



## *A few reasons your E-ZPass Plus tag didn't work properly.*

The Port Authority of New York and New Jersey appreciates your attempt to use our newly introduced E-ZPass Plus program and we apologize for any inconvenience you may have experienced processing your transaction. Listed below are some of the common reasons your tag didn't work.

- ▶ *Your E-ZPass account is not handled by the New Jersey or New York Service Center.*

E-ZPass Plus is currently available only to customers who established their account with The Port Authority of New York and New Jersey, the MTA Bridges and Tunnels or the New York State Thruway Authority. (The name of the agency that issued your E-ZPass tag is printed on the upper right corner of the label on your E-ZPass tag.) If you established your account through another agency, you will be able to use E-ZPass for airport parking at a later date.

- ▶ *Your E-ZPass account uses check or cash replenishment.*

E-ZPass Plus is only available to those customers who replenish their accounts by automatic credit card deduction. You can change your account to credit card replenishment by calling either the New Jersey or New York Customer Service Center or logging onto their web site.

- ▶ *The credit card used to replenish your E-ZPass account is over its limit or is no longer authorized to accept charges.*

E-ZPass Plus requires that a valid credit card be used for payment transactions. To assign a different credit card to your E-ZPass account, please call either the New Jersey or New York Customer Service Center.

- ▶ *Your E-ZPass tag is no longer functioning.*

If this is the case, your E-ZPass tag will not work at any E-ZPass facility. Please contact the New Jersey or New York Customer Service Center for information about obtaining replacement tags.

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*If you have additional questions about your E-ZPass, please contact the service center that handles your account:*

- ▶ New Jersey Customer Service Center  
1-888-288-6865 or [www.ezpass.com](http://www.ezpass.com)
- ▶ New York Customer Service Center  
1-800-333-8655 or [www.e-zpassNY.com](http://www.e-zpassNY.com)
- ▶ Delaware River Port Authority  
1-800-881-3772 or [www.drpa.org](http://www.drpa.org)
- ▶ Pennsylvania Turnpike Authority  
1-877-736-6727 or [www.paturnpike.com](http://www.paturnpike.com)
- ▶ Massachusetts Turnpike Authority  
1-877-525-3278 or [www.mtafastlane.com](http://www.mtafastlane.com)
- ▶ West Virginia Parkways Authority  
1-800-206-6222 or [www.wvturnpike.com](http://www.wvturnpike.com)
- ▶ Maryland Transportation Authority  
1-888-321-6824 or [www.ezpassmd.com](http://www.ezpassmd.com)

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