Maine Turnpike *E-ZPass* Business Account User's Guide

Welcome to the Maine Turnpike *E-ZPass* Business Account Program

When your business signed up to participate in the Maine Turnpike *E-ZPass* Business Account Program, you were asked to choose one of the following three plans described below:

Prepaid Business Plan

This plan allows the tolls for all of your business vehicles to be deducted from a single prepaid balance. It is perfect for the business that wants the convenience and potential savings of electronic toll collection on the Maine Turnpike and all other *E-ZPass* compatible facilities, but does not log enough miles on the Maine Turnpike to make adding our Postpaid Business Plan worthwhile. The Prepaid Business Plan allows your business to pay tolls electronically at more than 40 *E-ZPass* facilities throughout the Northeast, Mid-Atlantic, and Midwest allowing your drivers to travel without carrying toll money or collecting receipts.

Postpaid Business Plan

This is the traditional business plan that features monthly billing and volume discounts for Maine Turnpike travel only. The Postpaid Business Plan must be secured with a minimum $5,000 surety bond.

Please note: If you have a Postpaid Plan only, your E-ZPass tags are valid solely for travel on the Maine Turnpike.

Prepaid/Postpaid Combination Plan

This is our most flexible *E-ZPass* business plan. It features monthly billing and volume discounts for Maine Turnpike travel. In addition, drivers can have tolls deducted from a prepaid balance when traveling on other *E-ZPass* toll facilities. The postpaid portion of this account must be secured with a minimum $5,000 surety bond.

Where can I use my Maine Turnpike *E-ZPass*?

You can use your Maine Turnpike *E-ZPass* in Maine and wherever the *E-ZPass* logo is displayed at toll plazas in the following states: Delaware, Illinois, Indiana, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Virginia and West Virginia. The Maine Turnpike is part of a growing network of more than 40 toll highways, bridges and tunnels throughout the Northeast, Mid-Atlantic, and Midwest accepting *E-ZPass* electronic toll payments. The most current list of *E-ZPass*-compatible facilities is available online at www.ezpass-maineturnpike.com.

How does my Maine Turnpike *E-ZPass* tag work?

E-ZPass is a toll collection system that allows you to pay tolls electronically on the Maine Turnpike, as well as on more than 40 other toll facilities in fourteen states. An electronic "tag" is attached to the windshield, roof or license plate of your vehicle. The toll lane equipment reads your tag and then calculates the toll based on your vehicle type, your entry and exit locations, and the fare structure of the toll agency.

If you have a Postpaid Plan or Prepaid/Postpaid Combination Plan, tolls for travel on the Maine Turnpike will be recorded and included in the monthly bill sent to your business.

If you have the Prepaid Plan only, tolls for travel on the Maine Turnpike and other *E-ZPass* facilities will be charged to your Prepaid Plan balance.

Entering & exiting a toll lane with *E-ZPass*

Entering and exiting procedures may vary from one *E-ZPass* facility to another. 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. In general, the following applies when using E-ZPass on the Maine Turnpike.

1) A green traffic light on the canopy above the toll lane indicates that the lane is in service. *Do not enter a lane with a red light above.*

2) All toll lanes on the Maine Turnpike are equipped with *E-ZPass* technology, so you may use any open toll lane.

3) The availability of dedicated "*E-ZPass* Only" lanes will be determined by the traffic mix and volume at each toll location. The Maine Turnpike will make every effort to provide dedicated lanes wherever and whenever possible and practical.

4) When entering the Maine Turnpike, your *E-ZPass* tag and entry location will be recorded by an overhead sensor.

5) As you depart the Maine Turnpike, your tag and exit location will be recorded once again by an overhead sensor suspended above the departing lanes. The appropriate toll for your trip will be deducted from your account balance.

Obey the posted toll plaza speed limit!

For your safety and the safety of our employees, it is important that you obey the posted speed limit at toll plazas. Also:

- Do not back up at a toll plaza.
- Always have your tag properly installed in your vehicle. A properly installed tag is a requirement of the Maine Turnpike *E-ZPass* Business Account Terms & Conditions.
- Come to a complete stop at staffed lanes.
- Do not get out of your vehicle in the toll lane.

Shielding bags & preventing unintended transactions

Each *E-ZPass* tag you ordered will arrive with a shielding bag that should be kept in the vehicle. This bag is made from a special material that will prevent the tag from being read as your vehicle passes through a toll plaza.

We strongly discourage having more than one *E-ZPass* tag in a single vehicle. However, if you travel with more than one *E-ZPass* tag in your vehicle, be sure that only one tag is in use. All others should be secured in their shielding bags. If they are not, they also may be charged the amount of the toll transaction.

If you wish to pay tolls manually, you must use a staffed lane and seal your *E-ZPass* tag in the shielding bag to prevent the toll from being charged to your account.

Violations

If your company maintains its Maine Turnpike *E-ZPass* account in good standing, toll violations should not occur. If a violation does occur on the Maine Turnpike, a digital image of the vehicle license plate will be recorded, as the vehicle passes through a toll plaza. This image will be used to post the toll to your account, as long as the license plate is listed on your account. In the event we can not match the violation image to your account, the Maine Turnpike Authority will notify the vehicle owner to rectify the violation.

How does my *E-ZPass* Business Account work?

