



## *Pay-By-Phone Program*

### **FAQ's**

#### **How Does It Work?**

No longer will you have to hunt for the right change or run back to your car to top up the time left on your parking space. Instead, simply park your car, make one short phone call and then head for your destination. You will receive a text message reminder before your time expires. You have the option of calling back and extending your parking session from anywhere. Pay-by-Phone parking is convenient, easy and safe. Here's how it works...

1. From your mobile phone, call 1-888-450-7275 (PARK)
2. Enter Location #2525 (posted on area street signs and pay stations)
3. Enter Parking Space #
4. Enter desired parking time

#### **How Do I Sign Up?**

First time users simply need to set up a FREE account. You can do this by calling our parking line 1-888-450-7275 (a parking transaction can be started on this initial call) or you may pre-register online at [www.paybyphone.com](http://www.paybyphone.com). To set up an account you will need:

1. Your mobile phone number
2. Credit card (we accept VISA, MasterCard)

The next time you call, your details will be automatically recognized and all you have to enter is Location #2525, your Space # and the amount of time you wish to park for. *It's that easy!*

#### **What are the benefits?**

- No need for cash or credit cards at the meter
- No need to walk to a pay station
- Text message reminder is sent to your phone when parking time is almost up
- Receipt of payment is immediately emailed to your designated email address
- Extend parking time remotely from any phone to avoid citations
- Pay for parking from the comfort and safety of your vehicle or from any location you are visiting
- View & print parking receipts online

### **How does the parking staff know I've paid by phone?**

When you pay for your parking by phone, your space number is automatically updated as “paid” on the handheld device used by the Parking Associate.

### **Does Pay-by-Phone parking cost extra?**

Normal parking charges apply, plus a 35-cent convenience fee that will be charged to your credit card.

### **Is it safe to do a credit card transaction on a mobile phone?**

Yes. Your credit card number is encrypted when you sign up and is never entered, displayed, or spoken during a transaction.

### **When will I see the transactions on my credit card statement?**

Each time you pay for your parking by cell phone the payment is processed in real-time. The amount of time that elapses before it shows up on your statement will vary depending on your credit card company.

### **Do I get a receipt?**

You can view all your transactions by logging into your account at [www.paybyphone.com](http://www.paybyphone.com). All parking charges can be printed off in the form of a receipt if required. Email receipts are also available; select this optional feature on your profile.

### **Can I Choose Whether or Not to Receive Text Message Reminders?**

Yes. You can view and change any of your profile settings by logging into your account at [www.paybyphone.com](http://www.paybyphone.com). You can also change what credit card you would like to use directly on your account.

### **Where can I park and use pay by phone?**

You can pay by phone at any numbered, public parking space serviced by a pay station. This includes all spaces numbered 300 – 800 in the Entertainment District (on-street public spaces and spaces in the North Lot\*).