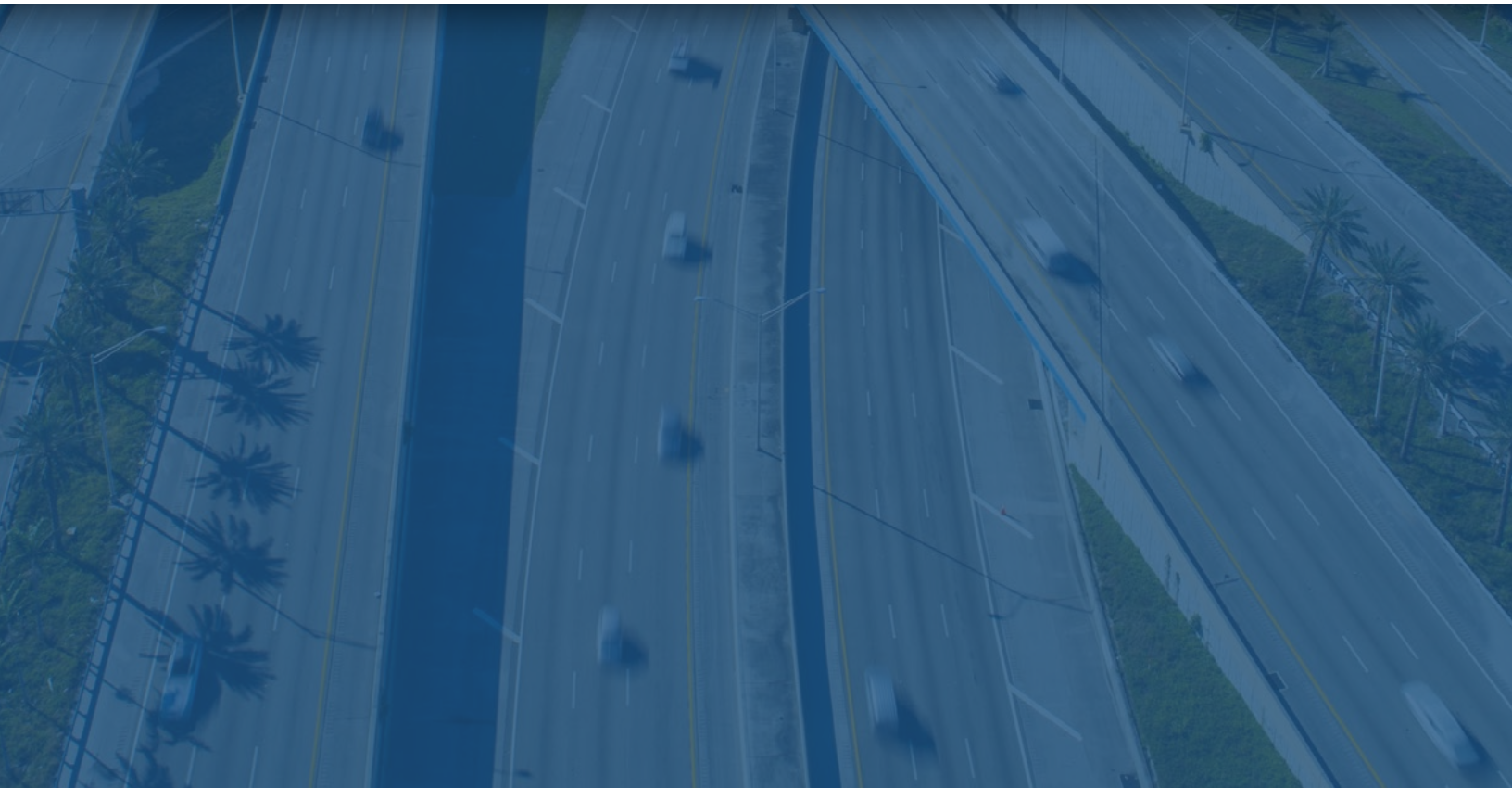




— THE EASTERN  
TRANSPORTATION  
COALITION  
—  
MBUF WORK



# FREQUENTLY ASKED QUESTIONS





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## General Questions

### What is The Eastern Transportation Coalition Mileage-Based User Fee (MBUF) Pilot?

The Eastern Transportation Coalition is a partnership of 17 states and Washington D.C. dedicated to advancing the national conversation around mileage-based user fees through real-world pilots, data analysis, education, and outreach. As vehicles go farther on less fuel and some stop using fuel at all, it will be harder to maintain our transportation system. To explore alternative solutions, the Coalition is partnering with the New Jersey Department of Transportation (NJDOT) to conduct a Mileage-Based User Fee Pilot Program (MBUF), where each driver pays for the miles they drive instead of the fuel they buy. This Pilot will analyze this approach to promote fair contributions throughout the state and a sustainable solution to fuel tax. For more information, visit <http://tetcoalitionmbuf.org>.

