New York Customer Service Centers

Albany
Four Executive Park Drive
Albany, NY 12203-3717

Grand Island
2293 Grand Island Boulevard
Grand Island, NY 14702

Queens
19-02 Whitestone Expressway
College Point, NY 11357

Nanuet
Rockland Plaza
Route 59 and Middletown Rd.
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

To open an E-ZPass account,
visit
www.e-zpassNY.com

or
phone toll free:
1-800-333-TOLL (8655)

Text Telephone: TDD/TTY 1-800-772-7935
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 www.e-zpassNY.com.

The entire New York State Thruway including:
- New Rochelle Barrier
- Harriman Barrier
- Yonkers Barrier
- Buffalo City Line Barrier
- Tappan Zee Bridge
- Rip Van Winkle Bridge
- Kingston-Rhinecliff Bridge
- Mid-Hudson Bridge
- Bayonne Bridge
- George Washington Bridge
- Goethals Bridge
- Holland Tunnel
- Lincoln Tunnel
- Outerbridge Crossing
- Buffalo and Fort Erie Public Bridge Authority (Peace Bridge)

MTA Bridges and Tunnels
- Bronx-Whitestone Bridge
- Brooklyn-Battery Tunnel
- Cross Bay Veterans Memorial Bridge
- Henry Hudson Bridge (no trucks permitted)
- Marine Parkway-Gil Hodges Memorial Bridge
- Queens Midtown Tunnel
- Throgs Neck Bridge
- Triborough Bridge
- Verrazano-Narrows Bridge

The Port Authority of NY & NJ

Bridges
- Rip Van Winkle Bridge
- Newburgh-Beacon Bridge
- Bear Mountain Bridge

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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, not held in your hand
- Come to a complete stop at staffed lanes
- Do not get out of your vehicle in the toll lane
Welcome To The Quick and Easy Way to Pay Tolls

Now that you’ve received your E-ZPass Tag, you are ready to begin enjoying the convenience of electronic toll collection that uses the latest technologies to improve the way you do business. You’ll be able to pass through toll plazas, without fumbling for cash, tickets or tokens or rolling down your window.

E-ZPass users help reduce congestion and auto emissions caused by idling engines. Additionally, E-ZPass Tagholders have the advantage of quick and easy toll payment.

There are even more E-ZPass advantages for businesses

- Same Tag can be used at MTA Bridges and Tunnels, Port Authority of New York and New Jersey, the New York State Thruway, New York State Bridge Authority, and Buffalo and Fort Erie Public Bridge Authority (Peace Bridge) wherever you see the E-ZPass sign displayed.

- There is no need to collect the individual receipts or provide drivers with large amounts of cash.

- Receive your statement via e-mail.

- Tags can be used on more than one vehicle provided they are the same type, class and Tag mounting location.

- There is a special Business Unit Call Center. Please call the Customer Service Center at 1-800-333-TOLL (8655) and ask to be connected to the Business Unit.

ACCOUNT INFORMATION

Record here:
Account Number __________________________
Pin Number __________________________
(For identification purposes when calling E-ZPass)
Password __________________________
(To access the E-ZPass NY website)

www.e-zpassNY.com
1-800-333-TOLL (8655)

How To Install Your E-ZPass Tag

Your E-ZPass Tag contains a computerized chip with information identifying your account. The Tag’s information is instantly verified, combined with information from the toll plaza, the appropriate toll is calculated and deducted from your prepaid E-ZPass account. A message is displayed to you, just beyond the toll booth, at certain lanes.

Upon establishment of your E-ZPass account, you received interior and/or exterior Tags. Properly installing the E-ZPass Tag in your vehicle is easy and essential.

IMPORTANT:

- If you picked up your Tag at any of the Customer Service Centers, you must wait 36 hours before installing and using your Tag; 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.
You Can Also Use Your Tag In Other Vehicles

You may use your Tag on a vehicle of the same toll class. Use of a Tag on a different toll class may result in administrative fees. 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 New York State Thruway, New York State Bridge Authority, or Buffalo and Fort Erie Public Bridge Authority (Peace Bridge) facilities unless you have obtained a Tag programmed for towing such vehicle. Use the staffed lane. At Port Authority and MTA B&T plazas, you may use either an “E-ZPass Only” or a “Full Service” 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.

