




MACPASS

Saves time, money, *and* the environment

User Guide

A low-angle, upward-looking photograph of a suspension bridge tower. The tower is painted a light green color and features a large 'X' truss structure. Numerous suspension cables are visible, extending from the tower down towards the bottom of the frame. In the foreground, a metal walkway with railings is visible, and a green arrow-shaped sign points downwards. The sky is a clear, pale blue, suggesting a bright day.

**With your new MACPASS you
are now saving time, money, *and*
lowering your vehicle's emissions.**

MACPASS

Welcome to MACPASS MACPASS is the electronic tolling system for Halifax Harbour Bridges (HHB). Please take the time to read this user guide and familiarize yourself with the benefits of MACPASS.

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MACPASS Customer Service Centre

471 Princess Margaret Boulevard
Dartmouth, Nova Scotia

Hours of Operation:
Monday to Friday, 8:30am–5:30pm
(902) 463-3100

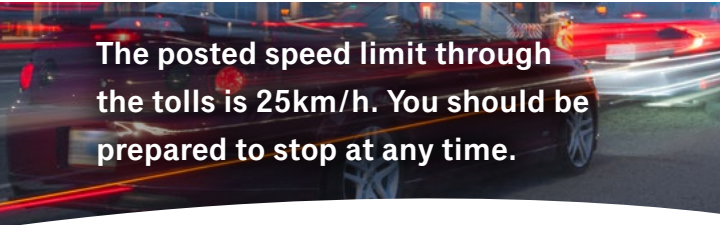
macpass.com
hdbc.ca
macpass@hdbc.ns.ca

INSTALLATION AND USE

Installing your MACPASS

Refer to the mounting instructions included with your MACPASS and attach your MACPASS to the inside of your windshield.

- There should not be more than one MACPASS in your vehicle at a time (including transponders from other agencies). Contact the Customer Service Centre for more information if you need to use multiple transponders.
- If you remove the transponder from the window it will no longer work. You can get a replacement sticker online or by calling or visiting the Customer Service Centre.
- The transponder cannot be moved from one vehicle to another.



The posted speed limit through the tolls is 25km/h. You should be prepared to stop at any time.

Motorcycle and Moped Riders

For safety reasons, motorcycles and mopeds should not use MACPASS-only lanes, indicated by the overhead signs. The toll gate may not lift, requiring you to make a sudden stop and risk injury to yourself and your vehicle. Therefore:

- If you have the sticker MACPASS transponder, mount it on your motorcycle, scooter or moped. Be prepared to stop if the gate does not raise.
- If you have a hard-shell MACPASS swipe it across the MACPASS reader, wait for the gate to raise and proceed.
- Come to a COMPLETE STOP when you approach the toll booth.

MACPASS PLUS

MACPASS *plus* allows you to use your MACPASS to pay for short and long term parking in the parkade at the Halifax Stanfield International Airport.

MACPASS users who use credit card replenishment on their account are automatically MACPASS *plus* customers allowing them to park faster and easier.

Using MACPASS *plus*

- At the airport parkade entry terminal, valid MACPASS *plus* users can select MACPASS *plus* as their payment option by pressing the flashing indicator button.
- MACPASS *plus* users exit the airport parkade through dedicated express lanes.
- As you exit, your MACPASS is read and the parking cost is processed through your account.
- Your airport parking fee is charged to your credit card and will not affect your prepaid bridge toll account balance.
- Your MACPASS will only be charged if you select the MACPASS *plus* option when entering the parkade.
- Refer to your account statement anytime at MACPASS.com to get a full payment history or to generate parking receipts.

OTHER MACPASS USES

MACPASS can be used at Cobequid Pass and Confederation Bridge if you establish separate accounts. Contact the relevant organization by phone or online:

Cobequid Pass

1 (877) 727-7104 | cobequidpass.com

Confederation Bridge


1 (888) 437-6565 | confederationbridge.com

If you have linked your transponder to other tolling facilities and have a separate account with other tolling facilities and you wish to cancel those accounts, you must contact them individually.

PAYMENT AND ACCOUNT INFORMATION

myMACPASS.com

You can manage your account online 24 hours a day at MACPASS.com. Use this website to: update your personal information, make payments, request an additional MACPASS, print your airport parking receipts, and more. Monthly statements can be emailed automatically, or, upon request, a hard copy can be mailed for a minimum fee of \$3 per statement.