### How much does it cost to participate in the Coalition's MBUF Pilot?

No cost. If you join the Pilot, both participation in the Pilot and access to premium features are free. Fuel tax credits are simulated for the Pilot, and no actual money is exchanged.

### What does MBUF stand for?

MBUF is an acronym for Mileage-Based User Fee.

### Whom do I contact if I have questions about the Pilot?

If you have questions about the Pilot, please contact a Pilot representative for your state at 609-293-7800 or [newjersey@mbufpilot.org](mailto:newjersey@mbufpilot.org).

If you have questions about the Azuga Insight technology, please contact Azuga Customer Support at [tetmbufsupport@azuga.com](mailto:tetmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET.

## Azuga Insight Questions

### What is Azuga Insight?

Azuga Insight is a private company working in partnership with the Coalition to facilitate and manage the technology services for the Pilot. Azuga Insight has been selected by the Coalition to offer mileage-based user fee services for the Pilot. The Azuga Insight platform has been built and tested to provide safe and secure MBUF operations in compliance with security requirements of the Pilot while also providing premium features to participants.



## | How does the Azuga Insight Connected Vehicle Platform work?

Azuga Insight designed and operates the Connected Vehicle Platform that supports the MBUF system.

The platform's process is simple:

- Enroll in the Pilot by providing your personal and vehicle information.
- Select your mileage reporting option (MRO). See below for more details about the MROs.
- Activate your MRO and user account.

Drive normally. Azuga Insight will collect and manage your daily mileage and fuel use for the Pilot.

The Pilot provides drivers all the services and benefits of the Azuga Connected Vehicle Platform at no cost when they participate in the Pilot.

## Enrollment Questions

### | What MROs are available if I sign up for the Pilot?

The following four options are available from Azuga Insight: Plug-in Device with GPS, Plug-in Device without GPS, Manual Odometer Entry, and In-Vehicle Telematics. The Plug-in Devices (with or without GPS) are inserted into the On-Board Diagnostics II port on your vehicle.

- **Plug-in Device with GPS:** The GPS-enhanced Plug-in Device differentiates miles driven by the state where the miles were accrued and calculates the fuel usage fees in each state. The simulated MBUF is charged only on miles driven in states that partner with the Coalition. This option also provides maps of your trip routes for your personal use. Route information is not provided to the Coalition, state departments of transportation, or any other third party.
- **Plug-in Device without GPS:** This Plug-in Device option has no GPS to identify which states the vehicle was driven. All miles recorded are assumed to have occurred in the participant's state of residence using the non-location "per mile rate" for that state.
- **Manual Odometer Entry:** This is a basic "low-tech" option that the participant provides monthly odometer readings throughout the Pilot. Participants choosing this option provide their vehicle's odometer readings by logging into an online account management portal hosted and maintained by Azuga Insight and manually entering the odometer value. The odometer reading can also be entered using a smartphone app by taking a picture of the odometer and uploading the image.
- **In-Vehicle Telematics:** The In-Vehicle Telematics option is available for most newer vehicles manufactured with telematics technology, which can be used to report vehicle mileage data automatically. If approved, the participant will be required to enable telematics service on the enrolled vehicle, authorize Azuga Insight to receive automatic vehicle odometer data, and keep the subscription active for the duration of the Pilot (which may involve additional cost). Detailed step-by-step instructions for authorizing In-Vehicle Telematics will be provided to the approved participants after enrollment.





## | How do I know if my vehicle has an OBD-II port?

All vehicles sold in the U.S. after 1996 have an OBD-II port, with the exception of some newer fully electric vehicles. In some cases, some vehicles sold in 1994 and 1995 may also have the port. The port is typically located under your dashboard near the steering wheel column.

## | Can I enroll an electric vehicle into the Coalition's MBUF Pilot?

Yes, electric vehicle (EV) owners can participate in the Pilot and are encouraged to do so. All EVs are eligible for the Manual Odometer Entry MRO. In addition, if the enrolled EV has an OBD-II port, Plug-in Devices (with or without GPS) can be selected. Newer EVs also support the In-Vehicle Telematics option. During the enrollment process, the participants will only be offered compatible MROs based on the EV make, model and year.

