.

- 1) Clean and dry the inside of your windshield around the rearview 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)

Note: If you were issued an exterior Tag, please refer to the mounting instructions included in your Tag kit. In addition, some vehicles may have additional options that will not allow the interior Tag to function correctly if mounted as directed. The Tag may need to be mounted on the **left** side of the rear view mirror as opposed to the **right** in order for the Tag to function correctly.

### IMPORTANT:

- If you picked up your Tag(s) at any of the Customer Service Centers, you must wait 36 hours before installing and using your Tag(s); if you received it by mail, you may install and use it immediately.
- 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 1-800-333-TOLL (8655).
- *Tags must be installed.* Leaving Tags on a seat, dashboard or console and holding it up to the windshield at the last second 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 Tags In Other Vehicles.

Your Tags can be used in any other vehicle classified as an individually owned or leased vehicle with two axles, a maximum gross weight of 7,000 pounds (vehicle and load) and single rear tires (includes RV's and pickup trucks with dual rear tires). A vehicle pulling a trailer or a vehicle with more than two-axles or 4 tires has a different toll classification. Therefore, do not use the unstaffed “*E-ZPass* Only” lane at MTA B&T, New York State Thruway or New York State Bridge Authority facilities. Use the staffed lane. Commuter discount plans do not apply in these instances and the higher toll will be charged to your account. At Port Authority plazas, you may use either an “*E-ZPass* Only” or a “Cash/*E-ZPass*” lane regardless of what you are pulling. Contact the Customer Service Center at 1-800-333-TOLL (8655) to obtain an additional Tag if you regularly pull a trailer or use a vehicle with more than 2 axles or 4 tires.

## If You Don't Want To Use Your Tag

If you don't 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 Customer Service Center at 1-800-333-TOLL (8655).



**TIP:** *Remember*, you must always fold the bag when the Tags is in it, so the Tags will not be read.

## 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 for that particular toll plaza. There are some *E-ZPass* operating differences from agency to agency that you should be aware of as you travel.

### New York State Thruway

Locating an *E-ZPass* lane on the New York State Thruway is easy, since ALL LANES are equipped with *E-ZPass*. If you are looking for a non-stop lane just look for the overhead “*E-ZPass* Only” sign. For safety reasons please obey the posted speed limit while traveling through non-stop lanes. In all other lanes, you must come to a complete stop and wait for the green light before proceeding. Vehicles with the Tappan Zee Carpool Plan must use staffed lanes and have at least three people in the vehicle. Carpool Tags using the “*E-ZPass* Only” lanes will be charged the higher commuter rate.

### Port Authority of NY&NJ

All Port Authority lanes accept *E-ZPass*. “Cash/*E-ZPass*” lanes also accept other payment methods. A full stop is required in these lanes. “*E-ZPass* Only” or “Cash/*E-ZPass*” lanes allow Tag holders to proceed through the toll lane at the posted speed limit. Vehicles with the Port Authority Carpool Plan must use the staffed lanes and requires three or more occupants in a passenger vehicle. The carpool discount is applied only in Cash/*E-ZPass* lanes. Please remember to come to a complete stop.

### New York State Bridge Authority

All New York State Bridge Authority *E-ZPass* dedicated lanes can be identified by the overhead “*E-ZPass* Only” sign. All “Full Service” lanes accept *E-ZPass* as well.

### MTA Bridges and Tunnels

*E-ZPass* customers at MTA Bridges and Tunnels must use the toll lanes marked with the purple and white *E-ZPass* sign. Cash lanes do not accept *E-ZPass*. *E-ZPass* customers who enter cash lanes will be required to pay the full toll in cash. Some facilities also feature dedicated roadway lanes for *E-ZPass* customers on the approach to the toll plaza.

## E-ZPass Plus

Paying for parking is now quicker and easier with *E-ZPass Plus*. It is the fast, convenient way to pay for airport parking! *E-ZPass Plus* is the new payment method that uses *E-ZPass* to pay for parking. Open your *E-ZPass* Account with automatic credit card replenishment to start taking advantage of *E-ZPass Plus*.

Use *E-ZPass Plus* at the Albany International Airport, JFK International Airport, LaGuardia Airport and Newark Liberty International Airport. Just obtain a regular airport parking ticket on entry. On exit (with your *E-ZPass* Tag properly mounted) hand the ticket to the cashier and request to pay with *E-ZPass Plus* (at Albany Airport) or insert the ticket in the slot at the cashier booth (JFK, Newark and LaGuardia).

