

FAQs – MTA Bridges and Tunnels Mid-Tier Toll Rate

1. What is the mid-tier toll rate?

A: The mid-tier toll rate is a new toll rate approved by the MTA Board that will be charged if your E-ZPass Tag is not properly mounted when crossing MTA Bridges and Tunnels (MTA B&T). The mid-tier toll rate is higher than the E-ZPass toll rate that is charged to E-ZPass New York Customer Service Center (NYCSC) customers when their Tag is properly mounted, but lower than the full toll charged to customers without a NYCSC E-ZPass Tag or account.

2. Why was I charged the mid-tier toll rate?

A: Section 2(g) of the E-ZPass New York Customer Agreement Terms and Conditions requires customers to properly mount their Tag in or on their vehicle. Failure to mount your Tag results in increased processing time, increased costs for MTA B&T, and may result in a Tolls by Mail bill or violation being issued, depending upon the toll facility and agency where your toll transaction occurred. Therefore, MTA B&T has introduced a higher toll rate to be imposed when Tags are not properly mounted. For instructions on mounting a Tag on your vehicle, please click [here](#). Customers with properly mounted Tags will continue to receive the lowest available toll rate for E-ZPass NYCSC customers.

3. My Tag was mounted – why did I get charged the higher rate?

A: Infrequently, an E-ZPass Tag will fail to read for technical reasons. Therefore, customers are encouraged to monitor their E-ZPass account for tolls charged based on their license plate instead of their Tag. The “Tolls NY” free mobile app clearly identifies tolls which have posted based on a license plate.

4. My Tag was mounted – how do I get credit?

A: On a case-by-case basis, the E-ZPass NYCSC will provide credit to customers with an occasional failed Tag read after a review of their toll history. Customers should call 1-800-333-TOLL (8655) to request a credit for the difference between the mid-tier rate and the lowest available E-ZPass toll rate.

5. I have a Staten Island or Rockaway/Broad Channel resident plan. Do I need to mount my Tag?

A: Yes. All Staten Island and Rockaway/Broad Channel resident plan participants must continue to mount their Tag. If your Tag is not properly mounted, you will not receive the resident discount rate at the Marine Parkway Bridge, and the resident discount rate and rebate at the Verrazzano-Narrows Bridge and Cross Bay Bridge – you will be charged the mid-tier toll rate for those facilities.

6. How do I request additional adhesive strips to mount my Tag?

A: If you need new or replacement adhesive strips for your windshield, log into your account on the “Tolls NY” app, click on **My Account**, click on **Tags**, click on **Request Supplies**, select the number of Adhesive Strip Sets, then click **Submit**. Also, you can log into your account on www.e-zpassny.com click on **Vehicles and Tags**, click on **Request Supplies**, select the number of Adhesive Strip Sets, then click **Submit Request**.

7. How do I request a new or replacement Tag?

A: The E-ZPass NYCSC already has a proactive Tag replacement program where Tags are replaced before the end of their useful lives. If you need a new or replacement Tag, log into your account on the “Tolls NY” app, click on **My Account**, click on **Tags**, click on **Request Tags**, select the number of Tags, select the Vehicle Type Code, then click **Submit**. Also, you can log into your account on www.e-zpassny.com click on **Vehicles and Tags**, click on **Request Tags**, select the number of Tags, select the Vehicle Type Code, then click **Submit Request**. If your E-ZPass account is not set up for automatic replenishment by credit/debit card or bank account debit, a \$10 deposit per Tag will apply. Ensure that your E-ZPass account is sufficiently funded to cover the required deposit for each additional Tag requested.

8. Where do I mount my Tag?

A: An E-ZPass Tag can be mounted within most vehicles in the area close to the rearview mirror. Click [here](#) for Tag mounting instructions.

9. My Tag doesn't read through the windshield of my vehicle. What should I do to avoid the mid-tier rate?

A: There are some vehicles that have solar attenuation windshields, or other windshields that may prevent a Tag from reading properly. If this is the case for you, please call the E-ZPass NYCSC at 1-800-333-TOLL (8655) and the Customer Service Center will send you an exterior Tag that can be mounted above the front license plate of the vehicle. Click [here](#) for a list of known vehicles where an exterior (license plate) Tag is required. This list may be periodically updated as more vehicles are identified. Click [here](#) for instructions on how to mount an exterior Tag.

10. How can I stay up-to-date on the tolls posting to my account?

A: You can view current and historical toll transactions through the “Tolls NY” mobile app. All toll transactions posted by license plate are identified with a yellow triangle.