


THE EASY WAYS TO TOP UP

CONGRATULATIONS on getting your new T-Tag!
We hope that you enjoy the convenience and all the other benefits that having a T-Tag offers. To make the process of using the T-Tag even easier, we have listed below the various ways you may top up your account.

1. TOP-UP ONLINE USING THE “MY T-TAG” PLATFORM:

(See steps as follows):

- Download the “My T-Tag” app from the Google Play Store or the App Store and install it on your mobile device or visit www.transjamhighways.com using any web enabled device. If you use the above website:
 - Click the Reload button at the top right-hand of the page: 
 - This action will open a new page which will give you some more information about “My T-Tag”. On this page, select the “My T-Tag” link.
- When the platform launches, you will first need to register by clicking “Create Account”. This is a one-time registration only, and your information will be securely saved so you can top up even more conveniently and quickly every time.
- Select the type of T-Tag account you would like to register (Individual or Company), and enter the information requested.
- You will receive a one-time password at the email address you provide during registration. This is needed to continue into the platform.
- You will then be prompted to create your new password and enter your swipe card number.
- Some customers may be prompted to enter the last 6 characters of the 16-character code displayed on your T-Tag Sticker, others may be

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taken directly to the next step.

- Select “Verify” and then “Add Tag” to complete the set up of your “My T-Tag” online account.
- TOP-UP AT THE SALES OFFICE AT ANY HIGHWAY 2000 EAST-WEST TOLL PLAZA:
 - Payment may be made by cash, debit card, or credit card at this location.
 - Opening hours are 6:00am—9:00pm on Mondays—Fridays and 7:00am—1:00pm on Saturdays.
 - TOP-UP IN THE MANUAL LANES AT ANY HIGHWAY 2000 EAST-WEST TOLL PLAZA:
 - Payment may only be made by cash, debit card, or credit card at this location.
 - This may be done at any time, however we reserve the right to restrict in-lane top-ups depending on traffic volume.
 - TOP-UP AT ANY PAYMASTER LOCATION OR ONLINE AT PAYMASTER-ONLINE.COM:
 - Payment may be made by cash, debit card, or credit card at this location.
 - Please check with your Paymaster of choice for their opening hours.



TIP: FREQUENT USER REWARDS are currently available for all Class 1 and Class 2 T-Tag motorists travelling on the Portmore or Spanish Town legs of Highway 2000 East-West. Under this programme your T-Tag account is automatically refunded with the full value of the 10th trip after passage each week, meaning that your 10th passage is free! Plus, you will get back 10% of every trip after that within the same week.
Note: Each week starts on Saturday at 00:00:01 (or 1 second after midnight) to the following Friday at 24:00:00 (or midnight).



KYC (KNOW YOUR CUSTOMER) FORM

CUSTOMER INFORMATION

Name/Company Name:

Contact Person (if Company Account):

Address:

Phone #: Cell:

Email:

PRODUCT FEES

T-Tag Sticker & Swipe Card Package <i>(inclusive of \$500 opening credit)</i>	\$2,500
Replacement T-Tag Sticker Only	\$1,500
Replacement or Additional Swipe Card Only	\$500

ACCOUNT INFORMATION (see 16-character code on T-Tag Sticker /Swipe Card)

T-Tag Sticker Number(s): Swipe Card Number(s):

1.....

2.....

3.....

I verify that the information provided about me/ my company on this form is accurate and complete.

Date: Signature:

Please complete and scan this form to us by email at customer-support@h2k-jio.com or detach and return to any of our Sales Offices located at all Highway 2000 East-West Toll Plazas.

FOR OFFICIAL USE ONLY

Product Selection: T-Tag@ Multipass MultiProduct Fleet

Account Type: New Account Additional Product Transferred Product

Prepared By: Initial Credit:



Developed by



Operated by



TERMS AND CONDITIONS OF ISSUE AND USE

1. EXPLANATORY NOTE

The T-Tag® is a product based on electronic vehicle tag (“T-Tag®”) linked to a User account and issued to Users of Highway 2000 East-West for payment of the toll. It is issued upon the terms and conditions set out in this document. The T-Tag® allows Users to pay the toll payable in respect of a given Class of vehicles (as defined by the most recent Toll Tariffs published in the Jamaica Gazette) in the automatic lanes equipped with an electronic toll collection device, which lanes shall be indicated by the symbol t.