Your account will be debited for the parking fee if the fee is less than \$20. Parking fees of \$20 or greater will be charged directly to the credit card used to replenish your account. Airport parking transactions will appear on your *E-ZPass* statement.

### Remember: For All Facilities

Never back out of a toll plaza. Toll collectors do not have access to your *E-ZPass* account, so they cannot answer your questions in the toll lane. You must call the Customer Service Center at 1-800-333-TOLL (8655) with any questions regarding your account.

### Invalid Tags, Or Misuse For All Authorities

- Misusers of the *E-ZPass* System 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 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.e-zpassNY.com](http://www.e-zpassNY.com) or by calling 1-800-333-TOLL (8655). Keep your account or Tag number and your PIN # handy when you call. You will need your password to access the website. Your password is the same as your PIN #, until you change it on the *E-ZPass* NY website. Your account number is included on your statement. If you ever have questions concerning your account, you will need to provide your account or Tag number and PIN #. Customer Service Representatives are available by phone at 1-800-333-TOLL (8655) from 7am–7pm weekdays and 8am–2pm Saturday.

## Account Statement

You will receive a bi-monthly statement that will detail all of your transactions by Tag, amount of each toll, date, time, location, and any payments or credits made to your account. Beginning and ending balances will be especially helpful to business travelers who need to keep track of expenses. Your statement cycle is based upon the date your account is opened. **If there is no activity within the statement cycle you will not receive a statement.** If you wish, your statement will be sent to your e-mail address on a monthly basis.

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 use is consistently above or below your current monthly payment, we will adjust your minimum payment to approximate a month's level of actual use and a letter will be sent to confirm this change.

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

# E-Z Ways to Contact Us.

To use our automated systems you will need the following:

Account # \_\_\_\_\_

(Phone) PIN \_\_\_\_\_

(Web) Password \_\_\_\_\_

Please note for first time web users your Password is the same as the 4 digit pin that you selected when you opened your account. If you do not remember your PIN number, you can call 1-800-333-8655 and request that your PIN number be mailed to you.

This handy reference chart provides you 2 E-Z ways to review and make changes to your E-ZPass account 24 hours a day, 7 days a week by taking advantages of one of our automated systems.

Function	Web Site www.e-zpassNY.com	Automated Telephone System
<b>Account Balance</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 1</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> </ul>
<b>Recent Payment Information</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Select Option 1</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> <li>• Enter PIN #</li> <li>• Select Option 1</li> </ul>
<b>Toll Transactions</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Account History"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Stay on the line for an Operator</li> </ul>
<b>Update Credit Card Expiration Date Update Credit Card Number</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Update Personal Information"</li> <li>• Click "Credit Card Expiration Date or "Add/Update Credit Card Information"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 2</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> <li>• Enter PIN #</li> <li>• Press 1 To Change Credit Card Expiration Date Or,</li> <li>• Press 2 To Change Credit Card Number</li> </ul>
<b>One-Time Payment</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Update Personal Information"</li> <li>• Click "One-Time Payment"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 2</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> <li>• Enter PIN #</li> <li>• Press 3 To Make A One-Time Payment</li> </ul>
<b>Change PASSWORD/PIN#</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Update Personal Information"</li> <li>• Click "Password"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Select Option 1</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> <li>• Enter PIN #</li> <li>• Select Option 2</li> </ul>
<b>Change Address</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Update Personal Information"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Stay on the line for an Operator</li> </ul>
<b>Update Vehicle Information</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Vehicle/Tags Maintenance"</li> <li>• Click "Vehicle Maintenance"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Stay on the line for an Operator</li> </ul>
<b>Request an Additional Tags</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Vehicle/Tags Maintenance"</li> <li>• Click "Request an Additional Tags"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Select Option 2</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> <li>• Enter PIN #</li> <li>• Select Option 2</li> </ul>
<b>Report Lost/Stolen Tags</b>	<ul style="list-style-type: none"> <li>• Click "Check Your Account"</li> <li>• Enter Account #</li> <li>• Enter Password</li> <li>• Click "Login"</li> <li>• Click "Vehicle/Tags Maintenance"</li> </ul>	<ul style="list-style-type: none"> <li>• Select Option 5</li> <li>• Select Option 2</li> <li>• Enter Account #</li> <li>• Press "1" to Confirm Account #</li> <li>• Enter PIN #</li> <li>• Select Option 1</li> </ul>

