1. Upon acceptance into the program, the Commission will charge the Customer's designated VISA, MasterCard, Discover or American Express credit card and prepay the account with a $25.00 fee per transponder requested. This amount will be credited to the Customer's new E-ZPass account and will be available to pay tolls and other fees and charges. The Customer may request an higher initial balance, as indicated on the application.

2. When the Customer's account balance drops below a cumulative balance of $11.00 per transponder, the account will be replenished with a charge to the Customer's designated credit card and the amount of: a) the average monthly tolls incurred over the past 30 days; or b) the amount needed to return the account balance to $25.00 per transponder, whichever is greater.

3. The Commission accepts VISA, MasterCard, Discover, and American Express credit cards. Customers must provide a primary credit card to establish a prepaid account. An optional secondary credit card is recommended and will only be charged if the primary card fails.

4. A Customer’s E-ZPass account must maintain a positive balance at all times. A $25.00 fee may be assessed if the Customer’s VISA, MasterCard, Discover or American Express credit card is declined when the Commission attempts to replenish the account. In this case, the Customer's account will be immediately suspended and new fees will be assessed to the account.

5. The Commission may modify the E-ZPass Terms and Conditions and Application at any time with notification to Customers.

6. Prepaid accounts may be suspended for: a) credit card replenishment failure; or b) the amount needed to return the account balance to $25.00 per transponder, the account will be replenished with a charge to the Customer's designated credit card.

7. Inactive accounts will continue to be charged the monthly service fee of $0.75 per transponder.

8. Customers must properly mount transponders to their vehicles in accordance with the transponder manufacturer's instructions.

9. A transponder service charge is levied for each transponder transaction per trip (one entry, one exit). No circumstances will a toll collector hold a transponder so that another vehicle can use the transponder.

10. All tolls and fees are based on the date of account cancellation and will be assessed to the Customer's credit card.

11. Active accounts will remain the property of the Ohio Turnpike Commission. The Customer agrees to surrender possession of all transponders immediately upon request by the Commission. A $25.00 fee will be assessed to all unreturned transponders.

12. Account statements showing detailed transactions will be available upon account request. Customers may access their statements online at www.ohioturnpike.org, by phone at 1-888-876-7453, or by mail.

13. Prepaid accounts may be suspended for: a) credit card replacement failure; or b) the amount needed to return the account balance to $25.00 per transponder.

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

15. Should the balance in the Customer’s E-ZPass account drop below $0 and the Customer's credit card is declined upon replenishment, the Customer agrees to pay all costs, including attorney's fees, incurred by the Commission to collect any monies due the Commission.

16. The Commission reserves the right to alter these terms and conditions at any time with notification to Customers.

17. Ohio E-ZPass Terms and Conditions shall be governed by and construed in accordance with the laws of the State of Ohio.

~ RETAIN FOR YOUR RECORDS ~

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

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15. Should the balance in the Customer’s E-ZPass account drop below $0 and the Customer's credit card is declined upon replenishment, the Customer agrees to pay all costs, including attorney's fees, incurred by the Commission to collect any monies due the Commission.

16. The Customer agrees to maintain updated information on their account including but not limited to address, vehicle information, credit card account status and expiration date of cards on file.

17. The Customer may cancel or update their E-ZPass account information at any time either online at www.ohioturnpike.org, by fax to (460) 861-5352, by mail or phone call to the Customer Service Center at 1-888-TURNPIKE (1-888-876-7453). In the event the Customer’s E-ZPass account is terminated, the Customer must return all transponders. Upon termination, the Commission will refund any positive balance in the account by crediting the Customer’s VISA, MasterCard, Discover or American Express credit card.

18. A check payable to the Customer may be issued at the sole option of the Commission.

19. The Commission may modify the E-ZPass terms and conditions and application at any time with notification to Customers.

20. Ohio E-ZPass Terms and Conditions shall be governed by and construed in accordance with the laws of the State of Ohio.
Ohio Turnpike Commission
PO Box 460
Berea, OH 44017
www.ohioturnpike.org
1-888-TURNPIKE (1-888-876-7453)

E-ZPass

Ohio Turnpike Commission
E-ZPASS FREQUENTLY ASKED QUESTIONS:

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

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

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

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

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

Q: What are the costs associated with opening an Ohio E-ZPass Account?
A: The OTC will provide transponders to new E-ZPass Customers for a monthly service fee of $0.75 per transponder. There is also a $3.00 shipping and handling fee for each transponder ordered from the CSC which will be deducted from the initial starting balance. A valid Visa, MasterCard, Discover or American Express credit card is required to open an E-ZPass account. An initial starting balance of $25.00 per transponder will be charged to the Customer’s credit card to establish the E-ZPass account, from which toll fares and other fees will be deducted. When the balance on the E-ZPass account is drawn down to a cumulative balance of $10.00 per transponder, the Customer’s account will be replenished by charging the Customer’s credit card on file an amount equal to the average monthly tolls incurred over the past 90 days or the amount needed to return the account balance to $25.00 per transponder, whichever is greater.

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

Q: Are there administrative fees charged for using an out-of-state transponder on the Ohio Turnpike?
A: If a Customer already has an E-ZPass account with another toll agency, there are no additional “administrative” or “service” fees charged by the OTC for Customers to use a non-OTC transponder.

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

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

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