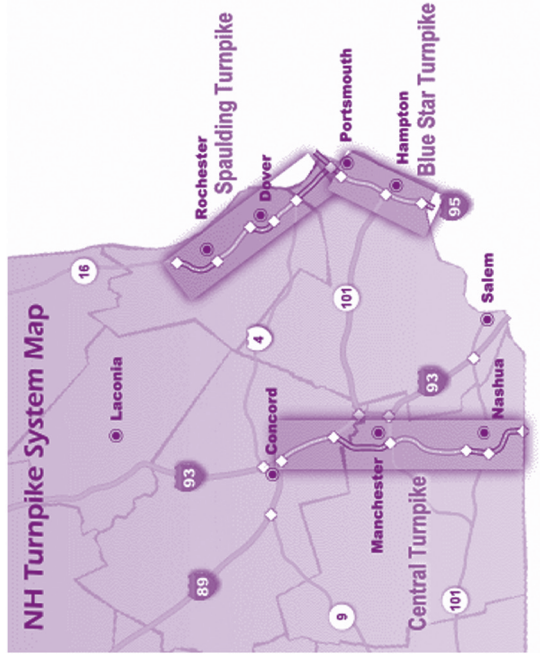




Discover the Difference!



Toll Plazas

Hooksett Main
Hooksett Ramp
Bedford
Hampton Main
Hampton Side
Dover
Rochester



Central Turnpike



Spaulding Turnpike



Blue Star Turnpike

Anonymous Account



New Hampshire

Department of Transportation

NH Customer Service Center

54 Regional Dr

Concord, NH 03301-8502

1-877-643-9727

Fax 1-603-226-4700

www.EZPassNH.com



DO NOT MAIL



INDIVIDUAL ANONYMOUS APPLICATION

- For individually owned/leased vehicles with 2 axles and single rear tires (includes pickup trucks and RV's with dual rear tires)
- Call 1-877-643-9727 or access our website to change an existing E-ZPass account

Please print or type. See instructions on the reverse side of this application.

**Please bring this application to the NH Walk-In Service Center
If mailed, the application will not be processed**

1. APPLICANT'S PERSONAL INFORMATION

Zip Code (REQUIRED)

2. TRANSPONDER REQUEST *Select the Transponder Purchase. Maximum of 4 transponders per account. Certain vehicles require an exterior transponder. Please refer to E-ZPass tips.*

Minimum Starting Toll Balance **\$30.00**

Additional Prepaid Toll Amount (Optional) **\$**

• **Purchase Option** - Cost of transponder is paid for at the time of account opening.

1. Number of PURCHASED Interior Transponders you are requesting _____ x \$6.90 per transponder* **\$**

2. Number of PURCHASED Exterior Transponders you are requesting _____ x \$15.00 per transponder* **\$**

3. TOTAL AMOUNT DUE

TOTAL AMOUNT DUE **\$**

4. PAYMENT METHOD *(Check one option)*

☐ **Option 1 - Cash.** Payments at NHDOT E-ZPass Walk-In Centers only.

☐ **Option 2 - Initial Payment by Check/Money Order and**
Manually replenish the account as needed. Make payable to
NHDOT E-ZPass in the total amount shown in the TOTAL
AMOUNT DUE box above.

5. PERSONAL INFORMATION

You MUST provide a PIN # for access to your account via the automated phone system. You MUST also answer the Challenge Question for account access to a Customer Service Representative via our 1-877-643-9727 customer service phone line. When accessing the WEB for the first time, you will be instructed to create a Password for future account access via the WEB. The password must have at least 8 but no more than 12 characters. It must contain upper case and lower case alphabetic characters, and at least one number or symbol. You MUST choose a User Name that has 6 to 20 characters. You may use letters, numbers and underscores. **Please record your access information here and retain it for future reference.**

4 Digit PIN # (Required) _____

Challenge Question _____ What is your mailing address zip code?

Challenge Answer (Required) _____

User Name (Required) _____

6. CUSTOMER AGREEMENT

My completion of this form, payment of the required deposits and signature below constitute my agreement to use E-ZPass subject to all applicable terms and conditions. I understand and agree that by using E-ZPass facilities, the resulting charges will be deducted from my prepaid E-ZPass account. I understand and agree that I have read, understand and accept the terms and conditions accompanying this application and set forth in this form, all of which are part of my agreement.