The toll for most regular passenger vehicles is only 80¢ with MACPASS.

How to Pay

Make payments on your MACPASS account with automatic credit card payments, pre-authorized monthly debit, or manual replenishment (\$1 monthly fee applies). All options require a minimum \$15 replenishment amount.

Privacy and Security

Halifax Harbour Bridges protects the privacy of every MACPASS customer's personal information and will not disclose your name and/or address for any purpose.

Your account information will only be disclosed to the person(s) designated as a contact on the account unless you authorize another person to do so. For more information, contact the Customer Service Centre at (902) 463-3100 or to view the privacy statement visit MACPASS.com.

TOLLS AND CHARGES

Fees and Charges

- Manual replenishment incurs a \$1 monthly administration fee.
- On request, mailed monthly statements cost \$0.50 per page at a minimum charge of \$3.00.
- A \$10 fee will apply if there are insufficient funds on an Electronic Funds Transfer (EFT). After two insufficient funds transfers, EFT will not be a payment option for your MACPASS.
- If you allow your account to run into arrears, you may get a 'stop' signal in the toll lanes. You will need to arrange a payment or your account may be suspended. You will also be required to pay a \$10 reactivation fee before you can start using your MACPASS.

Toll Rates

Most regular passenger vehicles pay \$0.80 with MACPASS. Most tolls are based on axle amount.

VEHICLE TYPE	MACPASS	CASH
Automobiles, light trucks, motorcycles	\$0.80	\$1.00
When towing a single-axle trailer	\$1.07	\$1.25
When towing a double-axle trailer	\$1.33	\$1.75
When towing a tri-axle trailer	\$1.60	\$2.00
The following classifications are for vehicles with dual tires detected on any one axle based for the following:		
2 axles	\$2.33	\$2.75
3 axles	\$3.49	\$4.00
4 axles	\$4.66	\$5.25
5 axles	\$5.82	\$6.75
6 axles	\$6.98	\$8.00
7 axles	\$8.15	\$9.25
8 axles	\$9.31	\$10.75
Buses	\$1.20	\$2.50

MACPASS HELP

Using MACPASS Correctly

Customers using MACPASS to cross the Macdonald and MacKay bridges agree to use MACPASS according to the terms and conditions provided in the MACPASS Customer Agreement. Failure to do so can result in cancellation of your privileges to use MACPASS. For more details, refer to the Customer Agreement in this booklet or view it online at MACPASS.com.

Here are some troubleshooting techniques to problems that can affect the performance of your MACPASS. If you continue to experience problems with your MACPASS, or for more information, visit MACPASS.com, or contact the MACPASS Customer Service Centre at (902) 463-3100, or at 471 Princess Margaret Blvd, Dartmouth, between 8:30am and 5:30pm, Monday to Friday.

Car starter interference Sometimes the location of the automatic vehicle starter on your windshield or vehicle roof can interfere with the reading of your MACPASS. Ensure your MACPASS is mounted several inches away from the remote start antenna to prevent interference.

Incompatible windshields Some vehicle windshields contain metal content like heated windshields; those with chromium oxide for UV protection; or if they have a built-in antenna. Newer vehicles often have an untreated area in the upper left or right hand corner for your MACPASS.

Overhead items A ladder or item on the vehicle roof can interfere with your MACPASS reading. Please ensure there is nothing interfering or obstructing the line of sight to the MACPASS from overhead.

Lost or stolen MACPASS Report your lost or stolen MACPASS online at MACPASS.com or call the MACPASS Customer Service Centre. You won't be responsible for further charges once you report it and it is deactivated.

Low account balance When your account balance is low, a reminder message (LOW BAL) will appear under the "GO" signal as you travel through the toll lane. Make a payment as soon as you can or you may risk running your account into arrears, your account may be suspended and a \$10.00 reactivation fee could be applied.

Defective MACPASS If your MACPASS begins to fail repeatedly yet is installed properly on the windshield and had previously been working, it could be defective. Order a replacement transponder by visiting MACPASS.com or visit the MACPASS Customer Service Centre.

**Experiencing problems
with your MACPASS?
Visit MACPASS.com
or call (902) 463-3100**

MACPASS CUSTOMER AGREEMENT

These terms and conditions, along with your application, constitute your MACPASS CUSTOMER AGREEMENT, made and entered into by and between you (the “User”) and the Halifax-Dartmouth Bridge Commission (HDBC), operating as Halifax Harbour Bridges or HHB.