## 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 assure an adequate account balance.*

Your credit card will be charged whenever your prepaid toll balance drops below the replenishment point for your account. 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 use our automated phone system or website to inform the Customer Service Center of the new expiration date. Remember, do not update credit card information with the Customer Service Center before your new credit card is activated.
- If you change, switch or cancel your credit card, you must also notify the Customer Service Center. Update your credit card information on our automated phone system or website.
- 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, you will be notified in advance by the “LOW BALANCE” or “ACCOUNT LOW” signal as you pass through an *E-ZPass* lane. A low balance message will display whenever your prepaid toll balance is at approximately 50% of replenishment amount, indicating that a payment is required. This means you should replenish your account immediately. 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 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.

## Thruway Annual Permit Plan

Those who have selected the New York State Thruway’s Annual Permit Plan will see all trips, 30 miles or less, where toll tickets are normally used, charged at \$0 except for the \$.40 surcharge for trips across the Castleton-on-Hudson Bridge.

A discounted fare will be charged for any trips over the first 30 miles on the ticketed system. Full fare tolls will also

be charged to your account for trips at any of the following bridges and barriers because the plan is not valid at the following toll plazas:

New Rochelle Barrier	Harriman Barrier
Yonkers Barrier	Grand Island Bridges
Tappan Zee Bridge	

The New York State Thruway’s Annual Permit Plan only applies to one Tag for each plan fee paid. If you have more than one Tag, verify which one is linked to the Permit Plan prior to use. The account holder is responsible for all toll charges incurred regardless of the driver or which vehicle is used.

## NYSTA, NYSBA & PA Commuter Plans

Those who selected commuter plans for the Tappan Zee Bridge, Grand Island Bridge, Port Authority Staten Island Bridges, New Rochelle, Yonkers and Harriman will be charged for all unused commuter trips paid for under the plan. You may suspend the following commuter plans for a minimum of one week by calling 1-800-333-TOLL (8655) no more than four times per year, in order to extend the period for calculating the minimum commuter trip charge: Tappan Zee Bridge, NYS Bridge Authority, Grand Island, New Rochelle, Yonkers, Harriman commuter plans.

## Closing Your Account

To close your *E-ZPass* account, mail your Tag to the *E-ZPass* Customer Service Center along with a signed statement indicating that you would like to close the account. Return envelopes suitable for mailing your Tag are available upon request from the Customer Service Center. Please do not return your Tag to the address printed on the Tag. Send your Tag to the *E-ZPass* Customer Service Center, P.O. Box 149004, Staten Island, NY 10314-9004. When your Tag is received in good condition, we will refund your Tag deposit, if applicable, plus any unused toll balance, except those funds prepaid under a New York State Thruway Permit Plan after 60 days from purchase.

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.
- Speeding.

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.

## Other E-ZPass Information

**Y**ou 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 unusable.*

### Lost or Stolen Tags.

If your Tag is lost or stolen, access our E-ZPass website at [www.e-zpassny.com](http://www.e-zpassny.com) to notify us immediately or call 1-800-333-TOLL (8655). Tags may be reported lost or stolen via our automated phone system 24 hours a day. Please have your Tag number (listed on your statement) and the PIN # (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 full cost of the Tag: an interior Tag costs \$23.00 and an exterior Tag costs \$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 Customer Service Center at 1-800-333-TOLL (8655) 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.

### Violations.

The New York State Thruway and Port Authority have a video enforcement system that detects and identifies vehicles without E-ZPass Tags. These violations are subject to fees (for each violation) and/or processing through the local courts or Collection Agencies. Accounts with insufficient funds will also incur violations and 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 through the toll lane are identified. Failure to comply 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 an "E-ZPass Go" 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 return your Tag. Please contact the Customer Service Center.

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

Call 1-800-333-TOLL (8655) and use our automated phone system to confirm your account balance. Please have your account or Tag number and PIN # 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 without gates on the New York State Thruway 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 in under your E-ZPass account.

