



E-ZPass[®]

E-ZPass[™]
Plus

USER'S MANUAL

1.877.PENNPASS (877.736.6727)
www.paturndpike.com

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Welcome to E-ZPass

Welcome to the Pennsylvania Turnpike Commission's E-ZPass program – the electronic toll collection system that keeps you moving. E-ZPass offers the convenience of traveling on the Pennsylvania Turnpike and on all other E-ZPass agency roadways without being invoiced or stopped to pay for your toll. Tolls will be calculated and deducted from your prepaid account balance when traveling on the PA Turnpike and other toll roads within the E-ZPass system.

The Pennsylvania Turnpike Commission (PTC or PA Turnpike) also offers the convenience of E-ZPass Plus which allows customers to pay for parking at select locations.

Please read this manual carefully to fully understand the E-ZPass and E-ZPass Plus programs. If you still have questions, contact the PA Turnpike Commission's E-ZPass Customer Service Center (CSC) from 8:00 am until 6:00 pm, Monday through Friday at 1.877.PENNPASS (877.736.6727).



You will be required to verify your E-ZPass account information when calling the PA Turnpike E-ZPass Customer Service Center. For faster service, please have your account number, pin number and transponder number handy. For easy reference, please take a few seconds of your time to record the information below and retain in a safe, accessible place.

PA Turnpike E-ZPass Account # _____

PA Turnpike E-ZPass Pin # _____

PA Turnpike E-ZPass Transponder # _____

The PA Turnpike Commission's E-ZPass Customer Service Center only discloses account information to account holders or parties authorized by the account holder in writing. Refer to FAQ #9, (page 22) for additional information.

Installation and Care of the E-ZPass Transponder

There are three different types of transponders or tags: interior, exterior, and motorcycle. The type of vehicle you drive will determine which type of transponder you need. Most passenger vehicles will use the interior transponder. Mount the E-ZPass transponder on your windshield behind your rearview mirror and below any tinting using the mounting strips provided. If alternative mounting instructions were sent with your transponder, please make sure to follow these directions for placement. If your vehicle has special features that prevent mounting the transponder in these locations, please check with your vehicle manufacturer or dealership for proper placement.

Some vehicles require exterior transponders that should be fastened to the top of the front license plate holder of your vehicle.

Motorcycles require exterior transponders that must be mounted between the windscreen and the instrument cowl of the motorcycle.

Remember that E-ZPass transponders must be properly mounted according to the instructions on the following pages to ensure proper reading. If your transponder is not mounted correctly, it may not be read, which may result in additional charges to your account.

Installation of the Interior Transponder

1. **Clean and dry** the mounting surface using isopropyl alcohol and a clean, dry cloth.
2. **Remove** the clear plastic strips from the back of the mounting strips on the transponder to expose the adhesive surface.
3. **Position** the transponder on the inside of your windshield, behind the rearview mirror and below any tinting.
4. **Place** the transponder on the windshield with the E-ZPass logo upright, facing you, and press firmly.

Installation of the Exterior Transponder

Fasten the exterior transponder directly to the top of the front license plate holder of your vehicle. If you have any questions, please call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

Do not attempt to mount this type of transponder anywhere other than the front bumper of your vehicle, as described above. This transponder was not designed for interior use.

Installation of the Motorcycle Transponder

Fasten the motorcycle transponder on the windscreen, between the windscreen and instrument cowl of the motorcycle.

Please note that this type of transponder is programmed for use on motorcycles only and may not be used with any other vehicle.

Removal of the Transponder

The transponder may be removed by lifting any corner with sufficient pressure to separate the mounting strips.

Care of the E-ZPass Transponder

Do not submerge the interior transponder in water or use any cleaning agents. If necessary, the interior transponder may be wiped off with a clean, dry cloth.

Do not cover the transponder with any type of varnish, paint, or permanent marker. **Do not** modify or alter the transponder in any way. You will be charged for transponders that are damaged or defaced.

The exterior and motorcycle transponders are weather resistant.

How the E-ZPass System Works

Your E-ZPass transponder is a radio frequency transmitter device. It must be properly mounted to your vehicle, according to the instructions on pages 3, 4 and 5. As you enter the lane, **the antenna mounted below the E-ZPass sign** reads your transponder, registers the toll electronically and sends the information to the PA Turnpike E-ZPass Customer Service Center where your account is charged accordingly.

1. Transponder
2. Lane Antenna
3. Lane Number
4. Lane Signal
5. Speed Limit



If no transponder is read in the lane or your E-ZPass account does not have sufficient funds to pay the toll for your travel, the TOLL BY PLATE System will capture your license plate number and send an invoice to the registered owner.

How to Use E-ZPass

When you enter or exit the Turnpike system, you should drive through any lane. Keep moving, use caution, and obey the posted speed limit for your own safety and for the safety of others.