Use of Your Tags on Specific Company Vehicles

Tags may only be used on those vehicles that are registered by your company for E-ZPass use. The vehicle description and the mounting location of the Tag on the vehicle both must match that which is noted on the Tag’s label. Tags are transferable only among company vehicles of the same description and mounting location. If you wish to transfer a Tag to a company vehicle that has not been registered with E-ZPass, contact the Customer Service Center at 1-800-333-TOLL (8655) and document the call by sending written notice from your authorized representative.

If necessary, a Tag may be returned to the Customer Service Center to be reprogrammed (at no cost) for use with a different type of vehicle.

If You Don’t Want To Use Your Interior Tag

If you don’t want your interior Tag to be read at a particular toll plaza, be sure to place the Tag in the silver “read prevention” bag prior to entering the toll plaza area. If you need a “read prevention” bag, visit www.e-zpassNY.com, or call the Customer Service Center at 1-800-333-TOLL (8655).

Installation Instructions

Passenger Vehicles

Interior Tag:

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)
Exterior License Plate Tag:
1. Mount your exterior license plate Tag at the top of your front license plate, with the rounded side facing outward, and the label facing in an upward readable position.
2. You may use the bolts already on your license plate. Longer bolts and one-way tamper-proof bolts are available at the E-ZPass Customer Service Center upon request.
3. Failure to mount your Tag properly may result in Tag read problems.

Commercial Vehicles
Please refer to the insert(s) in your Tag kit for instructions on mounting your Tag.

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. All single unit vehicles towing a trailer or vehicle and tractors hauling two trailers (tandem combinations) must use the staffed lanes.

Port Authority of NY&NJ
All Port Authority lanes accept E-ZPass. Lanes marked “Cash/E-ZPass” also accept cash. A full stop is required in these lanes. “E-ZPass Only” lanes allow Tagholders to proceed through the toll lane at the posted speed limit.

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. All single unit vehicles towing a trailer or vehicle and tractors hauling two trailers (tandem combinations) must use the staffed lanes.

Buffalo and Fort Erie Public Bridge Authority (Peace Bridge)
All Peace Bridge E-ZPass dedicated lanes can be identified by the overhead “E-ZPass Only” sign. All “Cash Lanes” accept E-ZPass as well. All single unit vehicles towing a trailer or vehicle and tractors hauling two trailers (tandem combinations) must use the “Cash Lanes.”

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. Trucks must not use E-ZPass lanes which have truck prohibition signs. Trucks using these lanes may cause and be liable for damage and may be subject to violations.

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 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.
- If you replenish an account that has insufficient funds by cash or check, you must wait 36 hours before using your Tag again.
**E-Z Ways to Contact Us**

To use our automated systems you will need the following:

<table>
<thead>
<tr>
<th>Function</th>
<th>Web Site</th>
<th>Automated Telephone System</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Account Balance</strong></td>
<td><a href="http://www.e-zpassNY.com">www.e-zpassNY.com</a></td>
<td>- Select Option 1&lt;br&gt;  - Enter Account #&lt;br&gt;  - Press “1” to Confirm Account #</td>
</tr>
<tr>
<td><strong>Recent Payment Information</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Enter Account #&lt;br&gt;  - Enter PIN&lt;br&gt;  - Select Option 1</td>
</tr>
<tr>
<td><strong>Toll Transactions</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Stay on the line for an Operator</td>
</tr>
<tr>
<td><strong>Update Credit Card Expiration Date</strong></td>
<td></td>
<td>- Select Option 2&lt;br&gt;  - Enter Account #&lt;br&gt;  - Press “1” to Confirm Account #&lt;br&gt;  - Enter PIN&lt;br&gt;  - Press 1 To Change Credit Card Expiration Date Or,&lt;br&gt;  - Press 2 To Change Credit Card Number</td>
</tr>
<tr>
<td><strong>Update Credit Card Number</strong></td>
<td></td>
<td>- Select Option 2&lt;br&gt;  - Enter Account #&lt;br&gt;  - Press “1” to Confirm Account #&lt;br&gt;  - Enter PIN&lt;br&gt;  - Press 3 To Make A One-Time Payment</td>
</tr>
<tr>
<td><strong>One-Time Payment</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Stay on the line for an Operator</td>
</tr>
<tr>
<td><strong>Change PASSWORD/PIN</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Enter Account #&lt;br&gt;  - Press “1” to Confirm Account #&lt;br&gt;  - Enter PIN&lt;br&gt;  - Select Option 2</td>
</tr>
<tr>
<td><strong>Change Address</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Stay on the line for an Operator</td>
</tr>
<tr>
<td><strong>Update Vehicle Information</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Stay on the line for an Operator</td>
</tr>
<tr>
<td><strong>Request an Additional Tag</strong></td>
<td></td>
<td>- Select Option 5&lt;br&gt;  - Enter Account #&lt;br&gt;  - Press “1” to Confirm Account #&lt;br&gt;  - Enter PIN&lt;br&gt;  - Select Option 2</td>
</tr>
</tbody>
</table>

