

## HOW I-PASS WORKS

As your vehicle travels through a toll plaza, a radio antenna sends a signal to your I-PASS transponder that triggers the deduction of a toll from your account.

### How do I know if my toll was deducted?

I-PASS customers should regularly check their account transaction history online at [illinoistollway.com](http://illinoistollway.com).

*Remember: Open road tolling lanes do not indicate transponder or account status.*

### Where can I use I-PASS?

You can use your I-PASS in all lanes on the Illinois Tollway. I-PASS also is accepted on E-ZPass roads throughout 19 states. This includes the Chicago Skyway and the Indiana Toll Road.

## MANAGING YOUR I-PASS ACCOUNT

### Automatic Balance Replenishment

With automatically replenish set on your I-PASS account, you preauthorize the Illinois Tollway to charge your credit or debit card. As long as you keep your I-PASS account up-to-date with new credit or debit card numbers and expiration dates, your account balance will automatically replenish.

### Shared Balance

Shared Balance allows customers with multiple transponders on one account to share the funds from one account balance. Convenient for families and businesses, Shared Balance does not require each I-PASS transponder to maintain its own balance; rather, all transponders draw from the same, single prepaid account balance. Customers with heavy toll usage should increase their replenishment level to avoid frequent credit card charges. The replenishment amount can be set by accessing your account online at [illinoistollway.com](http://illinoistollway.com) or by calling 1-800-UC-IPASS (1-800-824- 7277).

### Online Account Management Avoid Violations

Online account management gives you 24/7 access to your I-PASS account. To set up online account access, you need your transponder number or account number, as well as the number of the driver's license registered to the account.

Visit [illinoistollway.com](http://illinoistollway.com) to take advantage of these services:

- Update account information, including:
  - Credit or debit card number and expiration date
  - Vehicle license plate numbers and types
  - Contact information
- Add funds to your account
- View transaction history
- Sign up for automatic balance replenishment
- Activate a new transponder

### Avoid Incurring Additional Fees or Fines

I-PASS customers have a responsibility to keep their account information updated. More than half of all fines on the Illinois Tollway are from I-PASS customers who fail to update their accounts. Make sure your license plates are registered and accurate and that your credit and debit card numbers and expiration dates are current.

### Additional Payment Methods

**Pay by Phone** at 1-800-UC-IPASS (1-800-824-7277). Use credit or debit cards or I-PASS gift cards. Purchase I-PASS gift cards in \$20 increments at any Jewel-Osco in Northern Illinois, select Road Ranger locations, or at any of the Tollway Customer Service Centers.

**Pay by Mail** by sending checks, money orders or cashier's checks to I-PASS, P.O. Box 5544, Chicago, IL 60680-5544.

*NOTE: Please make all checks, money orders or cashier's checks payable to **Illinois Tollway** and include your I-PASS account number on the check.*

**Pay in Person** with cash, checks, money orders, cashier's checks, credit and debit cards and I-PASS gift cards.

#### *Illinois Tollway Headquarters*

2700 Ogden Avenue  
Downers Grove, Illinois 60515  
Weekdays 8 a.m. to 5:30 p.m.

#### *Tollway Oases*

I-94/I-294/I-80 Lake Forest and Chicago Southland Lincoln  
I-90 Belvidere  
Weekdays 10 a.m. to 5 p.m.

## FREQUENTLY ASKED QUESTIONS

### *Is my new transponder immediately available for use?*

Activation is required for transponders obtained at a Jewel-Osco or Road Ranger location. The activation phone number is 800-824-7277. Once activated, transponders are ready for use within 24 hours in Illinois and within 48 hours in other states that accept I-PASS.

### *Do I have to come to a complete stop in manual toll lanes even though I have an I-PASS?*

You must come to a complete stop in any toll collection lane with a stop sign.

### *What if I have gone through a toll plaza with no balance on my account?*

Immediately replenish your account balance by visiting [illinoistollway.com](http://illinoistollway.com), calling 1-800-UC-IPASS (1-800-824-7277) or visiting a Customer Service Center.

### *Do I need an I-PASS transponder in every vehicle?*

Yes, be sure to register each vehicle to your I-PASS account with the correct license plate number and license plate type. All vehicles must have a properly mounted transponder in the vehicle when driving through toll plazas.

If a transponder is not detected, we post a "video toll" to your account. After five video tolls on a single license plate in one month, you will lose the I-PASS discount on tolls for that license plate, and any subsequent video tolls to that plate will post at the full cash rate for the remainder of the month.

### *Can I use my transponder if I occasionally pull a trailer?*

Yes. The Illinois Tollway's electronic tolling system will automatically calculate and deduct the proper toll.\*

### *Can I use I-PASS on a motorcycle?*

Yes.

### *Where can I get additional I-PASS mounting strips?*

You can obtain mounting strips at any Customer Service Center or Jewel-Osco customer service desk.

### *If I find an incorrect toll posted to my I-PASS account, how long do I have to dispute it?*

The Tollway will review disputed I-PASS transactions that occurred on the Illinois Tollway up to 90 days after the date that the transaction is posted to your I-PASS account and up to 60 days for I-PASS transactions that occurred on other roads. (Note that the Chicago Skyway is not affiliated with the Illinois Tollway. Tolls on the Chicago Skyway are limited to the 60-day dispute period.)

### *What do I do if my transponder is not working?*

You will need to exchange your transponder for a new unit. This exchange can be done in person at a Customer Service Center or by certified mail. To exchange your transponder by certified mail, send the transponder, wrapped in foil, with a letter requesting an exchange to I-PASS Fulfillment Center, P.O. Box 806518, Chicago, IL 60680. A new unit will be shipped upon receipt of your old transponder.

### *How do I close my I-PASS account?*

You can close your account in person at a Customer Service Center or by certified mail.

- If mailing, send your transponder, wrapped in foil, with a letter requesting that the I-PASS account be closed. The letter also should include your return address. Your balance and deposit will be refunded within 45 days of receipt of the request, provided the transponder is returned in good condition.
- If a transponder has been painted, designed, tampered with or is not returned, the deposit will be forfeited.
- If closing your account by certified mail, please send the transponder to I-PASS Fulfillment Center, P.O. Box 806518, Chicago, IL 60680. If you opened your I-PASS account with cash or a check, a refund check for the remaining account balance will be mailed to the address indicated in the letter.
- If you opened your account with a credit or debit card, the credit or debit card registered on the account will be credited. If that is unsuccessful, a refund check will be issued.

*\* Vehicles (including their trailers) that exceed four tires and two axles, and that are traveling on E-ZPass roads, must exchange their I-PASS transponder for the compatible E-ZPass "blue" transponder available at every Tollway Customer Service Center and at select Road Ranger outlets.*

*NOTE: All I-PASS account holders must visit [illinoistollway.com](http://illinoistollway.com) and click on the link titled "View I-PASS Agreement." By using your transponder, you agree to the terms outlined in this document. If you cannot access the online version and need a printed copy, please call 1-800-UC-IPASS (1-800-824-7277).*

## IMPORTANT CONTACTS

**I-PASS Customer Service:** 1-800-UC-IPASS (1-800-824-7277)

**Illinois Tollway Headquarters:** 1-630-241-6800

**Activate I-PASS transponder:** 1-800-UC-IPASS  
(1-800-824-7277)

**\*999 (cell):** Report a road incident



**Thank you for joining the I-PASS family!**