

NEXPRESS HAS GONE ELECTRONIC!

The Tunnel has upgraded NEXPRESS to include an electronic toll feature, **for use when crossing from Detroit to Windsor**. The NEXPRESS ELECTRONIC TOLL rate is lower than paying by cash, credit card, or token. Better yet, you'll never have to fumble for change or worry about a lost token.

SIGN UP

YOU HAVE TWO WAYS TO APPLY:

ONLINE: Go to www.dwtunnel.com and click on “NEXPRESS Toll.” Load your account with a minimum of USD \$100.00 by Visa or MasterCard. Email us at nexpresshelpdesk@dwtunnel.com and let us know when you have completed your section of the enrollment process, and we’ll mail you a loaded NEXPRESS Electronic Toll card. It’s that simple!

OR

BY MAIL: Download an application from our website. Mail your completed application to:

Detroit Windsor Tunnel		Detroit Windsor Tunnel
100 East Jefferson Ave.		555 Goyeau St.
Detroit, Michigan	or	Windsor, Ontario
48226		N9A 1H1

Remember to include your initial deposit of USD \$100.00 (Visa or MasterCard, check or money order payable to the Detroit-Windsor Tunnel LLC). Allow up to 15 business days to receive your NEXPRESS Toll card.

ADD NEXPRESS TOLL TO YOUR NEXUS CARD

Don’t want to carry a separate toll card? If you wish, you can use your valid government-issued NEXUS card! Simply sign up online, download your barcode and present it at any attended booth in Detroit. Hold up your NEXUS card approximately 1 foot (30 cm.) from the card reader, while the collector scans your barcode and you will be good to go.

If you apply by mail, we will mail a barcode to you, and then simply follow the same steps as above to activate your NEXUS Card.

USE

When you reach the toll booth, make certain that the vehicle ahead of you has left the lane and that the gate is down. Hold your *NEXPRESS* Toll card right against the card reader in order to lift the gate.

The toll will be deducted from your account balance, the gate will open, and you can proceed.

NOTE: If you need a receipt, push the "Receipt Button."

After you use your *NEXPRESS* Toll card, one of the following messages will appear on the Patron Fare Display:

Patron Fare Message	Action
FARE PAID, THANK YOU	Gate opens. Proceed. Your balance is greater than USD \$10.00.
LOW BALANCE	Gate opens and you can proceed. Your balance is nearing USD \$10.00. Replenish your account soon, if you are paying by check.
INSUFFICIENT FUNDS	Gate remains closed. Your balance is less than the cost of a full fare. You will have to pay your toll at the booth with cash, Visa or MasterCard. Replenish your account.

RELOAD

BY CREDIT CARD

When the patron fare display reads “Low Balance,” this indicates that your *NEXPRESS* Toll card balance is approaching USD \$10.00. At this point, if you initially set up your account with a credit card, your card will automatically be charged USD \$100.00 to reload your *NEXPRESS* Toll account. If this amount exceeds the credit limit on your Visa or MasterCard, the transaction for automatic renewal of your *NEXPRESS* Toll card will not be completed. You will be required to use an alternate credit card or pay by check to reload your card. If your credit card is about to expire, update your credit card information by telephone to the Tunnel’s Corporate Office at (313-567-4422, Ext. 200 or 519-258-7424, Ext. 200).

You may also update this information online at www.dwtunnel.com, prior to the expiration of your card. Click on “*NEXPRESS* Toll” and follow the prompts on the website. Or mail a completed application with your *NEXPRESS* Toll account number and new credit card details.

BY CHECK

If you prefer to reload your account by check, it is recommended that you do so prior to your account reaching a low balance. It will take approximately 15 days for your check to be processed and the funds to be reloaded on your card.

NOTE: If your account balance falls below the cost of a full fare, the gate will not open. You will be required to pay a full cash or credit card fare for your crossing.

FREQUENTLY ASKED QUESTIONS

WHAT IS THE *NEXPRESS* TOLL RATE?