If your transponder is not read when you enter or exit the system, an image will be taken of your license plate. Our TOLL BY PLATE (TBP) system will try to post the toll by matching the license plate of the vehicle being driven to the license plate listed on an E-ZPass account on the day and time of travel. We will also attempt to match the registration information of the vehicle to the name and address listed on an E-ZPass account. If a match is found, a video toll (V-Toll) will be posted to the E-ZPass account.

Please note that for a V-Toll to be posted based on a license plate match, the license plate must have been listed on the account on the day of travel. In addition, the E-ZPass account must have sufficient funds to pay the toll in the case of both plate or name and address matches.



E-ZPass Plus allows E-ZPass customers to use their transponder to pay for charges at participating facilities displaying the E-ZPass Plus logo. Currently, E-ZPass Plus is available at the following sites:

- Albany International Airport, Albany, NY
- JFK International Airport, New York, NY
- LaGuardia International Airport, New York, NY
- Newark Liberty International Airport, Newark, NJ
- New York Avenue Parking Garage, Atlantic City, NJ
- Atlantic City International Airport, Atlantic City, NJ
- Great New York State Fair, Syracuse, NY
(*Seasonal*)

Please check our website for the current list of participating facilities at www.paturnpike.com.

How to Use E-ZPass Plus

Get your ticket as usual when entering the facility. When exiting, use the lanes marked E-ZPass Plus and follow posted instructions.

There is no additional charge for the E-ZPass Plus program. You only pay the charges when they occur. Charges less than \$20 are deducted from your prepaid E-ZPass account. Charges of \$20 or more are charged directly to the credit card used to replenish your E-ZPass account. All E-ZPass Plus transactions are recorded on your statement. Current E-ZPass customers who have selected to automatically replenish their E-ZPass account and have a valid credit card on file are automatically enrolled in E-ZPass Plus. If you do not wish to be enrolled in the E-ZPass Plus program, you can make that change by either accessing your account on the PA Turnpike Commission website or by contacting the PA Turnpike E-ZPass Customer Service Center.

- **On the Web at www.paturnpike.com**
- **PA Toll Pay mobile app – App Store and Google Play**
- **By Phone at 1.877.PENNPASS (877.736.6727)**

The E-ZPass Plus program is only available to customers who select auto replenishment with a credit card. E-ZPass customers who choose auto replenishment via ACH or manually replenish their account are not eligible to participate in E-ZPass Plus.

Managing Your Account

Now that you have established an E-ZPass account, the system will track your toll usage and account balance. Printed detailed monthly statements are available at a cost of \$4 per month for every three transponders registered on the account. Your account transactions are available for a limited number of days, at no charge on the web at www.paturndpike.com or by calling the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727). Statements requested via the phone are also subject to the monthly fee.

If you chose the credit card replenishment option or the automatic ACH (direct payment from your checking account) replenishment option, you will never have to remember to mail payments. When your E-ZPass account balance reaches a value of \$10 or less per E-ZPass transponder (\$10 x # of transponders), your credit card or checking account (ACH) will be charged the replenishment amount that is on your account. Initial replenishment is \$35 per transponder. However, if your account is replenished more than twice a month for credit cards or more than three times a month for ACH, your replenishment amount will be automatically increased to cover your monthly usage.

Having a valid credit card or ACH information on file with Automatic Replenishment is the easiest and most efficient way to ensure an adequate account balance. Accounts with an invalid credit card or ACH information will be converted to a manual replenishment account which is subject to a refundable transponder deposit (\$10 x # of transponders on

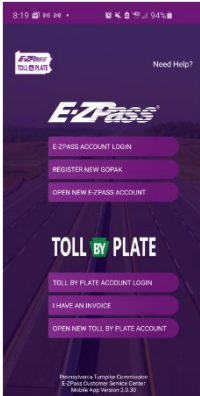
account) which will be deducted from the E-ZPass account balance.

If you established your account choosing the manual replenishment option, it is your responsibility to remit payment when your account balance reaches a value of \$15 or less per E-ZPass transponder (\$15 x # of transponders). Payment of at least \$35 per transponder may be made by sending a check or money order, calling the E-ZPass Customer Service Center with credit card information, or by visiting the PA Turnpike E-ZPass Customer Service Center at 300 East Park Drive, Harrisburg, PA 17111. You may also make a payment on your account via our website by logging onto your E-ZPass account at www.paturnpike.com or accessing your account information through our mobile app, PA Toll Pay. **Do not send cash payments through the mail.**

Payments posted to your account are immediately reflected on your account balance, but you will need to wait 24 hours before using it on the PA Turnpike and up to 48 hours at other toll agencies within the E-ZPass system.

