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

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

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 Hamsphire, 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.ezpassmaineturnpike.com.

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

An electronic "tag" is attached to the windshield 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.

- Tolls for travel on the Maine Turnpike and other *E-ZPass* facilities are charged to your balance.

- When paying cash tolls, you must use a staffed lane and your *E-ZPass* tag must be placed in the silver shielding bag provided or removed from the vehicle. For license plate tags or if you forgot to remove your tag, you must tell the collector you have an *E-ZPass* and ask to have the transaction cancelled when you pay the appropriate cash toll.

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* Personal Account Terms & Conditions;
- Come to a complete stop at staffed lanes;
- Do not get out of your vehicle in the toll lane.

Shielding bag & preventing unintended transactions

Each *E-ZPass* tag you ordered comes 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 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 seal the *E-ZPass* tag in the shielding bag to prevent the toll from being charged to your account.

Violations

If you maintain your Maine Turnpike *E-ZPass* account in good standing and current license plate information on our system, 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. In the event we can not match the violation image to your account, the Maine Turnpike will notify the vehicle owner to rectify the violation.

Towing a Trailer

You may use your Maine Turnpike *E-ZPass* to pay tolls when occasionally towing a trailer. The Maine Turnpike's *E-ZPass* system will identify the size of your vehicle as it passes through the toll lane and adjust the toll accordingly. Many other toll facilities do not offer this feature. Be sure to check with the toll facility before using your *E-ZPass* to pay a toll while towing a trailer.

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

You may access your *E-ZPass* Personal Account information online at www.ezpassmaineturnpike.com or by calling the Maine Turnpike *E-ZPass* Customer Service Center toll-free at 1-888-MTA-PASS (1-888-682-7277), Monday - Friday, 8 a.m. - 5 p.m.

Account Statements

Your Personal Account statement information is available online at www.ezpassmaineturnpike.com.

Printed statements are available on a monthly basis for a fee that is deducted from your prepaid balance. For more information, please refer to the Maine Turnpike *E-ZPass* Personal Account Terms & Conditions.

Prepaid Balance Payments

There are a variety of ways to replenish your prepaid balance:

- Pay automatically with Automatic Replenishment using a valid credit card;
- Pay online anytime at www.ezpassmaineturnpike.com. Please note: You will need your account number and PIN code for online transactions;
- Call the *E-ZPass* Customer Service Center 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 (Monday - Friday, 8 a.m. - 5 p.m.);

If you have chosen the automatic replenishment option, your Personal Account prepaid balance will be replenished automatically when it reaches the predetermined low balance amount based on the number of tags on your account. See *E-ZPass* Personal Account Terms & Conditions for required low balance and replenishment amounts.

Keeping track of your *E-ZPass* tags

You may purchase up to four tags on your Maine Turnpike *E-ZPass* Personal Account. Each *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. Your account number also appears on this receipt. Please keep it in a safe place for furture reference.

We strongly recommend that you maintain a record of all your *E-ZPass* tags by serial number to ensure 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

E-ZPass agencies have different rules about transferring *E-ZPass* tags from one vehicle to another. When you travel on the Maine Turnpike, you may transfer your *E-ZPass* tags between vehicles with two axles and a maximum of 4 tires, including the following vehicles and Vehicle Reference Code numbers: passenger cars (72), passenger vans (264 and 266), pickup trucks (200 and 202) and motorcycles (136 and 140).

Lost or stolen *E-ZPass* tag

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. When you report a lost or stolen tag, the Maine Turnpike will use the serial number to deactivate the tag.

If an *E-ZPass* tag is lost or stolen, you should report it immediately to the Maine Turnpike *E-ZPass* Customer Service Center at 1-888-MTA-PASS (1-888-682-7277), Monday - Friday, 8 a.m. - 5 p.m., or online at www.ezpassmaineturnpike.com.

You also may arrange to purchase a replacement tag at that time. Please be aware that the account holder is responsible for all charges on a tag until it is reported lost or stolen.

Defective *E-ZPass* tag

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* Customer Service Center for testing and evaluation.

If a tag becomes defective within the first three years, the Maine Turnpike will replace it free of charge. If the tag shows signs of misuse or abuse, the account holder is responsible for purchasing a replacement tag.

Installing your new *E-ZPass* tag

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* Personal Account , please call or visit us Monday-Friday, 8 a.m. - 5 p.m. at:

Maine Turnpike Authority
E-ZPass Customer Service Center
2360 Congress Street, Portland, Maine
1-888-MTA-PASS (1-888-682-7277)
www.ezpassmaineturnpike.com

All written correspondence should be sent to:
Maine Turnpike Authority
E-ZPass Customer Service Center
2360 Congress Street, Portland, Maine 04102

E-ZPass®