The *NEXPRESS* Toll rate is less than the cost of a cash, credit card or token fare. The list of current Detroit-Windsor Tunnel toll rates is posted on our website www.dwtunnel.com.

CAN I GET A REFUND?

NEXPRESS Toll cards are non-refundable, and carry no expiry date. Balances are transferable if your card is lost or stolen.

WHAT IF MY *NEXPRESS* TOLL CARD MALFUNCTIONS?

If your *NEXPRESS* Toll card malfunctions, pay your toll via cash, Visa or MasterCard and contact the Tunnel at 313-567-4422, Ext. 200, or 519-258-7424, Ext. 200 and we will replace your card. You can also request a replacement card online.

WHAT IF MY CARD IS LOST OR STOLEN?

If your *NEXPRESS* Toll card is lost or stolen, contact the Tunnel's corporate office immediately at (313) 567-4422, Ext. 200 or at nexpresshelpdesk@dwtunnel.com. Lost cards will be cancelled. We will mail you a new Nexpress Toll card. If you use the website, click on *NEXPRESS* Toll and follow the prompts. Or, via mail, send a photocopy of your driver's license, a *NEXPRESS* Toll receipt showing your account number, and a completed *NEXPRESS* Toll card application to:

Detroit Windsor Tunnel		Detroit Windsor Tunnel
100 East Jefferson Ave.		555 Goyeau St.
Detroit, Michigan	or	Windsor, Ontario
48226		N9A 1H1

Check off the box indicating "Replacement Card" at the front of the application. The balance on your previous *NEXPRESS* Toll card will be transferred to the new card. A USD \$10.00 processing fee will be charged to your account to replace a lost or stolen card.

CAN I REVIEW MY ACCOUNT ACTIVITY?

You can view your account balance and crossing details online at www.dwtunnel.com. Click on "*NEXPRESS* Toll." Log in to your account with your username and password. You may review your account activity for up to one (1) calendar year.

I'VE FORGOTTEN MY PASSWORD.WHAT DO I DO?

On the website, click on "Forgot your password?" We will send you your password immediately.

HOW CAN I CANCEL MY NEXPRESS TOLL ACCOUNT?

You have two options. If you normally replenish your account by credit card, contact customer service by telephone at 313-567-4422, Ext. 200, or 519-258-7424, Ext. 200 at least 5 business days prior to your account reaching the low balance (USD \$10.00). We will deactivate the automatic renewal function of your *NEXPRESS* Toll account. If you normally replenish your card by check, simply use your *NEXPRESS* Toll card until the balance reaches “zero”. No further action is required on your part.

TERMS AND LIMITATIONS

- Currently *NEXPRESS* Toll is only available when crossing from Detroit to Windsor. *NEXPRESS* Toll is expected to be available from Windsor to Detroit in late 2011.
- *NEXPRESS* Toll rates are lower in price than using cash, credit card, or a token. However, as all rates are subject to change without notice, you can visit www.dwtunnel.com for a list of current rates and to calculate your savings.
- Returned or NSF checks are subject to a bank charge of \$35.00.
- Reloading of *NEXPRESS* Toll accounts will be in the amount of \$100.00 in U.S. funds.
- If you initially set up your account with your credit card, your card will automatically be charged USD \$100.00 to reload your *NEXPRESS* Toll account.
- If you set up your account by check, it is your responsibility to ensure that your account continues to have sufficient funds to allow your *NEXPRESS* Toll card to work. Remember, it can take up to 15 business days for your check to clear.
- There is a limit of three (3) *NEXPRESS* Toll cards per account, for use by family, friends, co-workers, etc. Please specify on the application how many cards you would like. If you require more than three cards for your account, contact us at nexpresshelpdesk@dwtunnel.com.
- *NEXPRESS* Electronic Toll cards are non-refundable. If your card is lost or stolen, your balance will be transferred to your new card. A USD \$10.00 fee will apply.