PA Toll Pay App

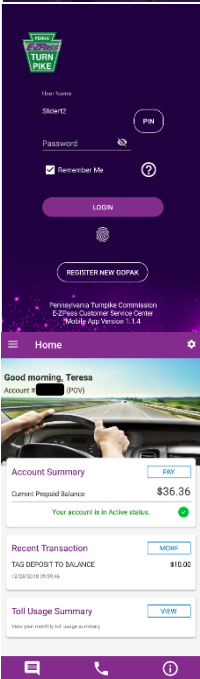
Download the app from the Google Play Store or App Store by searching “PA Toll Pay.”



E-ZPASS ACCOUNT LOGIN – login to a PA Turnpike E-ZPass account






REGISTER A NEW GO PAK – register a PA Turnpike Go Pak transponder

OPEN NEW E-ZPASS ACCOUNT – open a new PA Turnpike E-ZPass account

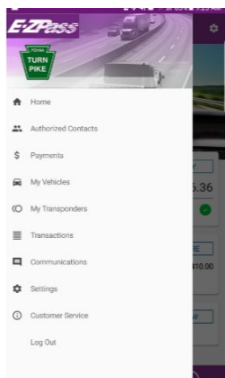


Customer must have Username/Password to Login on App for the first time

- If you do not know your login or are locked out, you must call the PA Turnpike E-ZPass Customer Service Center or use the “Login Problems” feature on the website. The app does not allow users to unlock accounts or reset passwords at this time.
- After initial login, you may choose to login using PIN or a thumbprint in the Settings menu.

-  Web Communications Option
-  Call CSC Option- Dials CSC
-  Contact Us Option- CSC Information
-  Menu- Option
-  Settings Option

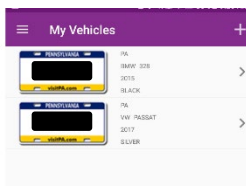
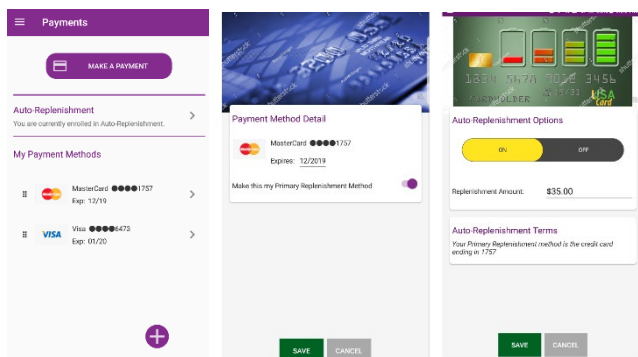
Menu- Option



PAYMENTS

Under Payments, you can:

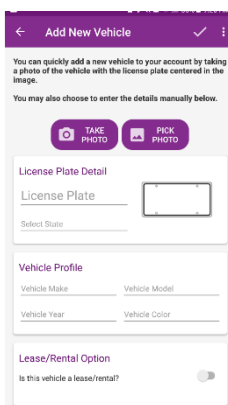
- Make a one-time Payment
- Update Credit Card Information
- Turn-on Auto-Replenishment



MY VEHICLES

Under My Vehicles, you have the option to:

- Edit or Remove an existing license plate
- Add an additional plate by selecting the + sign.

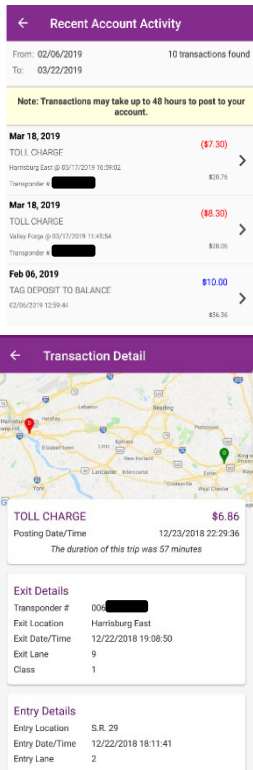


Plates can be added by doing one of the following:

- Manually keying the information in
- Taking a photo of the license plate
- Selecting an photo from your image gallery.

****Please review this information to ensure accuracy****

Select the check mark to save changes.



