



OCTOBER 2008

PrePass Update

Upcoming Driver Appreciation Event

Sponsored by PrePass, CHP and the California Trucking Association

Desert Hills Inspection Facility
I-10 West of Palm Springs, CA
October 22, 2008
10:00 AM to 4:00 PM

If you are in the neighborhood, stop by for some food and fun!

Bring your friends and get \$10 off your bill when they sign up for PrePass

Website Wows

The PrePass website now includes many new features to help you manage your PrePass account more effectively. Point your web browser to <http://www.PrePass.com>, select "My PrePass" from the navigation bar, and choose "I am an existing PrePass customer" to create a login. Answer a few simple questions and you will be able to do things like view your bypass activity, reassign transponders and pay bills online!

No Light = No Bypass

If your transponder gives no signal as you approach a site, you must stop at the station. If you do not pull in, you could be subject to penalties. If you continually have problems with your device and/or a particular site, please contact PrePass Customer Service.

Too Many Transponders?

There should never be more than one PrePass device installed in your vehicle at a time. If you have more than one transponder in your truck, please contact PrePass Customer Service at 1-800-PrePass (773-7277) to determine which device is assigned to your vehicle.

Managing Toll Violations

We are committed to helping our valued PrePass Plus customers resolve toll violations. If you are sent a violation notice from an E-ZPass agency, please take the steps below so that we can assist you.

1. Write the following information directly on the notice:

- Your name and telephone number;
- Your PrePass Plus account number;
- The unit, license plate and transponder number (starting with 0040...) of the violating vehicle; and,
- The date the vehicle was added to your account (if known).

2. Fax both sides of the form to 1-866-226-7157 — Attention: **PrePass Plus Violations Department**

The violation will be researched and we will work to have the administration fees waived. You will still be responsible for any other toll charges incurred as well as any fees that cannot be dismissed.

If you have questions regarding toll violations, please call PrePass Billing at 1-800-773-7277, option 5.