### ***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?**

Call 1-800-333-TOLL(8655) 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 an E-ZPass Customer Service Center, or make a one-time payment on our automated phone system or website. Stop using the Tag until a payment is posted to your account. Please wait 24 hours after making a payment to use your Tag. We strongly suggest you use automatic replenishment with a credit card, because it is the easiest and most efficient payment method to assure an adequate balance. Your credit card will be charged whenever your prepaid toll balance drops below the replenishment point for your account. 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 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 have made a one-time payment via our automated phone system or website, please wait 24 hours before using your Tag.
- If you are using a different class vehicle (i.e., a car Tag in a truck).
- If you use carpool tickets at the Verrazano Narrows Bridge or Port Authority crossings.

### **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 1-800-333-TOLL(8655) or access the website to change your credit card information. The 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 the replenishment point for your account.

If you are a cash or check customer, a low balance message will display whenever your prepaid toll balance is at approximately 50% of replenishment amount indicating that a payment is required. If you are a cash or check customer, call the Customer Service Center at 1-800-333-TOLL (8655) or access the website to change your replenishment method to credit card.

### **How many tags can I request?**

You can request a maximum of four Tags per 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.e-zpassNY.com](http://www.e-zpassNY.com)

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

If you tow a trailer occasionally, at MTA and Port Authority facilities, you may use any E-ZPass lane. At NYSTA and NYSBA facilities, you must use staffed toll lanes.

### **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 payment method from cash or check to credit card?**

If you wish to switch to automatic payment by credit card, you may call 1-800-333-TOLL (8655) and follow the prompts for changing your replenishment method to credit card. You can also change your replenishment method to credit card on our website.

### **Do I need to register all my vehicles?**

Yes. You should provide the Customer Service Center with

details of all vehicles which will use your *E-ZPass* account.

### **What if I have a Commuter Plan and I go on vacation?**

You can call the automated phone system, 24 hours a day, to “stop the clock” on your account for a minimum of one week, with a maximum of four times per year, for the Tappan Zee Bridge, NYS Bridge Authority, Grand Island, New Rochelle, Yonkers, and Harriman commuter plans.

Please have your account or Tag number and PIN # ready. It is not necessary to suspend your account if you are a New York State Thruway Authority Annual Permit Plan holder.

### **More Questions?**

No matter what your questions are, there is one easy number to call. 1-800-333-TOLL(8655) 24 hours a day for automated account information and 7am-7pm weekdays, 8am-2pm Saturday to speak to a Customer Service Representative. Please access our website at [www.e-zpassny.com](http://www.e-zpassny.com) for *E-ZPass* information or Answers to Frequently Asked Questions. People with hearing or speech impairments can call the TDD/TTY number, 1-800-772-7935.

## **E-ZPass Customer Agreement Terms and Conditions**

These terms and conditions, together with your *E-ZPass* application (“Application”), constitute your *E-ZPass* Agreement (“Agreement”). *E-ZPass* is an electronic toll collection system that allows you to pre-pay charges incurred at *E-ZPass* facilities. New York *E-ZPass* is operated under the auspices of the Triborough Bridge and Tunnel Authority (“TBTA”), the New York State Thruway Authority (“NYSTA”), and the Port Authority of New York and New Jersey (“PANYNJ”). Your *E-ZPass* account (“Account”) will be operable on all *E-ZPass* facilities, regardless of location. Your Account will be assigned to one of the abovementioned New York entities and your Agreement is with that particular entity. Identification of the New York entity to which your Account has been assigned and with which you have your Agreement appears on your *E-ZPass* tag(s) (“Tag”). 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 termination of your Account.
- b) You may not assign the obligations or benefits of this Agreement.
- c) Failure to pay charges to your Account may result in penalties as provided by law.
- d) You must approach and pass through *E-ZPass* toll lanes at the posted speed limit. Failure to obey the posted speed limit may result in suspension or revocation of your Account.
- e) You must comply with all applicable traffic laws, regulations, signs and signals, and the directions of toll collectors and law enforcement officers.

### **2 TAG USE**

- a) **Tag Deposit.** Cash or check customers must pay a deposit of \$10 for each Tag. The deposit will be refunded when you close your Account and return the Tag in good condition as determined solely by *E-ZPass*. The Tag deposit is waived for customers authorizing Account replenishment via automatic charge to a credit card.
- b) You may use the Tag on the vehicle(s) specifically listed on your Application.

- c) In accordance with section 5 herein, you must surrender a Tag immediately upon request.
- d) When you use the Tag at any *E-ZPass* facility, you authorize *E-ZPass* to debit your Account for charges incurred.
- e) If you use the Tag on *E-ZPass* facilities other than New York *E-ZPass* facilities, you are subject to the laws and regulations governing such use.
- f) You must maintain a sufficient balance in your Account, and may not permit Tag use unless a sufficient balance is maintained.