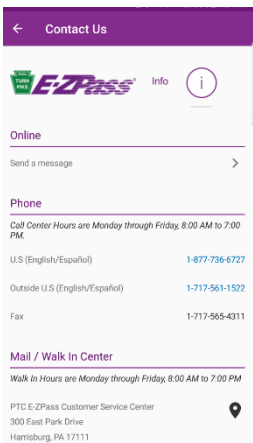
TRANSACTIONS

Under Transactions, you can:

- View the last 10 transactions
- Perform a search for Transactions based on specific date criteria

Selecting an individual transaction will allow you to view:

- Toll Charge
- Trip Duration
- Exit Details
- Entry Details



CONTACT US

- Send a Message to the Customer Service Center (CSC) using the Web Communication Chat
- View the hours and Phone Numbers for the CSC
- View the Mailing/Walk-In Center Address for the CSC



Remember to keep your E-ZPass account up to date with important information. Your account needs to be updated if you:

- Purchase a new vehicle
- Move or Change of Address
- Receive a new license plate
- Receive a new credit card
- Lose your E-ZPass transponder

If you have additional questions, call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727) from 8:00 am until 6:00 pm, Monday through Friday. Access your account 24/7 by visiting our website at www.paturndpike.com or download our mobile app, PA Toll Pay. Keeping your account up to date will help to ensure that you don't receive an invoice resulting from inaccurate information.

Need additional mounting strips? Contact the PA Turnpike CSC.

Frequently Asked Questions



About E-ZPass FAQs

1. What payment methods are available for E-ZPass accounts?

a. Automatic payment from bank account

An initial payment of \$35 per transponder plus a \$3 annual fee is required to open your account. (Please include a voided check along with your payment.) This option authorizes the PA Turnpike to initiate debit entries from your bank account for a minimum of \$35 per transponder. This replenishment takes place whenever your account balance reaches a cumulative value of \$10 or less per transponder. (\$10 x # of Transponders). **NO DEPOSIT IS REQUIRED.**

The replenishment amount will be increased if an account replenishes more than 3 times a month. THIS OPTION IS NOT AVAILABLE IF YOU APPLY ONLINE.

b. Automatic payment from credit, debit, or check card

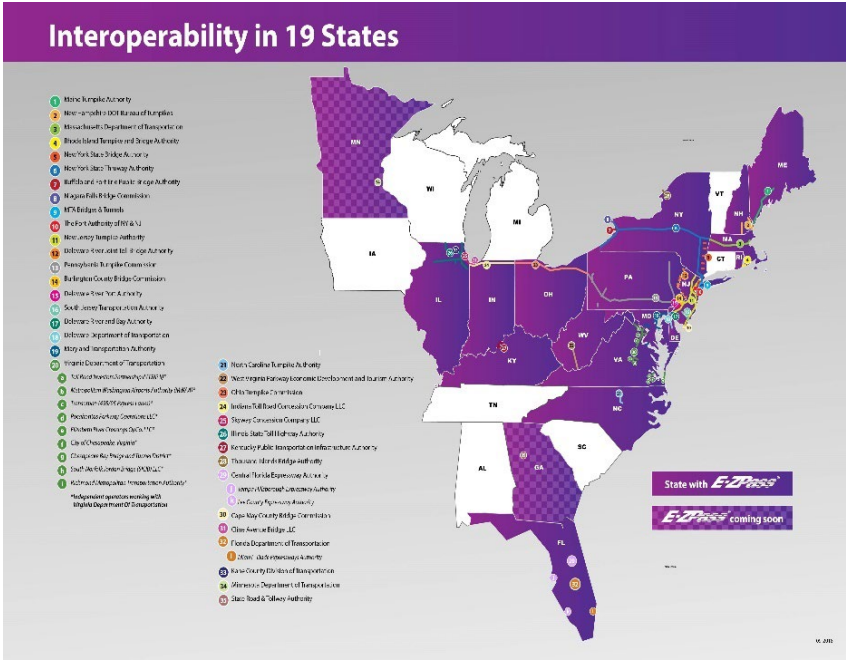
An initial payment of \$35 per transponder plus a \$3 annual fee is required to open your account. This option authorizes the PA Turnpike to charge the credit card listed on your account a minimum of \$35 per transponder

when your account balance reaches a cumulative value of \$10 or less per transponder. ($\$10 \times \#$ of Transponders). NO DEPOSIT IS REQUIRED.

The replenishment amount will be increased if an account replenishes more than 2 times a month.

c. Manual payment (Personal Check or Cash)
This option requires a \$10 deposit for each transponder (Make checks payable to the PA Turnpike Commission). An initial payment of \$35 per transponder plus a \$3 annual fee is required to open your account. This option requires you to replenish your account balance when it reaches a cumulative value of \$15 or less per transponder ($\$15 \times \#$ of Transponders). To replenish your account, send a check to or pay cash at the PA Turnpike E-ZPass Customer Service Center. You may also replenish your account by Credit Card. Be aware that there is no billing process. Please allow 5 days for mail delivery and posting to your account. ***The minimum amount required to establish a manual account is \$48 (\$10 for a transponder deposit, \$35 for tolls, and \$3 for an annual fee) for each transponder added to the account.***

2. Where can I use E-ZPass?



The current list of locations where E-ZPass is accepted can be found at <https://www.e-zpassag.com/about-e-zpass/where-can-i-use-it>.

