

### ETC Upgrade: Laburnum ramp payment changes – FAQs

- 1. What changes are being made at the Laburnum ramps?** The Laburnum ramps are being updated and converted to all-electronic cashless tolling. This means only electronic toll payments can be made at the Laburnum toll point. Customers will now be able to pay tolls conveniently with E-ZPass™, Visa or Mastercard credit cards, or Visa or Mastercard debit cards. Cash will no longer be accepted at the Laburnum location.
- 2. When does the change take effect:** The effective date is Tuesday, July 20, 2010.
- 3. Will cash no longer be accepted at the Laburnum ramp?** That's correct. Cash will no longer be accepted at the Laburnum ramps.
- 4. Why is this change being made?** We are upgrading to new equipment. As with all electronic equipment, older technologies need to be updated periodically with the latest technologies. Electronic payments are safer and more secure than cash payments. Electronic payments also are convenient and eliminate the need to fumble for coins.
- 5. How do I get E-ZPass™?** You can get E-ZPass™ by calling 1-877-762-7824 or going to the Web site [www.ezpassva.com](http://www.ezpassva.com). We recommend payment via E-ZPass™ as the most convenient and secure payment method.
- 6. How will the new payments work?** If using E-ZPass™, you will simply drive through as always. If using a credit or debit card, you will pull up to the toll machine as always and stop. The toll collection machine will have a screen similar to an ATM machine. You will see a payment screen and be asked to swipe your card. Select "credit" as the payment option. The toll amount will appear along with the message, "Is amount correct?" Select YES and wait while the card is authorized. The screen will then change to display that the card used was APPROVED or DENIED. If approved, your transaction is completed and you may drive away.
- 7. What if the toll amount is incorrect or I hit "no" by mistake?** The toll amount at Laburnum is \$1.00 for all vehicles regardless of axle count. If a customer hits "no" by mistake, the screen will simply repeat the toll amount and the customer can then press "yes."
- 8. What if my card is denied?** Call the number on the toll collection machine within 48 hours (preferably the next business day). That number is 804-822-3458 (or toll free at 1-866-428-6339). We will have a record of your travel and can assist you with payment.

- 9. What if there's a problem with my payment?** Call the number on the toll collection machine within 48 hours (preferably the next business day). That number is 804-822-3458 (or toll free at 1-866-428-6339). We will have a record of your travel and can assist you with payment.
- 10. Will the machine give me a receipt?** Yes. If for some reason you don't get a receipt and need one, please call our office, 804-822-3458 (or or toll free at 1-866-428-6339).
- 11. Is the Laburnum ramp manned with a toll collector?** No. The Laburnum ramp uses automatic toll collection without a toll collector. If you need assistance paying a toll, call 804-822-3458 (or or toll free at 1-866-428-6339). If you're calling after business hours, please leave us a message with your name and phone number and we will call you back.
- 12. What happens if I don't have E-ZPass™ and my credit/debit card doesn't work at the Laburnum ramp?** If this happens, call the number on the toll collection machine within 48 hours (preferably the next business day). That number is 804-822-3458 (or or toll free at 1-866-428-6339). We will have a record of your travel and can help you pay over the phone or mail in a check.
- 13. What if I don't receive on-screen payment approval?** If this happens, for your safety, do not exit your vehicle. Instead, proceed with your journey and call Pocahontas 895 as soon as possible, preferably the next business day. The Pocahontas 895 telephone number is displayed on the toll collection machine and on informational signage at the Laburnum toll point. That number is 804-822-3458 (or or toll free at 1-866-428-6339). We will have a record of your travel and will work with you as appropriate.
- 14. If I use a debit card, will I enter a PIN?** Debit cards that require PINs will not work with the new equipment. Only debit cards that act as a credit card, without use of a PIN, will work with the new equipment. You may use Visa or Mastercard debit cards with the new equipment.
- 15. Can I use any credit or debit card?** Only Visa and Mastercard credit and debit cards will be accepted at the Laburnum ramp. Also, only debit cards that don't require a PIN will work in the new toll collection machine.
- 16. Will there be a restraining arm or gate?** No, there will be no restraining arm or gate.
- 17. Will this change be made at the Main Toll Plaza also?** At the Main Toll Plaza, payments will continue to be made by E-ZPass™, cash or Visa/Mastercard.

- 18. What if I don't have a credit/debit card and I don't want an E-ZPass™, but I want to use the Laburnum ramp?** Customers facing these circumstances should call our office at 804-822-3458 (or toll free at 1-866-428-6339). E-ZPass™ continues to be the most convenient way to pay for travel on Pocahontas 895.
- 19. If I mistakenly drive through and don't have E-ZPass™, Visa or Mastercard, will I be fined?** We value all our customers, and we realize that sometimes drivers are unprepared to pay a toll. In such instances, we ask customers to please call our office as soon as possible, preferably the next business day. Please call 804-822-3458 (or toll free at 1-866-428-6339).
- 20. What are the benefits of the new electronic toll equipment?** Electronic payments are safer and more secure than cash payments. Electronic payments also are convenient and reduce the need to fumble for coins. Paying electronically with E-ZPass™ reduces stopping and thus increases mobility. With the new equipment, we are increasing operational efficiency to serve our customers better.
- 21. What is the easiest way to pay a toll?** E-ZPass™ is the most convenient way to pay a toll at the Laburnum ramps or at the Pocahontas 895 Main Toll Plaza.