### **3 YOUR ACCOUNT**

- a) You must maintain a prepaid amount in your Account to cover applicable charges to your Account. Applicable charges, if any, will be deducted from your Account each time the Tag is used. *E-ZPass* will also deduct from your Account applicable administrative fees incurred pursuant to this Agreement.
- b) Your Account may be suspended based upon outstanding violations and/or for failure to pay administrative fees.
- c) No interest will be paid on balances in your Account or on refundable Tag deposits.
- d) You will receive a periodic statement unless there are no transactions and no financial activity in your Account during the applicable period covered by such statement.
- e) You will be charged a fee for any request to retrieve a statement previously provided.
- f) You may, no more than four times per year, suspend the following monthly use plans for a minimum of one week and extend the monthly period for calculating the minimum commuter trip charge by calling 1-800-333-TOLL (8655): Tappan Zee Bridge Commuter (TZC), Tappan Zee Bridge Carpool Commuter (TZPL), Grand Island Commuter (GIC), New Rochelle Commuter (NRC), Yonkers Commuter (YKC), Harriman Commuter (HAC), Bridge Authority Discount (NYSBA). The first Tag use at the bridge after the minimum period will reactivate the Account.
- g) Administrative fees may be billed directly to your Account
- h) *E-ZPass*, in its discretion, may receive updated information about your credit card, including new account numbers and expiration dates, from the financial institution issuing the card.

### **4 ACCOUNT PRE-PAYMENT**

- a) You must pay a minimum prepaid amount sufficient to pay charges to your Account for a one-month period.
- b) Your Account will be replenished by your prepaid amount when your Account balance decreases to or below the replenishment point specific to your Account plan. You may choose to replenish your Account in one of the following ways:
  1. Authorizing *E-ZPass* to automatically charge your credit card for all charges to your Account.
  2. Checks (or Money Orders) made payable to *E-ZPass*. A returned check fee of \$25 will be charged for each check returned to *E-ZPass* unpaid by your bank.
  3. Cash payments made at an *E-ZPass* Customer Service Center only in U.S. dollars, or in Canadian dollars at the exchange rate *E-ZPass* may determine. DO NOT SEND CASH BY MAIL.
- c) An Account analysis is performed on all new Accounts 35 days from the first Tag use and every 90 days thereafter. If your monthly use is consistently above or below your prepaid amount, *E-ZPass* will adjust your prepaid amount to approximate a one-month level of use.
- d) If you have chosen to replenish your Account with a credit card, you may be enrolled in the *E-ZPass Plus* program. This Program allows you to use your Tag at authorized *E-ZPass Plus* facilities. If your Tag is used to incur *E-ZPass Plus* charges, then *E-ZPass* may charge your credit card that amount. 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.

e) Depending on usage or other charges to your Account, there may be more than one replenishment transaction in one statement period.

## 5 VIOLATIONS

- a) If you use the Tag when your Account is in a negative balance, suspended or revoked, or after the Tag has been reported lost or stolen, you may: incur administrative fees of up to \$50 per occurrence; be charged the full, undiscounted charge; and/or be asked to surrender the Tag to *E-ZPass* via certified mail or to plaza personnel.
- b) If you use the Tag in a vehicle other than one of the class for which the Tag is designated, you may incur administrative fees of up to \$50 per occurrence and/or be asked to surrender the Tag to *E-ZPass* via certified mail or to plaza personnel. Such continued misuse may result in revocation of your Account.
- c) If you attempt to use a Tag without properly attaching it to your vehicle, you may incur an administrative fee of \$10 per occurrence.

## 6 DISPUTES

You hereby authorize *E-ZPass* to decide in the first instance every question or dispute arising from, under, in connection with or related to this Agreement, including, without limitation, the imposition of tolls, fees, or other charges incurred, applied or stated for the use or misuse of your Tag or Account. All disputes must be submitted in writing to the *E-ZPass* Customer Service Center within 180 days of notice that a toll, fee, or other charge has been made to your Account. You agree that the mailing or emailing to the address you state on your Application or to an address which you subsequently provide to the *E-ZPass* Customer Service Center constitutes notice to you of the tolls, fees and charges contained therein and of any determination by *E-ZPass* of your submitted dispute.

