

E-BOOKNOW

TLC DISPATCH APP DISCLOSURE PACKAGE

REVISED — Contracted Dispatch Software Base Filing Template

Use: Complete the base-specific fields and submit with the current official TLC Dispatch App Disclosure form and the applicable agreement between the TLC-licensed base and E-BookNow.

1. Base Information

Date	_____
TLC Base License #	_____
Legal Business Name	_____
DBA / Base Name	_____
Base Type	☐ Black Car ☐ Livery ☐ Luxury Limousine
Authorized Representative	_____
Title	_____

2. Contracted Dispatch Service

The undersigned TLC-licensed FHV base discloses that it uses E-BookNow as contracted dispatch software. E-BookNow does not replace the TLC-licensed base. The base remains the regulated dispatching entity and retains responsibility for dispatch decisions and TLC compliance.

Recommended TLC identification: Dispatch App / Service Name: E-BookNow — Type: Contracted — Effective Agreement Date: _____.

3. E-BookNow Operational Disclosure

- The base's TLC identity can be associated with the E-BookNow company profile and applicable dispatch records.
- TLC-enabled controls are designed to support verification of driver and vehicle eligibility before NYC assignment.
- Assignment records can preserve dispatching-base, affiliated-base, driver, vehicle and plate information.
- Trip-event information can support preparation of the base's TLC trip records.

4. Driver App Use While Vehicle Is in Motion — Corrected

Driver App Use While Vehicle Is in Motion. The E-BookNow Driver App shall be operated in accordance with applicable NYC TLC rules governing electronic dispatch devices and driver-facing interfaces. While the vehicle is in motion, the Driver may interact with a dispatch request only through functionality permitted by TLC rules, including a single-touch pre-programmed response or voice-activated functionality, where applicable. Any interaction requiring additional manual input, typing, navigation, or other non-permitted interaction must be performed only when the vehicle is lawfully stopped.

Accordingly, the base does not represent that the Driver App must be completely disabled whenever the vehicle is moving. Dispatch requests may be delivered and may be responded to through TLC-permitted limited interaction. Typing, detailed navigation, multi-step manual input, or other interaction not permitted by TLC must be performed only when the vehicle is lawfully stopped.

5. Base Certification

- The base uses E-BookNow under an active agreement or subscription.
- The base remains responsible for lawful dispatch, rates, affiliations, passenger disclosures, accessibility and TLC reporting.
- The base will use the Driver App in accordance with TLC rules governing electronic dispatch devices and driver-facing interfaces.
- The base will maintain complete and accurate trip records and submit them as required by TLC.

6. Signature

Authorized Representative	_____
Title	_____
Signature	_____
Date	_____
TLC Base License #	_____
Business Name	_____

7. Recommended Attachments

- Completed official NYC TLC Dispatch App Disclosure form.
- Current operating/subscription agreement between the TLC-licensed base and E-BookNow.
- E-BookNow TLC Compliance Memorandum — Revised.
- Optional E-BookNow TLC Docs Checker and Base Registry technical documentation.

Important: This supplemental template does not replace TLC's official form and does not represent that TLC has certified or approved E-BookNow.