Failure to abide by the provisions herein may result in the cancellation of the User's privileges to use the HDBC electronic toll collection system known as MACPASS (“MACPASS”).

Agreement

Subject to the terms of this Agreement, HDBC agrees to provide the MACPASS standard transponder (the “Transponder”) to the User free of charge, which may be used to obtain passage on toll facilities operated by HDBC.

Use of the Transponder

User agrees:

- a) To mount, display, and use the Transponder in accordance with Transponder mounting instructions received from HDBC.
- b) Not to proceed through any traffic lane if the patron fare display indicates stop and the toll gate is down. If the patron fare display continues to indicate stop and the toll gate is down, User must pay the toll by use of cash in order to proceed.
- c) Not to exceed a speed of twenty-five (25) kilometres per hour through traffic lanes designated for MACPASS use.
- d) Not to assign or in any way transfer this Agreement and the Transponder.
- e) To be fully responsible for any and all charges arising from the use of each Transponder until such time as User surrenders it to HDBC.
- f) To use the Transponder only on a vehicle for which it is valid.

- g) That each standard Transponder shall remain the property of HDDB.
- h) Motorcycle and Moped Riders
For safety reasons, motorcycles and mopeds should not use MACPASS-only lanes, indicated by the overhead signs. The toll gate may not lift, requiring you to make a sudden stop and risk injury to yourself and your vehicle. Therefore:
- If you have the sticker MACPASS transponder, mount it on your motorcycle, scooter or moped. Be prepared to stop if the gate does not raise.
 - If you have a hard-shell MACPASS swipe it across the MACPASS reader, wait for the gate to raise and proceed.
 - Come to a COMPLETE STOP when you approach the toll booth.

Default

The following events may constitute an event of default:

- a) User fails to make any payments owed under this Agreement when due;
- b) User fails to perform or observe any terms or conditions under this Agreement;
- c) User has provided incorrect information to HDDB under this Agreement, Application form, or in any document or certificate furnished to HDDB or does not report any changes of such information to HDDB within the specified time; or
- d) User becomes insolvent or bankrupt. HDDB can terminate this Agreement immediately without notice upon the occurrence of one or more of the foregoing events of default.

Prepaid Account

User agrees to maintain a prepaid account with HDDB to cover User's applicable tolls, charges and fees as described in this Agreement (the "Prepaid Account"). No interest shall be paid on Prepaid Account balances or deposits.

Opening a Prepaid Account

- a) User must open a Prepaid Account by payment to HDHC by credit card, debit card or cash in an amount not less than \$15.00 per Transponder. However, a User opting to replenish a Prepaid Account using pre-authorized debit/electronic funds transfer shall place an amount in their account that represents a minimum of one month's worth of prepaid tolls should that amount exceed \$15.00 per Transponder.
- b) Commercial Users may prepay using a company cheque for a minimum toll prepayment of an amount equal to two months of the average monthly usage.

Low Account Level

A Prepaid Account is considered by HDHC to be at a low account level whenever its balance falls to less than 1/3 of the User's average monthly usage ("Low Account Level"). User will be notified of a Low Account Level by a LOW BAL signal in the toll lane and by email or mail where applicable.

