



User Guide Booklet

**Discover the
Difference!**



Central Turnpike



Spaulding Turnpike



Blue Star Turnpike





User Guide Booklet

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***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 designated *E-ZPass* lanes without stopping to pay a toll. What a difference.

E-ZPass is not just for New Hampshire. You can discover the benefits of *E-ZPass* anywhere you see the purple *E-ZPass* sign. For an update of all toll facilities offering *E-ZPass*, please visit our web site at www.ezpassnh.com. *E-ZPass* Plus service allows you to pay for airport parking using your transponder at all airports where you see the purple *E-ZPass* Plus sign.

Important Safety Considerations

Enjoy the benefits of *E-ZPass*, but please pay attention to the following safety considerations:

- Obey posted speed limits.
- Never back up at a toll plaza.
- Your transponder must be affixed to your vehicle at the proper location and should not be held in your hand.
- Come to a complete stop at staffed lanes.
- Do not get out of your vehicle in the toll lane.

ACCOUNT INFORMATION

Account Number _____

Transponder Number _____

PIN Number _____

Challenge Question (Your mailing address zip code) _____

Challenge Answer _____

User Name _____

**1-877-643-9727
www.EZPassNH.com**

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 in this guidebook.

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

Five Easy Ways to Get *E-ZPass*. Visit our web site at www.EZPassNH.com. Our toll-free number is 1-877-643-9727. Customer Service representatives will be available to answer your calls Monday through Friday 8 a.m. to 6 p.m. and Saturdays from 8 a.m. to 4 p.m., you can also fill out the attached application and mail or fax it to us. Or visit a Walk-In Service Center located in New Hampshire. Walk-in Service Center locations and hours of operation are available on the web at www.EZPassNH.com.

How To Install Your Interior E-ZPass Transponder

Properly Installing The Interior Transponder In Your Vehicle Is Easy And Essential.

- 1) Sit inside your vehicle facing forward. Select a location behind and to the right of the rearview mirror. **Do not install your transponder directly below the rearview mirror so as not to interfere with your New Hampshire vehicle registration sticker.** The spot should be at least 1" below the vehicle's window frame and should be clean and dry.
- 2) Do not remove the adhesive fasteners from the back of your transponder. Simply peel off the plastic backing to reveal the sticky surface of the fasteners.
- 3) With the *E-ZPass* logo facing you, right side up, affix the entire transponder assembly to the selected spot on the inside of your windshield.
- 4) Press the entire transponder assembly firmly into place and hold for one to two seconds. The installation process is now complete.
- 5) Additional fasteners are provided in the event that you want to transfer your transponder to another vehicle of the same classification listed on your NHDOT *E-ZPass* application.



Note: Your NHDOT E-ZPass transponder will be invalid if you mount your transponder improperly, forget to place your transponder in your vehicle, fail to replenish your account or fail to notify the Service Center when your credit card expires or reaches allowable limits. If you were issued an exterior transponder, please refer to the mounting instructions included in your transponder kit.

If You Don't Want To Use Your Transponder

If you don't want your transponder to be read at a particular toll plaza, be sure to enclose the transponder in the silver "read prevention" bag that was provided in your transponder kit, remembering to fold the bag, prior to entering the toll plaza area, so the transponder will not be read.

Approaching an E-ZPass Lane

Look for the distinctive purple and white *E-ZPass* logo signs whenever you use a toll facility. The signs will direct you to the appropriate toll lane where *E-ZPass* is accepted.

Remember: For All Toll Facilities the Following Applies:

Always obey all traffic signs and signals and never back out of a toll lane for your safety and the safety of others. **Toll collectors do not have access to your *E-ZPass* account, so they cannot answer account questions in the lane.** You must call the NHDOT Customer Service Center, and a representative will be happy to assist you.

How Your *E-ZPass* Account Works

Account Status

NHDOT provides three ways to monitor your account:

- 1) Call the NHDOT *E-ZPass* automated voice response system (VRS) 24 hours a day at 1-877-643-9727
- 2) 24 hour access of our website at www.EZPassNH.com.
- 3) Call the Customer Service Center at 1-877-643-9727 during normal business hours from 8:00AM to 6:00PM Monday to Friday and Saturday from 8:00AM to 4:00PM.