E-ZPass Account FAQs

3. Where can I purchase E-ZPass?

E-ZPass is available at the PA Turnpike E-ZPass Customer Service Center located at 300 East Park Drive, Harrisburg, PA 17111, the PA Turnpike Central Administration Building in Middletown and select retail locations.

For current locations that distribute E-ZPass, visit our website at www.paturnpike.com or call 1.877.PENNPASS (877.736.6727).

Please note that customers who would like to add transponders to *existing PA Turnpike E-ZPass* accounts can do so by visiting our website at www.paturnpike.com, using our mobile app, PA Toll Pay, or by calling the E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727). You can also purchase an E-ZPass Go Pak from one of our retailers. Instructions for adding it to your existing PA Turnpike E-ZPass account are included.

4. Can I purchase E-ZPass as a gift?

Yes. The PA Turnpike Commission offers E-ZPass Gift Certificates as a convenient way of gift giving. E-ZPass gift certificates may be used to open a new E-ZPass account with the PA Turnpike Commission or to add funds to the prepaid balance of an existing PA Turnpike E-ZPass account. Gift certificates must be redeemed by the PA Turnpike E-ZPass Customer Service Center.

E-ZPass Gift Certificates can be purchased in amounts starting at \$38 (the minimum required to open a new account) to a maximum of \$100.

Visit the PA Turnpike E-ZPass Customer Service Center at 300 East Park Drive, Harrisburg, PA 17111 or call 1.877.PENNPASS (877.736.6727) to purchase E-ZPass Gift Certificates.

5. What is E-ZPass Plus?

E-ZPass Plus is a benefit for E-ZPass customers that allows them to use their transponder to pay for charges at participating facilities displaying the E-ZPass Plus logo. There is no additional charge for the E-ZPass Plus program. You only pay the charges when they occur. Charges less than \$20 are deducted from your prepaid E-ZPass account. Charges of \$20 or more are charged directly to the credit card used to replenish your E-ZPass account. All E-ZPass Plus transactions are recorded on your statement.

All accounts with a prepaid balance and a valid credit card for primary replenishment are automatically enrolled in E-ZPass Plus. If you decide not to participate in the E-ZPass Plus program, you can make that change by either accessing your account online at www.paturndpike.com, through our mobile app, PA Toll Pay, or by contacting the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

The E-ZPass Plus program is not available for E-ZPass customers who replenish via ACH or Manual. Auto replenishment using a credit card is required to participate.

If you have chosen ACH or Manual as your primary form of replenishment and would like to participate in E-ZPass Plus, update your replenishment method online at www.paturndpike.com, through our mobile app, PA Toll Pay or by contacting the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727). By participating in the E-ZPass Plus program, you consent to the release of your name and address to E-ZPass Plus facility operators.

6. Where is E-ZPass Plus Available?

E-ZPass Plus is currently available at the following sites:

- Albany International Airport, Albany, NY
- JFK International Airport, New York, NY
- LaGuardia International Airport, New York, NY
- Newark Liberty International Airport, Newark, NJ
- New York Ave. Parking Garage, Atlantic City, NJ
- Atlantic City International Airport, Atlantic City, NJ
- Great New York State Fair, Syracuse, NY
(Seasonal)

View a complete list of participating facilities online at www.paturndpike.com.

7. Where Can I Use E-ZPass on the PA Turnpike?

E-ZPass is accepted at all locations along our roadway.

8. What if I forget my username and/or password to access my E-ZPass account online?

You can visit www.paturnpike.com and choose the option to login to your E-ZPass account. Select “Login Problems” and answer the questions to receive a temporary password. You can also call the PA Turnpike E-ZPass Customer Service Center during normal business hours (Monday-Friday, 8:00 am until 6:00 pm) at 1.877.PENNPASS (877.736.6727). The PA Turnpike Commission also suggests you download our mobile app, PA Toll Pay. For your protection, you will be required to verify account information to obtain your pin.

9. Who can access my account?

The PA Turnpike Commission’s E-ZPass Customer Service Center can only disclose or release account information to those individuals listed on the account or authorized by the account holder.

To add contacts to your PA Turnpike E-ZPass account, access your account online or via our mobile app, PA Toll Pay. You can also complete an authorization form and mail it to 300 East Park Drive, Harrisburg, Pa 17111 or fax to the E-ZPass Customer Service Center at 717.565.4311. To obtain an authorization form, visit our website at www.paturnpike.com or contact the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

10. What should I do if I get a new vehicle and/or license plate?

Access your account online at www.paturndpike.com or via our mobile app, PA Toll Pay. You can also call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

11. How do I change my address or email?

Access your account online at www.paturndpike.com or via our mobile app, PA Toll Pay. You can also call the E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727) to update your contact information. When updating your email information, follow the instructions provided including the verification process.