2. ISSUER

The T-Tag® is issued by Jamaican Infrastructure Operator Limited (“JIO”) on behalf of TransJamaican Highway Limited (“TJH”). Additionally, third parties contracted for this purpose by JIO or TJH as authorized dealers may also either sell the T-Tag® or reload the User’s account.

3. USER

“User” is defined as any person to whom the T-Tag® has been issued. The “User account” is the account maintained between JIO and User in respect of the toll charges payable for usage of Highway 2000 East-West by vehicles using User’s T-Tag® product.

4. APPLICATION FOR T-Tag® PRODUCT

Usage of the T-Tag® and/or the associated swipe card shall constitute the applicant’s acceptance of these terms and conditions. JIO’s toll records shall be the sole arbiter of said usage. Following the collection of the T-Tag® and/or associated swipe card, the applicant will also have the option to complete and submit a Know Your Customer (“KYC”) form available for collection at Sales Offices and via the website of TJH and/or JIO. The completion of this KYC form will provide additional benefits to the applicants as described in Clauses 6, 9 and 10, which can only be derived from the information provided via the completed KYC form.

5. VALIDITY OF T-Tag® PRODUCT

The T-Tag® product shall be valid from the time at which it is issued to User until:

- (a) The User account is terminated by either User or JIO, in accordance with the terms of this document, or;
- (b) Upon its return to JIO by User in accordance with a request from JIO for the return of the T-Tag® product in accordance with the terms of this document, or;
- (c) The T-Tag® product is deactivated by JIO at User’s request in accordance with the procedure set out in condition 6, as a consequence of loss or theft of the T-Tag® and/or in accordance with the terms outlined in Clause 9 which details how this contract shall be terminated by JIO.

6. LOSS OR THEFT OF T-Tag® PRODUCT

User shall report any loss or theft of the T-Tag® product immediately upon becoming aware of such loss or theft. Such loss or theft shall be reported by telephone to JIO. In notifying of such loss or theft, User’s T-Tag® or card number must be provided, failing which the report will not be effective to deactivate the T-Tag® product and User’s liability will continue until such time as an effective report is made. Where a report has been made which is in compliance with this procedure, the T-Tag® product will immediately be deactivated. User shall provide written confirmation to JIO of the loss or theft report. JIO shall not be obliged to act upon the instructions which are not provided by an authorized representative of User. At User’s request, a new T-Tag® product will be issued and the cost of the new T-Tag® will be charged to User. The User shall be responsible for all charges debited to his account arising from the use of the T-Tag® product.

7. T-Tag® PRODUCT REMAINS PROPERTY OF JIO

The T-Tag® product shall remain the property of JIO, and JIO reserves the right to revoke and/or replace it where there has been fraudulent or improper use of the T-Tag® product, or where it has been damaged or defaced, or if the T-Tag® is malfunctioning or defective. JIO reserves the right to request the return of the T-Tag® product, and User shall be obliged to return the T-Tag® product to JIO within 30 days of receiving such request. JIO also reserves the right to blacklist/deactivate the T-Tag® without further notice if the User has failed to return the device within 30 days as requested and/or if JIO has valid reason to suspect fraudulent or improper use, or if the device malfunctions or has been damaged.

8. USER’S OBLIGATIONS

- 8.1 User shall not re-sell or rent the T-Tag® to any other person.
- 8.2 User shall be responsible for maintaining the T-Tag® product in safe custody and in good physical condition.
- 8.3 User shall properly affix the T-Tag® to the windshield of vehicle to which it relates, and never attempt to remove it as it may be irredeemably damaged in the process.
- 8.4 User shall ensure that vehicle is operated at toll plazas on Highway 2000 East-West in accordance with all guidelines issued by JIO from time to time.
- 8.5 User shall not affix more than one T-Tag® to a vehicle.
- 8.6 In the event the T-Tag® fails to work correctly in the toll plaza, or if the automatic toll lane is not in operation, User or any person operating the vehicle on his behalf shall be required to move the vehicle to a manual lane and use the accompanying swipe card provided with the T-Tag® at initial issue, or another means of payment, or sign a Passage Certificate or IOU with specific mention of

TERMS AND CONDITIONS OF ISSUE AND USE

either his T-Tag® (sticker) number or swipe card number for further off lane processing.