The imposition of claims against PANYNJ, NYSTA and TBTA arising from, under, in connection with or in any way related to this Agreement including, without limitation, the imposition of tolls, fees, or other charges incurred, applied or stated for the use or misuse of your Tag or Account, are governed as follows:

- PANYNJ – the provisions of New York State Unconsolidated Laws, Sections 7101 through 7136 and New Jersey Statutes Annotated, Sections 32:1-157 through 32:1-176.

- NYSTA - the provisions of Section 361-b of the New York State Public Authorities Law.

- TBTA – no action shall lie or be maintained unless such action shall be commenced within one year of notice of *E-ZPass*' determination regarding your dispute submitted pursuant to this Agreement.

## 7 LOST/STOLEN OR NON-OPERATIONAL TAGS

You will not be liable for unauthorized Tag use that occurs after you notify *E-ZPass*, orally or in writing, of loss, theft or possible unauthorized use. However, for the replacement of a lost, stolen, defaced or damaged Tag, you will be charged \$23.00 for interior Tags and \$33.00 for exterior Tags. If the Tag is non-operational for reasons other than abuse or improper use, and the Tag is returned to an *E-ZPass* Customer Service Center, *E-ZPass* will replace it at no charge.

## 8 DISCLAIMER

You acknowledge that *E-ZPass* and all entities providing *E-ZPass* services have not made, and expressly disclaim any representation or warranty, express or implied relating to the Tag including, without limitation, any implied or express warranty of merchantability, fitness for a particular purpose or conformity to models or samples. You agree that *E-ZPass* and all entities providing *E-ZPass* services will have no obligation or liability whatsoever to you with respect to your use of or the performance of the Tag. You agree to indemnify and hold harmless *E-ZPass* and all entities providing *E-ZPass* services from and against all damage, loss, cost, expense or liability relating to, arising from, or as a result of, the use or performance of the Tag.

## 9 TERMINATION

You may terminate this Agreement at any time by requesting such termination in writing and returning the Tag(s) to *E-ZPass*. Tags should be

returned to an *E-ZPass* Customer Service Center in person or by certified mail. Tags remain the property of the entities providing *E-ZPass* services. Upon termination and return of the Tag(s), once all outstanding charges have been deducted from your Account, any remaining balance and Tag(s) deposit will be refunded to you. Such refund will be made in the form of a check or credit to your credit card, depending on the manner in which you have chosen to replenish your Account balance.

## 10 COLLECTION OF EXPENSES

You agree to pay all costs, including attorneys' fees, incurred by *E-ZPass* and all entities providing *E-ZPass* services to collect any monies due under the terms of this Agreement.

## 11 MODIFICATIONS

*E-ZPass* may change the terms of this Agreement at any time by advance written notice. Such modified terms shall take effect on the date specified therein. 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.

## 12 GOVERNING LAW

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

## 13 CHANGES

You agree to inform *E-ZPass* of any changes to the information provided by you in your Application, such as:

- Address,
- Vehicle information,
- Credit card account status (i.e., closed account, maximum credit use),
- Expiration date of credit card account, or
- Payment method.

## 14 NON-DISCLOSURE

*E-ZPass* respects the privacy of all Account holders. Account information will not be disclosed to third parties without your consent except as permissible by law and the policies of *E-ZPass* and the entities providing *E-ZPass* services.

## 15 INQUIRIES AND CORRESPONDENCE

Applications and Returned Tags:	Violations:
PO Box 149001	PO Box 15186
Staten Island, NY 10314-9001	Albany, NY 12212-5186

Payments:	Correspondence:
PO Box 15185	PO Box 15187
Albany, NY 12212-5185	Albany, NY 12212-5187

Please send all correspondence, payments, Tag returns, or violation inquiries to: ***E-ZPass* Customer Service Center**

## 16 SCHEDULE OF DEPOSITS/ADMINISTRATIVE FEES

Per Tag deposit (cash and check customers)	\$10.00
Per Tag deposit (credit card customers)	waived
Cost of Tag if defaced, damaged, lost or stolen	
Interior	\$23.00
Exterior	\$33.00
Returned check fee	\$25.00
Monthly statement by mail, annual fee	\$6.00
Duplicate copy of Statement	\$2.00
PANYNJ and TBTA monthly Account service fee	\$1.00
Account revocation fee	\$25.00
Tag retention fee	Up to \$25.00

Other Tag misuse/violation administrative fees Up to \$50.00

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