12. How do I close my account?

To close your account, return your transponder along with a letter indicating you would like to close your account to the PA Turnpike E-ZPass Customer Service Center, 300 East Park Drive, Harrisburg, PA 17111. When returning your E-ZPass transponder, we strongly recommend using a shipping method that can provide proof of receipt. To prevent your transponder from being read during delivery, we also suggest you enclose the transponder in the original silver packaging that was provided with your transponder or wrap the transponder in aluminum foil.

To avoid any collection activity, please include payment if you have a negative account balance. If you have an

available account balance, remaining funds will be returned using the original method of payment, when possible, within 30 days.

13. How can I get a monthly statement?

Monthly statements are available online at www.paturndpike.com at no cost. Printed monthly statements mailed to customers are available at a cost of \$4 per month for every three transponders. Statements requested via the phone are also subject to the \$4 monthly fee.

14. What if my account balance reaches zero?

If your E-ZPass account does not have sufficient funds to pay for your travel, the PA Turnpike will mail you a TOLL BY PLATE invoice.

15. What if I want to change my payment method or the number of vehicles on my plan?

Access your account online at www.paturndpike.com, via our mobile app, PA Toll Pay, or call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727) to make changes.

16. What if I lose the credit card that funds my E-ZPass account?

You can access your account online at www.paturndpike.com, via our mobile app, PA Toll Pay, or call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727) to update the credit card. The PA Turnpike Commission also recommends notifying your credit card company.

17. What if I am issued a new credit card?

Access your account online at www.paturndpike.com, via our mobile app, PA Toll Pay, or call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727) to update your credit card information.

E-ZPass Transponder FAQs

18. Can I have more than one transponder on my account?

Yes. The cost to add a transponder is \$38. The PA Turnpike Commission does not permit you to have more transponders than vehicles on your account. Your replenishment amount will be based on the number of transponders and usage.

19. What if my transponder is lost or stolen?

Report it immediately by accessing your account online at www.paturndpike.com using our mobile app, PA Toll Pay. You can also call the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

Under the PA Turnpike E-ZPass account agreement, you will not be responsible for any charges incurred after you report a lost or stolen transponder. You will be responsible for any charges that took place prior to reporting the transponder as lost or stolen and required to pay a Lost/Stolen fee. If you find your transponder, do not use it until contact has been made with the PA Turnpike E-ZPass Customer Service Center.

E-ZPass Invoicing FAQs

20. I am an E-ZPass customer. Why did I receive a TOLL BY PLATE invoice?

E-ZPass Customers receive PA Turnpike TOLL BY PLATE invoices due to any one of the following conditions:

- E-ZPass transponder is not in the vehicle and the license plate of the vehicle was not listed on the E-ZPass account
- E-ZPass transponder improperly mounted
- E-ZPass account is not in good standing (no funds available for tolls)
- E-ZPass transponder that has been reported lost or stolen being used
- E-ZPass transponder is not working, may need to be replaced

21. What is the TOLL BY PLATE system?

TOLL BY PLATE (TBP) is an All-Electronic Tolling method that uses cameras to take images of all vehicles traveling on the PA Turnpike without a valid E-ZPass transponder. The

registered owner of the vehicle is mailed an invoice for the toll charge(s). If you are an E-ZPass customer who receives a TBP invoice, it means your account needs attention. E-ZPass account information may be updated online at www.paturnpike.com, using the mobile app, PA Toll Pay, or by calling the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

22. I noticed a charge on my account statement called a V-toll. What does it mean?

It means that your transponder was not read for your travel, but our image processing system identified you as an E-ZPass customer in good standing. You were either identified by matching the license plate of the vehicle being driven to a plate listed on your E-ZPass account or by matching the registration information of this vehicle to the name and address on your account. If we cannot determine your actual travel, the PA Turnpike, assesses a flat toll rate of \$10 (class 1 or 2), called a V-toll charge. If you received a V-toll charge, verify your transponder is properly mounted. (Refer to the mounting instructions on pages 4 and 5 or the alternate instructions sent to you in your welcome packet). If you have further questions, please contact the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

23. I noticed a \$10 charge on my account, but it doesn't mention a V-toll. What happened?

This charge indicates that your transponder was read at exit, but not at entry (referred to as an orphan exit). The system

cannot determine the actual toll for your travel, so you were charged a flat toll rate of \$10.00. If your vehicle was a Class 3 or higher (not a passenger car), you were charged a maximum toll based on the distance between your point of exit and the farthest entry point on the Turnpike. Verify your transponder is properly mounted. (Refer to the mounting instructions on pages 4 and 5 or the alternate instructions sent to you in your welcome packet). If you have further questions, contact the PA Turnpike E-ZPass Customer Service Center at 1.877.PENNPASS (877.736.6727).