8.7 In the event the User sells his/her vehicle, the T-Tag® shall not be transferred from this vehicle (see precautionary note about removing the T-Tag® in Clause 8.3). A new T-Tag® (sticker) can be purchased for the vehicle at the prescribed cost. Whilst the ‘old’ swipe card will be available for re-use, the ‘old’ T-Tag® (sticker) will be deactivated. Funds in excess of JMD 100.00 remaining on the old account may be applied to the new account after being rounded downward to the nearest JMD 100.00 and thereafter closed.

9. TERMINATION OF CONTRACT

Either User or JIO may terminate this contract in accordance with the provisions of this condition 9. If User wishes to terminate the contract, User shall so advise JIO or a sales outlet of any authorized dealer in writing of his intention, and termination shall be effective upon the return of the T-Tag® product to JIO or any sales outlets of authorized dealers. If JIO wishes to terminate the contract, it shall advise User in writing accordingly, specifying the effective date of the termination, but giving not less than 30 days’ notice of such termination, or without written notice if the User has not submitted a completed KYC form with contact information. If termination by JIO is as a result of either (i) fraudulent use of the T-Tag® product, or (ii) failure by User to pay any sums in respect of his account, then the termination shall be immediate and notice shall not be required to be given to the User. JIO is not obliged to supply a reason for termination of this contract, but it is hereby acknowledged and understood by User that (i) failure on the part of User to comply with his obligations hereunder or (ii) the cancellation of the prepaid electronic toll collection contract between customer and provider will result in JIO terminating this contract.

10. MODIFICATION OF CONTRACT

JIO reserves the right to modify these terms and conditions issued. If User does not accept the modification, User may terminate the contract and return to JIO all products issued under this Contract. If User does not terminate the contract User shall be deemed to have accepted the modifications and shall be bound thereby. Updates to this Contract posted on the JIO and/or TJH website shall be deemed as having been communicated to the User at the time of posting. For Users who have submitted a completed KYC form with email contact information and/or Users who have registered for the online and mobile top up platform, additional notification may also be issued via the email address provided.

11. MISCELLANEOUS

11.1 Queries and complaints from User in connection with the use of the T-Tag® product should be made to JIO within 90 days of the date of issue of the T-Tag® product. All sums due to JIO shall continue to be paid by the User notwithstanding any such query or complaint. JIO will effect all required corrections to User’s account at the conclusion of any investigation conducted by its arising from any such query or complaint and will provide to User proof of the transactions on this User’s T-Tag® product that have been electronically recorded.

11.2 Each electronic recording of the use of the T-Tag® constitutes proof that User, or someone using User’s T-Tag® product has passed through the toll plaza.

11.3 In the event that the T-Tag® product proves to be defective in operation, User may return it to JIO and JIO shall, if so requested, replace the T-Tag® product at User’s cost except where the defect is as a result of a manufacturing defect and the defect is reported to JIO in accordance with Clause 11.1.

12. USAGE GUIDELINES

12.1 When passing through a toll lane, User, or any person using User’s T-Tag® product shall maintain, unless otherwise indicated, a minimum distance of five (5) metres from the vehicle in front on entering and exiting the toll lane.

12.2 Vehicles are to be operated with extreme caution in the toll plaza having regard to the presence of pedestrians and barriers.

13. PRIVACY POLICY

JIO is committed to safeguarding the privacy and security of your Personal Data and to being in strict compliance with the requirements of the Data Protection Act, 2020. **Personal Data** refers to information about an individual that can be used to distinguish or trace the individual’s identity. This includes your name, contact details (such as address, email address, telephone and mobile number). By completing the KYC form, Users consent to JIO and its subcontractors using this information solely for opening and maintaining accounts, and for enhancing products and service delivery. JIO assures that your Personal Data will not be shared with third parties unless explicitly permitted by the user or required by a court order. For more information regarding how your Personal Data is processed, or your rights under the Data Protection Act, 2020, Users are encouraged to review our Privacy Notice at <https://www.transjamhighways.com/privacy-policy/>.

14. GOVERNING LAW

This contract is governed by the laws of Jamaica.