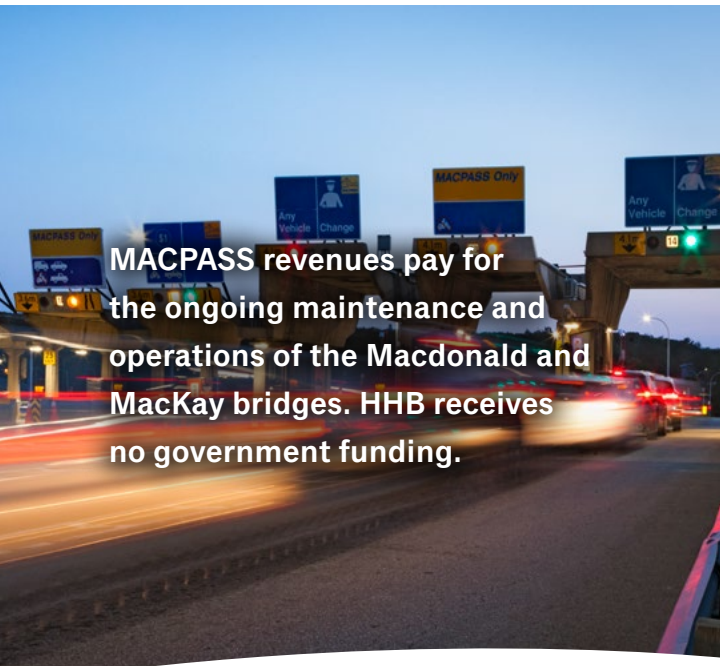
Account Replenishment

- a) *Automatic account replenishment.* Whenever the prepaid balance falls below the Low Account Level, the User's credit card account will be charged the replenishment amount. Users of pre-authorized debit/electronic transfer will have their Prepaid Account replenished on the same day of the month as they specified when they opened the account and not when their Prepaid Account reaches a Low Account Level.
- b) *Manual replenishment.* Whenever the prepaid balance falls below the Low Account Level, the User must promptly replenish the Prepaid Account using cash, debit card, credit card, or online at www.mymacpass.com. The minimum amount to replenish the Prepaid Account shall not be less than \$15.00. Users choosing to use manual replenishment shall be charged a \$1.00 monthly administrative fee.

c) *Commercial Users*. Commercial Users may replenish by company cheque and will be advised by email or mail of the amount required to replenish the Prepaid Account. Commercial Users must ensure that a company cheque is sent promptly to the HDBC upon receipt of a Low Account Level notice. Commercial Users choosing to use manual replenishment shall be charged a \$1.00 monthly administrative fee.

Forfeiture of Prepaid Balance

If there is no activity recorded on User's Prepaid Account for a period of 24 consecutive months, the Prepaid Account may be terminated and the balance of User's account may be considered as payment of an account maintenance charge and be deducted from the account. Written notice of this proposed forfeiture will be given to the User at their last known address following the expiration of 18 consecutive months of no activity being recorded on User's Prepaid Account.



MACPASS revenues pay for the ongoing maintenance and operations of the Macdonald and MacKay bridges. HHB receives no government funding.

Tolls, Charges and Fees

User's Prepaid Account will be reduced by charges for applicable tolls charged each time the User's Transponder is used to obtain passage on, continue upon, or exit from a MACPASS collection area.

Additional Charges

User requesting a printed statement of account or trip record shall be charged \$0.50 per page with a minimum charge of \$3.00 per request. All such charges shall be automatically deducted from the User's Prepaid Account. User's Prepaid Account will be charged \$10.00 for NSF fees related to pre-authorized debit/electronic funds transfer accounts and \$30.00 for an NSF cheque. In the event a User has two failed pre-authorized debt/electronic funds transfer transactions or two NSF cheque transactions, User shall no longer be eligible to use this form of payment on their Prepaid Account.

Inter-Operability

User's Transponder may be used at other toll facilities or other locations bearing the MACPASS or MACPASS plus logo with whom HDDB has entered into an agreement to accept charges for that facility or location.

If a User drives their vehicle with Transponder attached through such other toll facility or location, then the User's Transponder may be read by the electronic processing equipment and a record of the User's transaction may be created. Such transactions may be charged in accordance with the rules, regulations and procedures of such other toll facilities or other locations. By using the Transponder on another toll facility or other location, the User agrees that HDDB may deduct any such charges arising from such use from the User's Prepaid Account, and the User will be responsible to HDDB for all such charges. The User further agrees that HDDB may share any information contained in the User's application and in the MACPASS Customer Agreement for purposes of processing and collecting tolls, charges and violations.

Lost or Stolen Transponders

User must notify HDBC immediately of any lost or stolen Transponder(s), identifying such Transponder(s) by serial number. Until HDBC is notified, USER WILL CONTINUE TO BE RESPONSIBLE FOR CHARGES RESULTING FROM USAGE. Once notified, HDBC will invalidate the Transponder. HDBC will issue User a replacement Transponder(s) upon request.

Termination

- a) HDBC and/or User may terminate this Agreement at any time.
- b) Upon termination, a refund of any balance remaining in the User's Prepaid Account less any amounts owed under this Agreement will be processed within 30 days from the return of the Transponder, subject to the provisions listed under the section "forfeiture of prepaid balance".

Account Deactivation and Reactivation

The User's MACPASS Transponder shall be deactivated immediately upon the Transponder being used when there are insufficient funds in the Prepaid Account. In order to reactivate the Transponder, the User shall pay a reactivation fee of \$10.00, plus an amount sufficient to bring the Prepaid Account up to the minimum required balance. All unpaid tolls shall be automatically deducted from the Prepaid Account upon reactivation.