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

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, you can call 1-800-333-8655 and request that your PIN number be mailed to you.

[18x21]8 [0x0]9 [175x608]E-Z Ways to Contact Us
How Your Tag Works

1. As you pass through the E-ZPass facility, your E-ZPass Tag is read. Please note that the location of your Tag (roofmount, license plate, windshield) may vary depending on your vehicle type.

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 evaders.

5. A traffic signal and message is immediately displayed to you just beyond some E-ZPass facilities.

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 as a violator at Port Authority of New York and New Jersey and New York State Thruway Authority crossings. At MTA B&T, New York State Bridge Authority, and Buffalo and Fort Erie Public Bridge Authority (Peace Bridge) crossings, the gate will not go up, and you may be subject to administrative fees.

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 or by calling 1-800-333-TOLL (8655). Keep your account or Tag number and your PIN handy when you call or access the website. Your account number is included on your statement. If you have questions about 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 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. Your statement cycle is based upon the date your account is opened. If you wish, your statement can be sent to your e-mail address on a monthly basis. If there is no toll activity within the statement cycle you will not receive a statement.

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 you will be notified on your next statement.

Important messages will appear on your statement as needed. Please read them carefully.
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 25% of the replenishment amount. 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 website or automated phone system 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 www.e-zpassNY.com, or our automated phone system 1-800-333-TOLL (8655).
- 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 some E-ZPass lanes. 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.

Closing Your Account

To close your E-ZPass account, mail a letter signed by an authorized representative, indicating that the company would like to close the account. Send the letter to the E-ZPass Customer Service Center, P.O. Box 149004, Staten Island, NY 10314-9004. Return all Tags.

Suspending Accounts

Your account may be suspended for the following reasons:

- Insufficient funds
- Toll evasion
- Speeding at the toll plaza

To avoid suspension, please adhere to all rules and regulations pertaining to account balances, toll evasion and speeding.

Other E-ZPass Information

You should take reasonable precautions to protect your E-ZPass Tag. It is encoded with specific information about your account. Please remember to secure your vehicle to prevent theft. 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 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 debit your prepaid balance for the Tag cost at the prevailing rate; your account number will remain the same. You must request a replacement Tag as one will not be provided automatically. If you have reported your Tag lost or stolen, but later find it, do not use it. Contact the Customer Service Center at 1-800-333-TOLL (8655).
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 at the toll plaza 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 this happened at a PANYNJ facility, a violation notice will be mailed to you. 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 mailed payment can be posted to your account. Please wait 24-48 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 25% of the replenishment amount. If your interior 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.
- If you know that you don’t have sufficient funds in your E-ZPass account. If you have made a one-time payment on our automated phone system or website, please wait 24-48 hours before using your Tag.
- If you are using a different class vehicle (i.e., a car Tag in a truck).
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, access our website, www.e-zpassNY.com to change your credit card information, or call 1-800-333-TOLL (8655). 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 for each toll.

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, visit www.e-zpassNY.com, and switch your replenishment method to credit card, or call 1-800-333-TOLL (8655) and request an authorization form for automatic payment by credit card. Upon receipt, sign and return the form.

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 Tags.

What will it cost to open a Business E-ZPass Account?

To open an E-ZPass business account, you are required to prepay tolls for each commercial and passenger vehicle based on the number of axles, as well as monthly Tag leasing fees, all of which are specified in the Business application.

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 25% of the replenishment amount.