E-ZPass Applicant Signature (Required)

Date

DO NOT MAIL

* Transponder prices subject to change. Current pricing may be found under Transponder FAQs at <https://www.ezpassnh.com/faqs>

E-ZPASS – DISCOVER THE DIFFERENCE

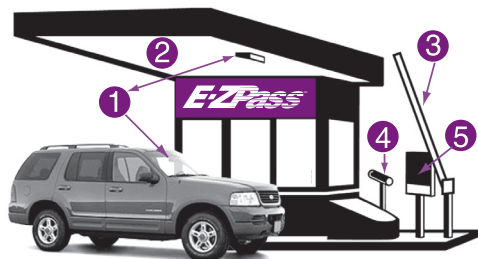
E-ZPass is an electronic toll collection system that allows users to drive through designated E-ZPass lanes without stopping to pay a cash toll, thereby reducing traffic congestion.

Discover the convenience of driving through without stopping to pay a toll. What a difference!

E-ZPass is not just for the NHDOT toll roads. You can discover the benefits of E-ZPass anywhere you see the purple E-ZPass sign. Visit our web site at www.EZPassNH.com for a complete listing of locations that accept E-ZPass.

HOW E-ZPASS WORKS

As you slowly pass through the toll plaza, your E-ZPass transponder sends out an inaudible radio signal. A computer antenna in the toll lane picks up the signal and, in an instant, the system verifies the transponder's information. E-ZPass then calculates the appropriate toll and deducts it from your prepaid account. As you pass through the lane, you receive a message on the customer feedback sign. Some toll facilities provide express E-ZPass lanes allowing you to maintain normal highway speeds. Driver feedback signs are not used in this type of situation.



- 1 As you slowly pass through the E-ZPass facility, your E-ZPass transponder is read.
- 2 In an instant, the transponder information is read by an overhead antenna in the E-ZPass lane and the proper charge is deducted from your E-ZPass account.
- 3 At some facilities, there are gates that will go up when a valid transponder is read.
- 4 At other facilities a video enforcement system is in place to identify toll evaders.
- 5 A traffic signal and/or message is immediately displayed to you just beyond the E-ZPass lane.

To avoid delay, always have your transponder installed properly by affixing as per the mounting instructions provided with your transponder(s). If your transponder is not read as you pass through the toll lane you will receive an invoice for the toll transaction. As this is an anonymous account your information is not identified on the account and our system has no way of identifying you as an account holder. Therefore, you will be required to pay the undiscounted toll and any additional fee.

Everything you need to get E-ZPass is here, quick and easy!

To open an Anonymous E-ZPass account you can download the application from www.ezpassnh.com and visit our Walk-In Center. Directions to the Walk-In Centers can be found on the web at www.EZpassNH.com. Walk-In Service Center hours of operation are Monday through Friday 10 a.m. to 6 p.m.

E-ZPASS TIPS

PERSONAL INFORMATION

You MUST provide a 4 digit PIN # for access to your account via the automated phone system. You MUST also select a Challenge Question and Answer for account access to a Customer Service Representative via our 877-643-9727. When accessing the WEB for the first time, you will be instructed to create a Password for future account access via the WEB.

Please record your access information here and retain it for future reference.

PIN# _____

Password _____

Challenge Question (Your mailing address zip code)

Challenge Answer _____

STARTING BALANCE

The "Minimum Starting Balance" is \$30.00. If more funds are needed to cover your first month of tolls, enter this amount in the Additional Prepaid Toll Amount" column of the application.

NHDOT STANDARD PLAN

The Standard Plan E-ZPass discount is offered to all NHDOT E-ZPass private account customers. New Hampshire E-ZPass provides its customers with a 30% discount on all Class 1 – 4 vehicles and a 10% discount on all Class 5 – 12 vehicles. Customers must pay a minimum pre-paid amount of \$30.00 for 1 to 4 transponders.

TRANSPONDER REQUEST

You do not need to order a separate transponder for each vehicle you own. You may transfer your E-ZPass transponder to any two-axle vehicle of the same class. Almost all vehicles can operate with an interior transponder that attaches to the inside of your windshield near the rearview mirror. Adhesive fasteners enable you to install the transponder in seconds and remove it easily from your windshield if you want to transfer it to another two-axle vehicle. Refer to mounting instructions with transponder.

Check the special vehicles listing on our web site at www.EZPassNH.com to determine if your vehicle requires an exterior transponder. If you are unsure about whether your vehicle has one of these windshields, contact the dealer where you purchased your car. If you have additional questions regarding the use of exterior transponders for your vehicle, feel free to call the NHDOT E-ZPass Customer Service Center at 1-877-643-9727.