Defective MACPASS Transponders

If a Transponder is defective for any reason, other than as a result of abuse or improper use, and is returned to HDBC, it will be replaced at no charge.

Pre-Authorized Payments

It is expressly understood and agreed that User authorizes HDBC to access User's credit card, chequing account, or pre-authorized debit/ electronic funds transfer and make charges authorized under this Agreement. User expressly understands and agrees that HDBC shall not be liable to User for any damages resulting from these actions.

Indemnification and Liability

- a) User releases HDBC, its Commissioners, officers, employees, commissionaires or agents (collectively in this Article "HDBC") from all loss, damage, or injury whatsoever from the use or performance of MACPASS and the Transponder. HDBC shall not have any obligation or liability to the User with respect to the use or the performance of MACPASS and the Transponder. The only recourse available to the User shall be the replacement by HDBC of any defective Transponder. User agrees to indemnify, protect, and hold harmless HDBC from liability for all loss, damage, or injury to persons or property arising from or related to the use of MACPASS and the Transponder.
- b) Additionally, HDBC shall not be liable for
 - (a) any incidental, indirect, special or consequential damages, including but not limited to, loss of use, revenues, profits or savings, even if HDBC knew or should have known of the possibility of such damages, or,
 - (b) claims, demands, or actions against User by any person, corporation, or other legal entity resulting from the use of MACPASS, Transponder(s), credit report inquiry, check authorization and/or charging of User's credit card.

Alteration of Terms

HDBC may change the terms of this Agreement at any time by providing written notice to User. If the Transponder is used after User receives notice of the new terms of this Agreement, then User shall be bound by the new terms.

Notice

Any notice or request hereunder shall be in writing and any such notice and any delivery, payment or tender of money or document(s) to the User hereunder may be delivered personally, by prepaid courier, by facsimile or by electronic transmission to the last address on HDIBC's files.

Any notice or request so given shall be deemed to be given on the date of delivery thereof as aforesaid excepting if such date is a Saturday, Sunday or statutory holiday, then the next business day following.

Waiver

User or Commercial User selecting to use pre-authorized debit/electronic funds transfer for automatic account replenishment hereby specifically waives any pre-notification requirements for periodic changes in the amount of a pre-authorized debit/electronic funds transfer by HDIBC.

Payment of Costs of Enforcement

User agrees to pay all costs, including legal fees, incurred by HDIBC in enforcing this Agreement.

Insufficient Funds

If, for any reason, User's Prepaid Account is insufficient to pay any amounts owed to HDIBC, User will remain liable to HDIBC for such amounts.

Changes in User Information

User shall inform HDIBC, in writing, of any changes in the information set forth in the MACPASS Application and, specifically, shall immediately notify HDIBC of any changes in address or make such changes electronically using the MACPASS website.

Confidentiality

HDIBC agrees not to disclose the User's name and address for any commercial purpose. All personal account information is considered private, and will remain confidential.

HDBC Address

For the purpose of giving any and all notice(s) to HDBC required under the provisions of this Agreement, User shall use the following address:

MACPASS Customer Service Centre

P. O. Box 39

Dartmouth, Nova Scotia B2Y 3Y2

Phone: (902) 463-3100

Fax: (902) 463-3101

www.macpass.com

Captions

The captions used in this Agreement have been inserted for convenience and for reference only and shall not be deemed to limit or define the text of this Agreement.

Provisions Severable

The provisions of this Agreement are severable, and if any provision or part of this Agreement or the application thereof to any person or circumstance shall ever be held by any court of competent jurisdiction to be invalid or unconstitutional for any reason, the remainder of this Agreement and the application of such provision or part of this Agreement to other persons or circumstances shall not be affected thereby.

Governing Law

This Agreement shall be governed and construed in accordance with the laws of the Province of Nova Scotia and the laws of Canada applicable in Nova Scotia.

Complete Agreement

The Agreement and the Application attached to this Agreement constitute the entire agreement between the User(s) and HDBC.



MACPASS

Customer Service Centre

471 Princess Margaret Boulevard
Dartmouth, Nova Scotia

Hours of Operation:

Monday to Friday, 8:30am–5:30pm
(902) 463-3100

macpass.com

