REGISTRATION/ACCOUNT SET UP

IMPORTANT • READ CAREFULLY

- You must complete the registration process for the E-ZPass transponder PRIOR to use.
- Registering your transponder establishes an E-ZPass account with the PA Turnpike Commission (PTC).
- Upon successful registration, the transponder is ready for use after 24 hours on the PA Turnpike and after 48 hours on non-PA Turnpike toll roads that accept E-ZPass.
- An annual fee is deducted from your prepaid balance at the time of account registration.
- Using an unregistered transponder will result in toll violations.
- PA toll violations carry an administrative fee per violation.

Register your transponder at www.paturnpike.com or contact the PTC E-ZPass Customer Service Center (CSC) at 1.877.736.6727. The CSC is open Monday to Friday from 8 a.m. to 7 p.m. See the reverse side for account registration instructions.

MANAGING YOUR ACCOUNT

- Transactions for the previous 18 months are available online or from the PTC E-ZPass Customer Service Center (CSC).
- Remember to keep your E-ZPass account information up to date (contact information, credit card information, additional or new license plates and/or vehicles) to avoid violations.
- Sign up to receive email notifications for important information regarding your E-ZPass account, or use the PA Turnpike E-ZPass App to monitor your account.

LOST OR STOLEN TRANSPONDER

1. Report lost or stolen transponders immediately by logging into your account at www.paturnpike.com, or by calling the PTC E-ZPass CSC at 1.877.736.6727. You will be responsible for any charges incurred until you report a lost or stolen transponder. See E-ZPass Program Terms of Agreement for more information.
2. You will be required to pay the full cost of a lost or stolen transponder.
3. If you find your transponder, do not use it. Call the PTC E-ZPass CSC immediately to reactivate the transponder.
**REGISTERING YOUR GO PAK**

**ONLINE**
- Go to [www.paturnpike.com](http://www.paturnpike.com).
- Select “GO PAK Registration” at the top right hand corner of the home page.
- Enter the transponder number and PIN code provided with the original packaging.
- Follow the steps to complete the registration process.

**BY PHONE**
Call the PTC E-ZPass Customer Service Center (CSC) at 1.877.736.6727. The CSC is open Monday to Friday from 8 a.m. to 7 p.m.

Have the following information ready:
- Transponder number and PIN, located in the GO PAK
- Driver’s license number
- Vehicle information including license plate(s) of each vehicle to be listed on the account

**ALREADY HAVE A PA TURNPIKE COMMISSION (PTC) E-ZPASS ACCOUNT?**
- If you already have a PTC E-ZPass account, contact the PTC E-ZPass Customer Service Center at 1.877.736.6727 to add this transponder to your existing account; OR
- Log in to your existing PTC E-ZPass account. Under “Transponder Information,” click on “Add GoPak Transponder.”

**YOUR E-ZPASS ACCOUNT INFORMATION**
For easy reference, record your account information below and retain in a safe place.

E-ZPass Account # __________________________

E-ZPass Transponder # __________________________

E-ZPass PIN __________________________

**TRANSPONDER MOUNTING INSTRUCTIONS**
- **CLEAN** the mounting surface.
- **REMOVE** the clear plastic from the back of the mounting strips on the transponder to expose the adhesive.
- **POSITION** the transponder on the inside of your windshield, behind the rearview mirror and below any tinting.
- **PLACE** the transponder on the windshield with the E-ZPass logo upright, facing you and press firmly.

**TRANSPONDER CARE**
- **DO NOT** submerge the transponder in water or use any cleaning agents.
- **DO NOT** cover the transponder with any type of varnish or paint.
- **DO NOT** modify or alter the transponder in any way. You will be charged for transponders that are damaged or defaced.

**RETURN POLICY**
**DO NOT RETURN THE E-ZPASS GO PAK TO THE RETAILER OR PLACE OF PURCHASE FOR A REFUND.**

If you wish to obtain a refund, return the GO PAK, along with your name, address and telephone number, to:

PTC E-ZPass Customer Service Center
300 East Park Drive
Harrisburg, PA 17111
1.877.736.6727

*The retailer’s convenience fee is non-refundable.*