

**OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION (“COMMISSION”)  
E-ZPASS TERMS AND CONDITIONS  
POSTPAID WITH PREPAID OPTION FOR NON-OHIO TOLLS**

1. Travel on the Ohio Turnpike and all other fees listed below will be charged to your postpaid account and included on your monthly invoice.
2. Postpaid accounts require annual Ohio Turnpike usage of at least **\$1,000.00** and a surety bond in an amount equal to three months' tolls on the Ohio Turnpike or a minimum of **\$3,000.00**, whichever is greater.
3. Accounts will be assessed a \$3.00 shipping and handling fee for each transponder ordered from the Commission's Customer Service Center. All Customers will be assessed a \$0.75 per month service fee per transponder for each transponder that is used for less than 30 trips in the previous month.
4. Inactive accounts will continue to be charged the monthly service fee of \$0.75 per transponder.
5. Customers must properly mount transponders to their vehicles in accordance with the transponder manufacturer's instructions.
6. The Customer will continue to be responsible for all tolls incurred through the end of the day of notification to the Commission that a transponder has been lost or stolen. Transponders reported lost or stolen will no longer be assessed a \$0.75 per month transponder service fee. If a transponder is lost, stolen or damaged within the first four years, the Customer will be assessed a \$25.00 replacement fee plus \$3.00 shipping and handling. Customers are required to report lost or stolen transponders immediately either online at [www.ohioturnpike.org](http://www.ohioturnpike.org) or by phone at (440) 971-2222.
7. E-ZPass transponder usage is limited to one toll transaction per trip (one entry, one exit). Under no circumstance will a toll collector hold a transponder so that another vehicle can use the same transponder.
8. Cash payment upon exit will be required if the Customer's account is suspended at the time of the toll transaction.
9. All transponders on a closed account must be returned in good working condition within 30 days from the date of account cancellation to avoid a \$25.00 charge per transponder. Transponders that fail through no fault of the Customer and are returned will not be assessed a fee. The standard \$0.75 per month service fee will be applied to the replacement transponder.
10. All transponders shall remain the property of the Ohio Turnpike and Infrastructure Commission. The Customer agrees to surrender possession of all transponders immediately upon request by the Commission. A \$25.00 fee will be assessed on each unreturned transponder.
11. Postpaid account invoices will be mailed monthly. Monthly invoices must be paid by check or electronic funds transfer (EFT). Postpaid invoices 30 days or more past due will be assessed a monthly late fee of 1.25% of the unpaid balance.
12. Monthly invoice detail may be viewed and downloaded online free of charge. Customers requesting printed detail to be mailed to them will be assessed a \$1.00 fee per each five transponders up to a maximum fee of \$10.00 per invoice.
13. The Customer may cancel or update their E-ZPass account information at any time online at [www.ohioturnpike.org](http://www.ohioturnpike.org), by fax to (440) 891-3523, or by mail or phone call to the Customer Service Center at (440) 971-2222. In the event the Customer's account is terminated, the Customer must return all transponders.
14. All non-Ohio E-ZPass tolls will be charged against the Customer's prepaid account balance. A valid VISA, MasterCard, Discover or American Express credit card is required to post a beginning prepaid balance of \$25.00 per transponder. Customers with postpaid accounts who do not establish a prepaid account for non-Ohio E-ZPass transactions may be subject to fines or penalties assessed by other toll authorities if they attempt to use Ohio Turnpike transponders to pay non-Ohio tolls.

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15. The Commission will charge the Customer’s designated VISA, MasterCard, Discover or American Express credit card a prepaid beginning balance of \$25.00 for each transponder requested. This amount will be credited to the Customer’s prepaid portion of the account and will be available to pay non-Ohio E-ZPass tolls and other fees and charges. The Customer may request a higher initial balance, as indicated on the application.
16. For the prepaid portion of an E-ZPass account, 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.
17. When the Customer’s prepaid account balance drops below a cumulative balance of \$10.00 per transponder, the account will be replenished with a charge to the Customer’s designated credit card the amount of: a) the average monthly non-Ohio E-ZPass tolls incurred over the past 90 days; or b) the amount needed to return the account balance to \$25.00 per transponder, whichever is greater.
18. A Customer’s prepaid 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 card is declined when the Commission attempts to replenish the account. In this case, the Customer’s account will be immediately suspended until new data is furnished to the Commission. The Commission shall have the option to cancel and close the account at any time.
19. 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 card(s) on file.
20. Prepaid account statements showing detailed transactions will be available upon account replenishment. Customers with a valid e-mail address on file will be notified electronically when their prepaid statement is ready. Customers can access their statement detail online at [www.ohioturnpike.org](http://www.ohioturnpike.org) free of charge. Customers requesting printed statements to be mailed to them will be assessed a \$1.00 fee per each five transponders up to a maximum fee of \$10.00 per statement.
21. Should the balance in the Customer’s prepaid 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.
22. E-ZPass accounts may be suspended for: a) delinquent or non-payment of invoices; b) insufficient surety bond coverage; c) credit card replenishment failure; or d) violations of any other Terms and Conditions. All transponders will be ineffective during suspension for both non-Ohio and Ohio toll charges.
23. Upon termination, the Commission will refund any positive balance in the prepaid portion of the account by crediting the Customer’s VISA, MasterCard, Discover or American Express credit card. A check payable to the Customer may be issued at the sole option of the Commission.
24. The Commission may modify the E-ZPass Terms and Conditions and Application at any time with notification to Customers.
25. Ohio E-ZPass Terms and Conditions shall be governed by and construed in accordance with the laws of the State of Ohio.