

The Illinois Tollway is encouraging customers to mount an I-PASS in every car that uses the Tollway in order to receive a 50 percent discount on tolls.

### WHAT CUSTOMERS NEED TO KNOW

I-PASS customers with transponders qualify for a lower rate on their unpaid tolls, but that lower rate requires a few things:

- **Transponder Present**—Customers must have a transponder properly mounted in the vehicle to receive the I-PASS rate. As a courtesy, I-PASS customers do receive an exemption of up to five (5) transactions each month before being charged the cash rate.
- **Payment in Good Standing**—To avoid being invoiced for unpaid tolls, customers are obligated to keep their payment information up to date. If the Tollway attempts to charge a customer and the payment does not process, the customer will be notified via robocall, email, text and postcard.
- **Accurate Vehicle/Plate List**— If you travel in a vehicle on the Tollway without a transponder *and* the vehicle is not listed on the account—an invoice with added fees will be issued. In this instance, the Illinois Tollway has no way of associating the vehicle with the I-PASS account holder. If you purchase a vehicle, be sure to add the vehicle on to your I-PASS account.
- **Current Contact Info**—The Illinois Tollway send emails, texts, mail, and robocalls to customers regarding payments and payment issues. To ensure customers know when there are issues, contact information must be current.

## QUESTIONS WE HEAR

### Can I move my transponder between my cars?

Transponders can be shared between cars and motorcycles registered to the same I-PASS account, but the transponder must be properly mounted in your vehicle whenever you drive on the Tollway. However, sharing a transponder puts you at risk of forgetting to move the transponder.

### Do I need an account for each of my transponders?

No, I-PASS allows all transponders to draw from the same, single prepaid account balance. This means each transponder does not need to maintain a separate balance. If multiple vehicles are sharing a single transponder, each license plate must be registered to the I-PASS account.

I-PASS customers can use online account management to add a vehicle by visiting [getipass.com](http://getipass.com) and logging into their account.



GET

# I-PASS

and **GET GOING**

## WHERE TO GET AN I-PASS

### ONLINE



Visit [illinoistollway.com](http://illinoistollway.com) and click "Get I-PASS".

### IN PERSON



#### Customer Service Centers

I-PASS transponders for passenger or commercial vehicles are available at the Downers Grove Tollway Headquarters and these Oases locations: Belvidere, Lake Forest, Chicago Southland Lincoln

#### Jewel-Osco

I-PASS transponders for passenger vehicles are available at nearly 200 Jewel-Osco locations.

#### Road Ranger

I-PASS transponders for passenger or commercial vehicles are available at six Road Ranger locations in Northern Illinois:

- Hampshire
- Loves Park
- Rockford
- Rochelle
- South Beloit
- Winnebago