

CUSTOMER SERVICE OVERVIEW





Safety

Open Road Tolling revolutionizes safety over main line Toll Plazas



Convenience

Transponders and online payments expand opportunities for customers to conveniently pay tolls and avoid fees



Traffic Improvement

Traffic times reduced across the board by minimizing requirements to slow and stop for tolls



Enhanced Customer Service

Expand payment options to ensure all customers have an opportunity to experience the benefits of the Tollway system

GOALS FOR IMPROVED USER EXPERIENCE

The Tollway has been leading the way by making decades-long investments in improved roadway and toll paying experience, including one of the first systems to introduce open road tolling. This set up the Tollway to be uniquely positioned to respond to the pandemic in a customer-first approach.



Pay By Plate

New plate-based online payment option to ensure customers have easy way to pay grace period tolls



I-PASS Assist

Expanded benefits to include fee dismissal for income-eligible customers and reduced start-up cost



Invoicing

Tiered approach to invoicing customers over 120-day period, with lower fees instead of potential \$20 fines



Amnesty

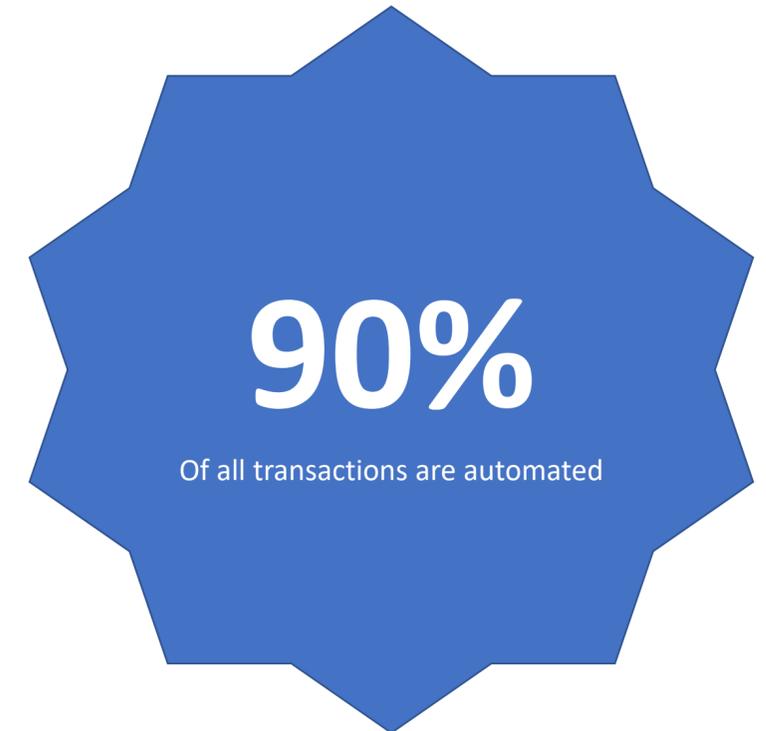
Between June 2020 and June 2022, \$20 and \$50 violation fines assessed prior to March 2020 were reduced to \$3 to align with new invoicing model

REFORM & RELIEF

The Tollway maintains a 14-day grace period – longest in the industry – that allows customers to pay unpaid tolls with no additional fines or fees.

OPTIONS FOR CUSTOMERS

- ✓ More than 5.3 million I-PASS accounts
- ✓ Pay By Plate online payment option adopted by over 3.2 million customers
- ✓ Launched smartphone app for I-PASS and Pay By Plate – in use by 560,000 customers
- ✓ I-PASS Assist for income-eligible customers includes more than 14,600 active accounts



PAY-BY-PLATE

VIOLATION PROGRAM

Prior to receiving a notice with violation fines, customers will have options.



Notice of Violation

Will receive additional 30 days notice that toll violation fines may be imposed (after initial 120 day invoice period)



Due process

Have the opportunity to contest the violations



Last Chance Discount

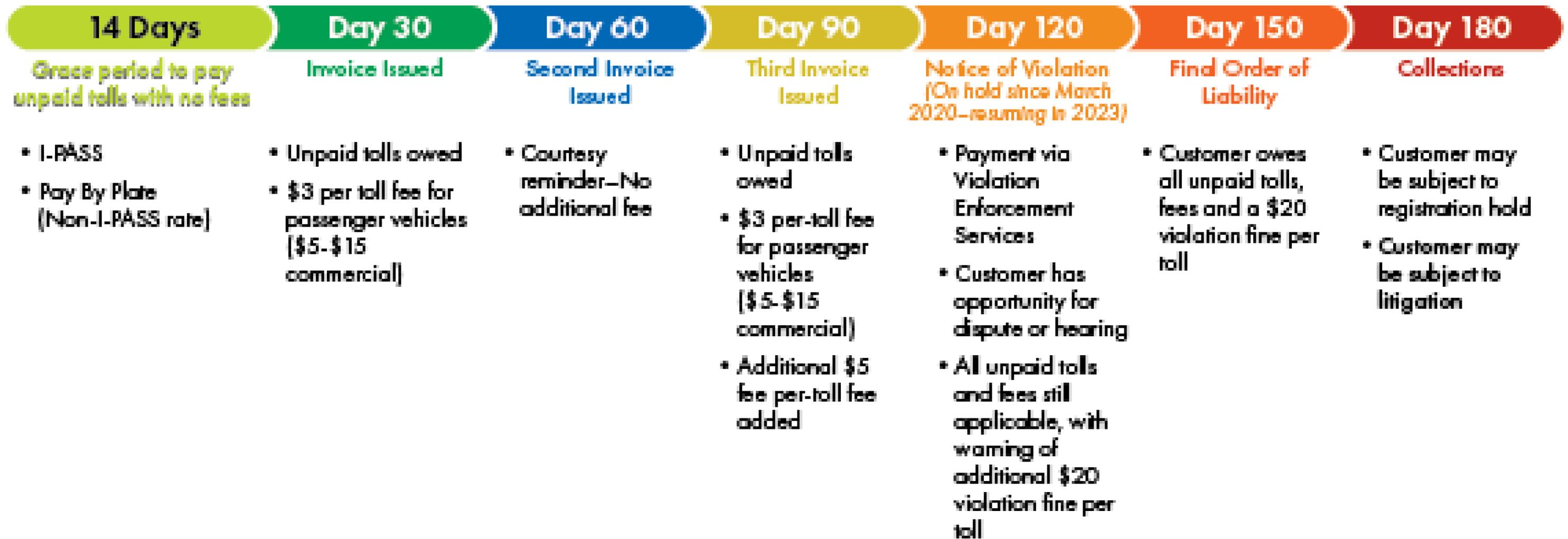
May qualify for six-month grace period and Last Chance Discount of up to 50 percent reduction in fees



I-PASS Assist

May qualify for I-PASS Assist and have fees waived

TOLL PAYMENT TIMELINE



THANK YOU