PAYMENT METHOD

Anonymous Accounts cannot maintain payment information on the account. If a customer, paying by cash, check or money order, forgets to replenish his or her account and the account balance reaches zero, the account will become invalid. If you utilize the account when it is in an invalid state you will incur a processing/administrative fee in addition to the unpaid toll.

• CASH REPLENISHMENT

To replenish by cash you must visit a NH E-ZPass Walk-In Center location. A low balance message will display in the lane when your account reaches the replenishment point.

Periodically customers are advised to check their account balance online or via phone to avoid negative balance situations and potential for violations.

Cash replenishment will only be accepted at an NHDOT E-ZPass Walk-in Center.

For further assistance take advantage of our automated phone system by calling 1-877-643-9727, or visit our website at www.EZPassNH.com.

Please bring this application to the NH Walk-In Service Center. If mailed, the application will not be processed.

DO NOT MAIL

E-ZPass Customer Agreement – Anonymous Account Terms and Conditions

These terms and conditions, together with your application, constitute your NHDOT *E-ZPass* Agreement. Please read these terms and conditions and keep them for your records. When you open your account and your transponder is used, you agree as follows:

1 TERMS

Failure to comply with this Agreement may result in suspension, revocation, or termination of your *E-ZPass* account. Failure to pay tolls may result in additional penalties provided by law, including termination of your account and potential suspension of your vehicle registration in the State of New Hampshire.

2 TRANSPONDER USE

- You may use your transponder(s) on the vehicle(s) you specifically listed on your application for *E-ZPass* use.
- You must approach and pass through an *E-ZPass* lane at the posted speed limit. Failure to obey the posted speed limit may result in suspension of your *E-ZPass* account.
- You must comply with all applicable traffic laws, regulations, signs, signals, and directions of Toll Collectors or Law Enforcement Officials.
- You may not assign or transfer the obligations or benefits of this agreement.
- You must surrender your *E-ZPass* transponder(s) immediately upon request, if deemed inappropriately used.
- The application establishes your *E-ZPass* account. When you use your transponder at any *E-ZPass* facility, you authorize us to debit your *E-ZPass* account for such use.
- If you use *E-ZPass* facilities in other states, you are subject to the laws and regulations governing such use.
- You agree to affix your transponder(s) to your vehicle(s) in accordance with the instructions provided in the *E-ZPass* Customer Reference Guide.

3 YOUR ACCOUNT

Your NHDOT *E-ZPass* Account consists of a Prepaid Toll deposit and a Transponder Purchase as follows:

- Prepaid Tolls.** You must maintain a Prepaid Toll amount with us to cover applicable toll charges. Tolls are deducted from your account each time your transponder is used. We may also deduct applicable administrative fees incurred under this agreement.
- Transponder Purchase.** At the time you establish your *E-ZPass* account, you must purchase your *E-ZPass* transponders at the following rates:
Interior Transponder - \$6.90
External Transponder - \$15.00
- Account Balances.** No interest will be paid on cash balances in your account.

4 METHOD OF PRE-PAYMENT

- You must pay a minimum Prepaid Toll Amount sufficient to cover planned toll usage for a six-week period.
- An account analysis is performed on all new accounts 35 days from the first use of tolls and every 90 days thereafter. If your regular use is consistently below your current six-week payment, we will adjust your minimum payment to approximate a six-week's level of actual use (\$30.00 minimum). NH *E-ZPass* will not contact an anonymous account holder regarding account balance or account issues.
- Account Replenishment must occur when your Prepaid Toll amount decreases to or below the replenishment point. You can replenish your account in one of the following ways:
 - Make a One Time Payment by cash, check, or credit card at any one of the Walk-In Service Centers operated by NHDOT *E-ZPass*. DO NOT SEND CASH BY MAIL.
 - Contact our Customer Service Center at 1-877-643-9727 to make a One Time Payment by credit card.
- The customer is responsible for monitoring their account balance online or via phone as NH *E-ZPass* has no way to contact an anonymous account holder. Customer may use the transponder number or anonymous account number to check the account balance by calling the *E-ZPass* Customer Service Center.
- The *E-ZPass Plus* program allows you to use your transponder at authorized *E-ZPass Plus* facilities. If your transponder is used to incur *E-ZPass Plus* charges, then *E-ZPass* will charge your credit card directly for transactions \$20.00 and over. Such credit card charges may be different from your replenishment amount. By participating in *E-ZPass Plus*, you consent to the release of your name and address to *E-ZPass Plus* facility operators for collection purposes. If you wish to be enrolled please login to your account, select the *E-ZPass Plus* tab and choose Opt-In or call 1-877-643-9727 to speak to an *E-ZPass* Customer Service Representative.