## | Can I enroll a diesel vehicle into the Coalition's MBUF Pilot?

Yes. Any diesel vehicle can participate in the Pilot.

## | What types of vehicles are eligible for The Eastern Transportation Coalition MBUF Pilot?

Light-duty passenger vehicles are eligible for the Pilot. Motorcycles, all-terrain vehicles (ATVs), and commercial and heavy-duty vehicles do not qualify for participation in the Pilot.

## Installation Questions

## | How do I install the Azuga Insight Plug-in Device in my vehicle?

The Plug-in Devices with installation instructions are shipped directly to you. Once you receive the Plug-in Device, complete the following instructions:

1. For GPS-enabled devices, make sure the vehicle is parked outside, with a clear view of the sky to ensure proper GPS location and/or cell coverage.
2. Make sure the ignition is OFF.
3. Locate the OBD-II port. It is typically below the steering wheel column.
4. Plug in the device firmly. The device will begin flashing to indicate its connection with the vehicle and GPS location fix. Allow a full two minutes for the device initialization to complete.
5. Turn ON the ignition for 30 seconds.

Your Plug-in Device is now installed!



## Can I use my device in other vehicles?

No. Once you install your device into the vehicle listed on your account, it is paired to that specific vehicle. If the device is plugged into another vehicle, the system will alert you that the device is not installed in the correct vehicle on your account. You will be asked to reinstall the device into the original vehicle.

If you want to change your enrolled vehicle in the Pilot, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET.

## Is there a charge for replacement of an Azuga Insight device due to loss, theft, or accident?

No. If your device is malfunctioning or has been lost or stolen, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET, and it will be replaced free of charge.

## Privacy Questions

### Will the government be able to see my driving data and location?

No. All program-related data remains secure and confidential. All Pilot data is destroyed shortly after the completion of the Pilot. If a location-enabled MRO is chosen, precise location and routing information—other than the number of miles driven in each state—is not disclosed. Moreover, all data is anonymized for research purposes.

### Will my name and address be shared with others?

Your name and address, along with other information, is considered personally identifiable information and is not shared or disclosed without the participant's express permission. Please refer to the Coalition's MBUF Pilot Agreement and Azuga Insight Terms and Conditions for additional information.

### Is my data secure with Azuga Insight?

Yes. Azuga Insight maintains all necessary security compliance protocols to protect personal identification information and financial transactions. Data is encrypted, stored on secure servers, and destroyed at the conclusion of Pilot per the Terms and Conditions of the Pilot.

### What information will the Coalition or the state departments of transportation (DOTs) receive about my driving if I participate in the Pilot?

Each month, the Coalition will receive aggregated and anonymized vehicle mileage and account reports from Azuga Insight. The only participant-specific information provided by Azuga Insight is based on each participating vehicle's Vehicle Identification Number (VIN), provided when a participant signs up with Azuga Insight.



Azuga Insight does not provide detailed location or personal identifiable information (e.g., routes taken, names, addresses etc.) to the Coalition or member state DOTs.

## Access Your Azuga Insight Account

### | How do I access my account online?

Simply go to <https://tetcmbuf.azuga.com> and log in with the credentials you created when you signed up for your Azuga Insight for your Pilot account. If you are having issues accessing your account, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET.

### | What if I forgot my login information or password?

If you forgot your password, you can go to your login page and select the “Forgot Password?” link. You will be able to verify the primary email address on your account and be sent instructions on how to reset your password. If you forgot the email address on the account as well as your password, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET, and a representative will be able to verify your identity and get you logged in.

### | What if I forgot my PIN?

PINs are a method we use to verify identity when calling customer support. PINs can be reset with an Azuga Customer Support representative by calling 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET. In order to reset your pin, you will need to verify your identity with the representative on the phone.

## Managing Your Azuga Insight Account

### | What happens if I change my vehicle, license plate number, or registration address?

Please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET to get started. A representative will be happy to assist you.

### | I need activity statements and invoices. What should I do?

Statements are available on the “Statements” page of the Azuga Insight online account management portal where they can be viewed, printed or downloaded. Full statement histories are available for all previous activity periods for 30 calendar days after the Pilot concludes. These statements are examples of what MBUF statements may look like if a MBUF were implemented in the future, and no money is actually exchanged as part of this Pilot.