24. How can I dispute a toll that has been charged to my E-ZPass account?

To dispute a toll, complete Form 33-11B, include all requested documentation (available online at www.paturndpike.com) and forward it to the PA Turnpike E-ZPass Customer Service Center at 300 East Park Drive, Harrisburg, PA 17111. 33-11B forms submitted without the proper documentation will not be processed. PA Turnpike customers can also dispute tolls online at www.paturndpike.com or by using our mobile app, PA Toll Pay. **Toll disputes must be submitted within 45 days of the transaction date.** If your dispute(s) are approved, your E-ZPass will be electronically credited.

E-ZPass Miscellaneous FAQs

25. I sometimes pull a camper or trailer with my vehicle. Can I still use my transponder?

Yes. On the PA Turnpike, if the weight of the camper or trailer pushes you into a higher class of vehicle, the higher toll will be charged to your account. If you are traveling on other E-ZPass agency toll roads or bridges, please contact the appropriate agency for further information.

26. Can I use my transponder in my RV?

If you have an RV, with a gross vehicle weight over 15,000 pounds, you will need to open a commercial account.

If you have an RV that has a gross vehicle weight of 15,000 pounds or less, you may add it to your personal E-ZPass account. Be prepared with your weight, tires and axles when calling to add an RV to your account. You may be required to have a separate transponder programmed for the specific weight class of the RV.

Terms and Conditions

Pennsylvania Turnpike E-ZPass Agreement

These terms and conditions along with the application constitute your E-ZPass agreement made and entered into by and between the applicant, co-applicant and the PA Turnpike Commission (PTC). Pursuant to the terms of this agreement, the PTC agrees to provide an E-ZPass transponder for the electronic payment of tolls at designated toll plazas and fees at all E-ZPass Plus facilities. **The first use of the E-ZPass transponder signifies your acceptance of the E-ZPass agreement.**

TERMS OF AGREEMENT

1. You agree to obey all state and local traffic rules and regulations and applicable FCC regulations. You agree to obey posted speed limits in all E-ZPass lanes.
2. You agree that all information provided to the PA Turnpike E-ZPass Customer Service Center (hereafter referred to as the CSC) may be verified and investigated by the PA Turnpike E-ZPass CSC.
3. You understand the E-ZPass transponder will remain the property of the PTC. Returned E-ZPass transponders must not be defaced to receive a refund.
4. You understand that the E-ZPass transponder is valid for E-ZPass transactions at E-ZPass Agencies in other states, and that the tolls incurred will be deducted from your PTC account if the E-ZPass transponder is used at another E-ZPass Agency.

5. You agree to correctly mount, display and use the E-ZPass transponder in accordance with the instructions provided by the PA Turnpike E-ZPass CSC. Do not mount the E-ZPass transponder in any location that could interfere with your visibility or ability to operate your vehicle. Failure to mount the E-ZPass transponder correctly may hinder toll collection and may subject you to a fine and forfeiture of the E-ZPass transponder. You agree to use the E-ZPass transponder only on the vehicle(s) specified on your application. You agree to contact the PA Turnpike E-ZPass CSC to change the vehicle assignment of your E-ZPass transponder(s).
6. Except as otherwise provided herein, you agree and acknowledge that the PTC has no obligation or liability to you with respect to your use or the performance of the E-ZPass transponder. The PTC expressly disclaims any representation or warranty, expressed or implied, including, without limitation, any implied or expressed warranty of merchant ability, fitness for a particular purpose or conformity with models or samples. You agree to indemnify and hold the PTC harmless from and against all damage, loss, expense or liability, relating to, arising from or as a result of your use or the performance of the E-ZPass transponder.
7. You acknowledge that a fee may be charged to you for all returned checks and returned ACH transactions should an overdraft occur. You agree that the fee may be deducted from said account.
8. The PTC reserves the right to change the terms of this agreement at any time upon written notice to you.

9. You agree to pay all costs, including reasonable attorneys' fees, incurred by the PTC to enforce the terms of this agreement.
10. If your account balance is insufficient to pay the PA Turnpike E-ZPass CSC, you shall remain liable to the PTC for all outstanding amounts.
11. You agree not to assign the obligation or the benefits of this agreement without the express written consent of the PA Turnpike E-ZPass CSC.
12. This agreement shall be governed and construed in accordance with the laws of the Commonwealth of Pennsylvania. Venue shall lie in Dauphin County, PA.
13. If any terms of this agreement are found invalid, such invalidity shall not affect the validity of the remaining terms.
14. You agree to inform the PA Turnpike E-ZPass CSC in writing of any change to the information set forth in the E-ZPass application. You certify that all information contained in this application is true and accurate.
15. To use your E-ZPass transponder at an authorized E-ZPass Plus Facility, you agree to replenish your account by selecting Option 1 or Option 2 under No. 6, Account Replenishment Options, on the application. If you choose replenishment Option 1, you agree to secure your account with a credit card and provide your credit card information in the Secondary Credit Card section of No. 7, Initial Payment Method, on the application. By participating in the E-ZPass Plus Program, you agree to the release of your name and address to E-ZPass Plus facility operators for collection purposes.