If you are a cash or check customer, a low balance message will display at certain toll lanes 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) to inquire about switching to automatic credit card replenishment, or visit our website to add the card to your account.

How many Tags can I get?

You can request an unlimited number of 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 at www.e-zpassNY.com, where you can view and print receipts for individual transactions.

Can a trailer be towed if the E-ZPass Tag is being used?

If you tow a trailer all the time, your Tag can be programmed to indicate that you are towing a trailer. If you tow a trailer occasionally, at MTA and Port Authority facilities, you may use any E-ZPass lane. At NYSTA, NYSBA, and Peace Bridge facilities, you must use staffed toll lanes.

Can I view my tolls online?

Yes, your toll information is available at the E-ZPass website at www.e-zpassNY.com, in the Toll Transactions for Business & Commercial Customers section.

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.ezpassNY.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 Business 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 MTA Bridges and Tunnels, the New York State Thruway Authority, and the Port Authority of New York and New Jersey. 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 above-mentioned 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 E-ZPass Account and the E-ZPass Tag(s) is used, 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 Account charges may result in penalties as provided by law.

d) You must approach and pass through E-ZPass lanes at the posted speed limit. Failure to obey the posted speed limit may result in suspension or revocation of your Tag.

e) You must comply with all applicable traffic laws, regulations, signs, signals, and directions of toll collectors and law enforcement officers.

2. TAG USE
a) You may use the Tag on the vehicle(s) specifically listed on your Application.

b) In accordance with Section 5 herein, you must surrender a Tag immediately upon request.

c) When you use the Tag at any E-ZPass facility, you authorize E-ZPass to debit your Account for charges incurred.

d) If you use the Tag on facilities other than New York E-ZPass facilities, you are subject to the laws and regulations governing such use.

e) 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 will be assessed a monthly Tag fee in the amount of $0.50 per Tag.

c) No interest will be paid on balances in your Account.

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) Administrative fees may be billed directly to your Account. In addition to any other remedies you may have at law, you may contest the imposition of charges or administrative fees to the E-ZPass Customer Service Center. Such challenge must be in writing and must be made within 180 days from the date of the transaction.

4. ACCOUNT PRE-PAYMENT
a) You must pay a minimum prepaid amount sufficient to pay Account charges 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 payment method. 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 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 periodically thereafter. If your monthly use is consistently above or below your prepaid amount, E-ZPass will adjust your prepaid amount to approximate a month’s level of use.

d) If you have chosen to replenish your Account with a credit card, you may enroll 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 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 an administrative fee 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 the Tag without properly attaching it to your vehicle, you may incur an administrative fee of up to $50 per occurrence.

6 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 the E-ZPass Customer Service Center, E-ZPass will replace the Tag at no charge.

7 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.

8 TERMINATION
You may terminate this Agreement at any time by returning all Tags and notifying E-ZPass in writing. Tags should be returned to an E-ZPass Customer Service Center in person or by certified mail. Tags remain the property of the agencies providing E-ZPass services. Upon termination and return of the Tag(s), your Account balance, if any, will be refunded to you. All outstanding charges will be deducted prior to such refund.

9 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.

10 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 affect.

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

12 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.

13 INQUIRIES AND CORRESPONDENCE
Please send all correspondence, payments, Tag returns, or violation inquiries to:

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

Correspondence:
PO Box 15185
Albany, NY 12212-5185

14 SCHEDULE OF TAG SALES/ADMINISTRATIVE FEES

<table>
<thead>
<tr>
<th>Description</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cost of Tag if damaged, lost or stolen</td>
<td>$23.00</td>
</tr>
<tr>
<td></td>
<td>$33.00</td>
</tr>
<tr>
<td>Returned check fee</td>
<td>$25.00</td>
</tr>
<tr>
<td>Duplicate copy of statement</td>
<td>$2.00</td>
</tr>
<tr>
<td>Tag misuse/violation administrative fees</td>
<td>Up to $50.00</td>
</tr>
<tr>
<td>Tag retention fees</td>
<td>Up to $25.00</td>
</tr>
<tr>
<td>Monthly Tag fee</td>
<td>$.50 per Tag</td>
</tr>
<tr>
<td>Account Revocation fee</td>
<td>$25.00</td>
</tr>
</tbody>
</table>

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

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