5 NON-PAYMENT/TRANSPONDER MISUSE/ADMINISTRATIVE FEES

You authorize *E-ZPass* to charge your account an administrative fee as follows:

- If you use your transponder when your account is in a negative balance, suspended or revoked, or if your transponder has been reported lost or stolen, you may incur a processing fee at NH toll facilities. Refer to the Invoicing/Violations FAQs at www.ezpassnh.com/faqs for the current fee schedule.
- If you attempt to use a transponder without properly attaching it to your vehicle, you may incur a processing fee at NH toll facilities. Refer to the Invoicing/Violations FAQs at www.ezpassnh.com/faqs for the current fee schedule.
- Administrative fees may be billed directly to your account. You may only contest the imposition of said administrative fees in writing to the *E-ZPass* Customer Service Center. If the fee is rescinded, your account will be credited the amount of the rescinded fee.

6 LOST/STOLEN, DEFECTIVE, OR ALTERED TRANSPONDERS

Anonymous account holders must provide their account number or transponder number in order to have the device marked lost. You will not be liable for unauthorized use that occurs after you notify us, orally or in writing, within ten days of loss, theft, or possible unauthorized use. Defective Transponder(s): If your *E-ZPass* transponder(s) is non-operational for reasons other than abuse or improper use, and the Transponder(s) is returned to us, we will replace it at no charge to you if it is within the first five years the transponder has been assigned to your account. Account holders are responsible for lost, stolen, or damaged transponders. A replacement fee will be charged.

7 DISCLAIMER

By accepting the transponders requested, you agree that NHDOT has no obligation or liability whatsoever to you for the transponders issued after they are received by you, except as specifically provided herein. Your acceptance also indicates your agreement to indemnify NHDOT and hold NHDOT harmless from and against any and all damage, loss, cost, expense, or liability relating to, arising from, or as a result of the use or performance of the transponders. You agree to hold harmless and indemnify NHDOT from any claim resulting from the installation, use or disconnection of this transponder.

8 TERMINATION

You may terminate this agreement at any time by returning the *E-ZPass* transponder to us. Transponders should be returned to NHDOT *E-ZPass* in person or by first class prepaid mail for proper disposal.

At the time of account termination you will be required to identify your name and address for refund purposes. Account termination is required to be performed at a NH *E-ZPass* Walk-In Center. Upon termination and return of your transponder(s), your account balance will be refunded to you. All outstanding charges will be deducted prior to refund.

9 COLLECTION EXPENSES

You agree to pay all costs, including attorneys' fees, incurred by us to collect any monies due under the terms of this agreement.

10 MODIFICATIONS

We may change the terms of this Customer Agreement at any time. The terms of this agreement are subject to change without advance notification to anonymous account users. Users must check the Web periodically.

11 CONFIDENTIALITY

We maintain the confidentiality of all information acquired in connection with the administration and enforcement of toll evasion, except as provided under the law, which allows information to be released to a certified law enforcement officer conducting an investigation pursuant to "court order, or in exigent circumstances." RSA 236:31, VIII.

NHDOT respects the privacy of all account holders. We do not sell or share customer lists with marketing or advertising entities. However, you understand and agree that use of the system will result in the release of division of motor vehicle information, including vehicle owner's name, address, and plate information to the state of New Hampshire, or other states and their agents for toll collection or toll enforcement purposes only. RSA 237:16-e

12 NH TOLL RATES AND DISCOUNT PLANS

NH toll rates, discount plans and percentage of discounts are subject to change at any time. Authority to change toll and discount rates is governed by RSA 237:11. NH toll rates, discount plans and percentage of discounts are subject to change at any time. Authority to change toll and discount rates is governed by RSA 237:11. Per RSA 237:11 the 30% or 10% NH *E-ZPass* discount applies ONLY to NH Toll Plaza tolls billed through a transponder on a NH *E-ZPass* Account. All NH *E-ZPass* Account holder tolls billed by license plate number and not a transponder will be at the full posted rate.

13 GOVERNING LAW

This Agreement shall be governed by and construed in accordance with the laws of the State of New Hampshire. You agree to inform us of any changes to the information provided by you in your NHDOT *E-ZPass* Application.

14 INQUIRIES AND CORRESPONDENCE

New Hampshire Customer Service Center
54 Regional Drive
Concord, NH 03301-8502

15 SCHEDULE OF DEPOSITS/ADMINISTRATIVE FEES

Refer to the FAQs at www.ezpassnh.com/faqs for current fee schedule.

Please bring this application to the NH Walk-In Service Center. If mailed, the application will not be processed.

DO NOT MAIL