DEPOSIT AND ACCOUNT BALANCE

1. A one-time deposit of \$10, plus a \$3 non-refundable annual service fee, is required for each assigned E-ZPass transponder. If a form of automatic replenishment is chosen, the deposit is waived. The deposit will be refunded to you, if you return the E-ZPass transponder in good working condition. No interest will be paid on account balances or deposits. Paper account statements are available for a monthly fee.
2. A fee equal to the toll charged by the PTC or other E-ZPass Agencies will be deducted from your account balance each time the E-ZPass transponder is read at a toll plaza. In the event that the E-ZPass transponder is not read successfully, you are responsible for payment of the toll.
3. Your account balance must be replenished pursuant to one of the following procedures (as selected in your application):
 - a.) Automatic account replenishment by Credit Card or ACH.

Whenever an account balance reaches a cumulative value of \$10 or less per E-ZPass transponder ($\$10 \times \#$ of transponders), your Credit Card or bank account will be automatically charged a minimum of \$35 per E-ZPass transponder to replenish your account. If your account requires more than the allowed replenishments in a one-

month cycle (2 times for credit cards and 3 times for ACH), the amount of replenishment must be increased based on average usage. If it is not increased, the account may be subject to additional fees and violations.

- b.) Manual account replenishments by cash, check or credit card.

Whenever an account balance reaches a cumulative value of \$15 or less per E-ZPass transponder (\$15 x # of transponders), you must make a replenishment payment of at least \$35 per E-ZPass transponder by one of the following means:

- 1.) Mailing a check to the PA Turnpike E-ZPass CSC.
 - 2.) Visiting the PA Turnpike E-ZPass CSC to pay by cash or check.
 - 3.) Authorizing an individual payment by credit card.
4. Your account balance and other detailed account information can be accessed 24 hours a day by calling our toll-free number at 877.736.6727 or on the Web at www.paturnpike.com. Transactions are available for a limited number of days.
5. This authorization remains in force until the PA Turnpike E-ZPass CSC receives written notification of its termination in such a manner as to afford the PTC E-ZPass CSC time to act on it.
6. If the E-ZPass transponder malfunctions for reasons other than abuse, and the E-ZPass transponder is returned to the PA Turnpike E-ZPass CSC, it will be replaced at no charge.

TERMINATION

1. The PTC may terminate this agreement at any time and for any reason. You shall be entitled to a refund of any remaining account balances from the PA Turnpike E-ZPass CSC after costs and fees have been paid under this agreement.
2. The E-ZPass transponder is the property of the PTC, but will remain in your possession unless a violation of this agreement has occurred or unless you decide to terminate the agreement. If you decide to terminate this agreement by returning the E-ZPass transponder to the PA Turnpike E-ZPass CSC in good working condition, normal wear and tear accepted, the PA Turnpike E-ZPass CSC would refund your deposit, if applicable, and any remaining balance within thirty business days. Returned E-ZPass transponders must not be defaced to receive a refund. Return your E-ZPass transponder to the PTC CSC at 300 East Park Drive, Harrisburg, PA 17111. It is recommended that when returning your E-ZPass transponder, enclose the transponder in a foil bag and use a method that can provide proof of receipt by the E-ZPass CSC.
3. The PA Turnpike E-ZPass CSC reserves the right to inspect the E-ZPass transponder for damage and abuse and may at its sole discretion, withhold the cost to repair any damage.

4. If your E-ZPass transponder is lost or stolen, you must notify the PA Turnpike E-ZPass CSC immediately. Until you notify the PA Turnpike E-ZPass CSC that your E-ZPass transponder has been stolen, the PA Turnpike E-ZPass CSC will continue to deduct from your account any toll fees incurred by the E-ZPass transponder. You will be charged a fee for a lost, stolen, or damaged E-ZPass transponder.

You understand that the information in your E-ZPass file may be subject to disclosure pursuant to law.

You acknowledge and understand that you and your vehicle may be videotaped while you are on the PA Turnpike, other E-ZPass Agency roadways, and E-ZPass Plus facilities. You expressly understand that the PTC and other E-ZPass Agencies may monitor the use of the E-ZPass transponder for the purposes of toll collection, traffic monitoring, parking, and detecting violations of this agreement.

By signing the application, you hereby consent to all of the terms of this agreement. This includes the release of any documentation requested by the PTC or its agents from your employer, bank, or other reference that will assist the PA Turnpike E-ZPass CSC in determining your eligibility.