## Can I transfer my account to someone else?

Accounts cannot be transferred.

## What does “Cost” mean under Trip Stats on the Dashboard and in the Trips detail?

“Cost” is an estimate for the cost of fuel used for your trip(s) based on the average cost of fuel in your area and the estimated amount of fuel you used for the trip(s). It is provided simply as a convenient indicator of what it costs to operate your vehicle based on fuel consumption.

## Why does the mileage on the Account Summary and statements sometimes differ from the mileage shown on the Trip Logs?

On a few occasions, there might be a small discrepancy between the total mileage shown on the Account Summary or monthly statements and the Trip Log premium feature, but it has no effect on the MBUF charge shown on the statement. The reason for the discrepancy is explained by the following:

The Trip Log is a premium feature service for the GPS-enabled MRO that uses the location data provided by the device to plot trip routes. This location data is subject to minor inaccuracies in cases where GPS signal is not available or is degraded at any point during a trip. This could occur, for example, if the car is driven through urban areas with tall buildings, underground parking garages, or tunnels. Because of this variance, the Azuga Insight MBUF system does not use GPS for determining miles traveled for purposes of calculating taxable miles and corresponding MBUF.

Instead, for the purposes of determining accurate mileage for MBUF, the Azuga Insight MBUF system uses speed data from the vehicle’s on-board computer to calculate distance traveled over time. This method is extremely accurate, and miles driven are calculated to high precision. These are the measurements used to assess the MBUF reflected on the Account Summary and monthly statement. Distances shown in the Trip Log are not used to calculate MBUF.

## Azuga Insight Plug-in Device

## Will I know if my mileage reporting device isn’t operating correctly?

Plug-in Devices can malfunction for a few reasons. These reasons include, but are not limited to, incorrect installation, low vehicle battery power, poor cellular signal, or a manufacturing flaw. The Plug-in Device has built-in safeguards to help you ensure your device is properly functioning. For example, the device will blink green when it is properly installed, connected to a strong cellular signal, and transmitting data correctly. If the pairing has failed or if there are some other issues, the device will not transmit data, and this can be verified on the Account Management portal. Should the device malfunction after installation, Azuga Insight will flag it, and you will be notified via email or phone to determine the cause and appropriate mitigation steps, which may include reinstallation or device replacement.



In-Vehicle Telematics malfunctions can be largely attributed to the issues with the telematics subscription (invalid or expired) or issues with the third-party data aggregation service, which serves as a middleman between the In-Vehicle Telematics platform provided by the original equipment manufacturer (OEM) of the vehicle and the Azuga Insight system. In either case, the system will flag it, and if it is determined to be a user subscription issue, you will be notified via email or phone to determine the appropriate mitigation steps.

## | Whom do I contact if the device isn't working correctly or if I get emails that my device is having problems?

Please contact customer support at [tetcmdbufsupport@azuga.com](mailto:tetcmdbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET for resolution.

## | What do I do if my device is lost or stolen?

Please contact customer support at [tetcmdbufsupport@azuga.com](mailto:tetcmdbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET for resolution and a replacement device to be shipped to you.

## Manual Odometer Entry

*This section is only applicable to participants who opted in to "Manual Odometer Entry".*

## | How often do I have to submit my odometer reading?

Odometer readings are due every month to generate monthly statements. Towards the end of the month, the Azuga Insight system will send you reminders to submit the odometer readings. If you do not receive the reminder emails, please check your spam folder. In addition to the monthly submissions, you will also be required to submit odometer readings upon enrollment, when exiting the program, or as requested.

## | What if I typed in the wrong odometer value?

It depends on the degree of the discrepancy. Make sure your entry is correct on the next odometer submission for the system to update to your true mileage. To mitigate errors, Azuga Insight's Manual Odometer Entry option does not allow mileage readings less than the previous reading. If you have trouble entering your mileage, contact customer support at [tetcmdbufsupport@azuga.com](mailto:tetcmdbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET, and a representative will be happy to help.

## | May I submit my periodic odometer reading from my computer?

Yes. You may log in to the Azuga Insight customer portal and enter your mileage.



## I'll be away from my vehicle at the time my periodic odometer reading is due. What should I do?

You can provide an odometer reading at any time you choose to, even if it is not at the end of the month. If you are going to be away for an extended period, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET to let them know so they can expect a delayed report and follow up if needed. You will be encouraged to submit an odometer reading as soon as you are able.