The account holder and any authorized contacts for your account may access *E-ZPass* Business Account information by calling the Maine Turnpike *E-ZPass* Business Department toll-free at 1-888-MTA-PASS (1-888-682-7277), Monday - Friday, 8 a.m. - 5 p.m. You will need your account number (included on your statement). If you are reporting a lost or stolen tag, you also will need the serial number of that tag.

Authorized personnel also will be able to access account information

on-line. For more information about this account feature, please contact the Maine Turnpike *E-ZPass* Business Department.

Prepaid Plans

Maine Turnpike *E-ZPass* Business Account customers with current Prepaid Plans, may use their *E-ZPass* tags on the Maine Turnpike and other *E-ZPass* toll facilities. Below are important details about how your plan is administered and kept current.

Account Statements: Detailed printed statements for Prepaid Plans are optional and available on a monthly basis. If you have chosen to receive monthly statements, a monthly fee will be deducted directly from your plan balance. For more information, please refer to the Maine Turnpike *E-ZPass* Business Account Terms & Conditions.

Payments: There are several ways to replenish your Prepaid Plan balance.

- Pay automatically with Automatic Replenishment using a valid credit card.
- Call the *E-ZPass* Business Department during normal business hours (Monday - Friday 8 a.m. - 5 p.m.) to make a payment using a valid credit card.
- Visit the *E-ZPass* Customer Service Center at 2360 Congress Street in Portland, Maine.

If you have chosen the automatic replenishment option, your plan balance will be replenished automatically when it reaches 25% of either your Minimum Prepaid Balance or Optional Higher Prepaid Balance, so designated when you applied for your *E-ZPass* Business Account.

Postpaid Plans

Maine Turnpike *E-ZPass* Business Account customers with current Postpaid Plans, receive volume discounts for travel on the Maine Turnpike, and are billed monthly. Below are important details about how your Postpaid Plan is administered and kept current.

Billing: Business customers with Postpaid Plans or Prepaid/Postpaid Combination Plans will receive a free monthly summarized bill for their Postpaid Plan tolls and charges. Detailed statements are available for an additional monthly fee. For more information, please refer to the Maine Turnpike *E-ZPass* Business Account Terms & Conditions.

Payments: Summarized invoices for your Postpaid Plan will be mailed monthly. Payment by cash, check or money order is due on the 10th of each month. (Credit cards are not accepted for payment on Postpaid Plans). Late payments are not eligible for volume discounts. For further information, please refer to the Maine Turnpike *E-ZPass* Business Account Terms & Conditions.

Prepaid / Postpaid Combination Plans

Business customers with Prepaid/Postpaid Combination Plans should review details for both plans above.

Keeping track of your *E-ZPass* tags

Every *E-ZPass* tag has a unique serial number printed on its front label. Your tags also come with a Tag Order Receipt listing all tags by serial number.

The list also includes each tag's Vehicle Reference Code (VRC). The VRC is a uniform vehicle identification system adopted by all *E-ZPass* agencies to assure compatibility. The VRC is determined by the vehicle's size, weight and number of axles and tires. It is very important that all of your vehicles are equipped with a tag of the correct VRC. Traveling with tags of the wrong VRC may subject your account to violations and fines.

We strongly recommend that you maintain a record of all your *E-ZPass* tags by serial number and VRC to assure that the right tags are assigned to the right vehicles. This record also will enable you to monitor the use of your tags and will be essential in the event that one of your tags becomes lost or stolen.

Transferring *E-ZPass* tags from vehicle to vehicle

You may transfer *E-ZPass* tags between different vehicles, as long as the vehicles are of the same VRC.

Please note: A violation may occur, if the VRC of the E-ZPass tag does not match the VRC of the vehicle in which it is traveling.

Lost or stolen *E-ZPass* tags

Each *E-ZPass* has a unique serial number imprinted on the front of the tag. It is very important that you maintain an inventory of your account tags and serial numbers and keep them for reference in case of loss. If a lost tag is reported, the Maine Turnpike will use the serial number to deactivate the tag and prevent it from being used by an unauthorized user.

If an *E-ZPass* tag is lost or stolen, you should report it immediately to the Maine Turnpike *E-ZPass* Business Department at 1-888-MTA-PASS (1-888-682-7277), Monday - Friday, 8 a.m. - 5 p.m. You also may arrange to purchase a replacement tag at that time. *Please note: Allow 48 hours for deactivation of an E-ZPass tag on a non-Maine facility, after it is reported lost or stolen.*

Defective *E-ZPass* tags

Your *E-ZPass* tags are guaranteed for three years from the date of issue. If you believe your tag is defective, please return it to the Maine Turnpike *E-ZPass* Business Department for testing and evaluation. If a tag becomes defective within the first three years, the Maine Turnpike Authority will replace it free of charge. If the tag shows signs of misuse or abuse, the account holder is responsible for purchasing any replacement tag.

Installing your new *E-ZPass* tags

For proper installation please refer to the E-ZPass tag mounting instructions provided with your tag purchase.

Please note: E-ZPass system signals have a relatively narrow range, making it extremely important that your tags are installed properly and in the right location.

If you have questions about your Maine Turnpike *E-ZPass* Business Account, please call or visit us Monday-Friday, 8 a.m. - 5 p.m. at:

Maine Turnpike Authority
E-ZPass Business Department
2360 Congress Street, Portland, Maine
1-888-MTA-PASS (1-888-682-7277)

All written correspondence should be sent to:

Maine Turnpike Authority
E-ZPass Business Department
2360 Congress Street, Portland, Maine 04102

E-ZPass®

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