## In-Vehicle Telematics

### What is In-Vehicle Telematics?

"In-Vehicle Telematics" is a technology platform used to retrieve and broadcast vehicle data from a vehicle's on-board computer. In-Vehicle Telematics combines onboard vehicle diagnostics, wireless communication devices and protocols, and other technologies to transmit vehicle data, such as odometer, speed, vehicle health and other parameters. Examples include OnStar (GM) and SYNC (Ford).

### What should I do if I selected In-Vehicle Telematics, but I am not able to activate it on my vehicle?

A paid subscription to your vehicle's original equipment manufacturer In-Vehicle Telematics system (e.g., GM OnStar or Ford SYNC) is required to sign-up for this MRO. The subscription would need to be maintained for the duration of the Pilot. If you already have an active subscription, you will be provided with step-by-step instructions after enrollment, allowing you to sign into the original equipment manufacturer's account and approve Azuga Insight to access data from the vehicle's In-Vehicle Telematics system. If there are any issues activating the service, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET for assistance.

In the event you choose not to subscribe or maintain an active subscription to the original equipment manufacturer's In-Vehicle Telematics system, you may switch to one of the alternative three MROs available to participants in the Pilot: Plug-in Device with GPS, Plug-in Device without GPS, or Manual Odometer Entry. Please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET for assistance.

### The subscription for my vehicle manufacturer's In-Vehicle Telematics system is about to expire. Will I still be able to participate in the Pilot if I do not renew it?

If you choose not to renew your subscription, you will not be able to participate in the Pilot using In-Vehicle Telematics as the MRO. You will need to choose an alternative MRO from the other options available to participants in the MBUF Pilot: Plug-in Device with GPS, Plug-in Device without GPS, or Manual Odometer Entry. Please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET for assistance.



## Does it cost money to have an active In-Vehicle Telematics system?

It may. Some manufacturers provide the service for free, while others may require a recurring subscription fee to maintain access to the original equipment manufacturer's In-Vehicle Telematics system (e.g. Ford SYNC or GM OnStar).

## Other Drivers Using My Car

### My children drive my car. Is this ok?

Yes, anyone may drive your car at any time. Just like refueling your vehicle or paying an electronic toll, your account would be charged for the number of miles the Pilot vehicle is driven regardless of who is driving. All MBUF and fuel tax credits are simulated for this Pilot, and no actual money is exchanged.

### Will the simulated per-mile fees apply if I lend someone my car?

Yes, your device is paired to your specific vehicle that you enrolled in the MBUF Pilot. You should not switch the device with someone else's or unplug it when someone else is using the vehicle.

## Other

### What do I do if I don't own the vehicle anymore?

An enrolled vehicle can be unenrolled at any time from the "Vehicles" tab in your online account management portal. If you need help, please contact customer support at [tetcmbufsupport@azuga.com](mailto:tetcmbufsupport@azuga.com) or call 1 (800) 593-1876 Monday through Friday between 8 a.m. and 6 p.m. ET for assistance in un-enrolling a vehicle and returning the Plug-in Device, if applicable.

## Pilot Surveys

### How many surveys will I need to complete to participate in the Pilot?

Each participant will take two surveys online, a pre-pilot survey and a post-pilot survey. The pre-pilot survey will be sent to you a few weeks after you enroll to get your initial feedback. When the Pilot closes in fall 2022, you will receive a post-pilot survey shortly after the pilot closes.



## Why did I receive a survey about the Pilot?

The Coalition values the feedback from Pilot participants like you and wants to know what worked well and what should be improved. Your participation will help shape the future of sustainable transportation funding.

## Incentive Program

## How can I receive money for participating in the Pilot?

1. Once you are enrolled and your mileage is being logged, you'll fill out a survey and then receive a \$50 gift card to redeem at a location of your choice.
2. We want to know what worked well and what can be improved to help shape the future of transportation funding in your state. Once the Pilot is complete, you'll receive a post-pilot survey where you can provide your feedback. And once that is complete, you'll receive an additional \$50 gift card as a thank you.

## How do I know if I qualify for incentives?

Participants must meet the following qualifications:

- Participants must be 18 years of age or older to participate.
- Incentives apply to the first 750 participants and cannot be received by government employees including elected officials.
- Participants must have a valid email address to receive the gift card incentives.

## Who is funding the incentives?

The pilot is funded by a U.S. Department of Transportation grant program. This grant provides funds to programs that utilize a user fee structure.