Account Statement

Statements detail your transactions by transponder, amount of each toll, location, date, and time. They also include any payments or credits applied to your account in a normal billing cycle. Your statement cycle begins on the date your account is opened. Mailed statements will be provided on a quarterly basis for the first year and you can elect to continue to receive these statements on a monthly basis. For individual accounts there will be a \$1.00 fee and for business accounts there will be a \$2.00 fee for each monthly paper statement assessed at the time the statement is generated. You have the option to discontinue your monthly statement by contacting the Customer Service Center. Electronic statements will continue to be provided monthly at no additional cost. If there is no activity within the statement cycle you will not receive a statement.

E-mail is the most convenient and timely method to receive your statement. To receive your statement by e-mail, be sure to include your e-mail address on your application or call 1-877-643-9727 or access our website at www.EZPassNH.com to request an e-mail statement.

Note: From time to time customers may experience a problem in receiving their *E-ZPass* statements by e-mail. The two most common problems are an e-mail address has changed and has not been updated on the *E-ZPass* account or the Internet Service Provider has blocked the delivery of the statement e-mail through their spam filter. Please be sure to update your e-mail address on your *E-ZPass* account if it changes and to avoid having your statements blocked by your ISP we advise you add postmaster@e-statements.ezpassnh.com to your e-mail address book.

Payment On Your Account

Four ways to pay – Credit card, Check, Money Order or Cash.

The easy way to pay - Credit card customers will never have to worry about low balances or forgetting to make payments. The credit card will be automatically billed once the account reaches the replenishment point. If a customer paying by check, money order or cash forgets to replenish his or her account and the account balance reaches \$0, the account will become invalid. To avoid this situation, we recommend preauthorized automatic replenishment via credit card.

Remember you always have the option to keep a secondary credit card on your account as an account replenishment backup.

CREDIT CARD

Discover the advantages to starting and replenishing your *E-ZPass* account via credit card:

- It's easy. There's no need to worry about a separate *E-ZPass* payment.
- It's automatic. As long as your funding account is in good standing, your *E-ZPass* balance will never run out.
- *E-ZPass* accepts Visa, Master Card, Amex and Discover.

CHECK/MONEY ORDER REPLENISHMENT

To replenish by check or money order make your payment payable to NHDOT *E-ZPass* at 54 Regional Dr, Concord, NH 03301-8502. A low balance message will be displayed in the lane when your account reaches the replenishment point. Customers with credit card replenishment will not see this message unless there is a problem with their credit card account. Cash Payments will not be accepted through the mail. Cash payments will only be accepted at any Walk-In Service Center.

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

Replenish Points to Remember:

- Credit cards must always be valid and have a current expiration date.
- Credit cards expire, so you must inform the Customer Service Center of the new expiration date, but remember, do not update credit card information with the Customer Service Center before your new credit card is activated.
- If you change, switch or cancel your credit card, you must also notify the Customer Service Center.
- Of course, like any other purchase, you must ensure *E-ZPass* charges do not put you over your credit card limit.

If you chose not to pay by automatic replenishment, you will receive a "Low Balance" message as you pass through an *E-ZPass* lane whenever your prepaid toll balance is at approximately 50% of your replenishment amount, indicating that a payment is required. This means you should replenish your account immediately. You will continue to receive a "Low

Balance” message until such time the account is replenished.

Please refer to your statement which will detail all of your transactions by transponder, amount of each toll, date, time, location, and any payments or credits made to your account. Your account balance can be checked 24 hours a day/ 7 days a week by calling 1-877-643-9727 and choosing the Account Balance option on our automated phone system or by accessing our web site at www.EZPassNH.com.

E-ZPass Account Plan

NHDOT STANDARD PLAN

The *E-ZPass* Standard Plan is offered to all New Hampshire *E-ZPass* customers.

Customers requesting 1 to 4 transponders must pre-pay a minimum toll deposit amount of \$30.00.

Closing Your Account

To close your *E-ZPass* account, mail your transponder to the *E-ZPass* Customer Service Center along with a signed statement indicating that you would like to close the account. Return envelopes suitable for mailing your transponder are available upon request from the Customer Service Center. Please return your transponder to: *E-ZPass* Customer Service Center, 54 Regional Dr, Concord, NH 03301-8502. When your transponder is received, in good condition, we will refund any unused toll balance, minus all outstanding tolls not yet posted to your account.

You can expect to receive your refund within 30 days after closing your account.

Other E-ZPass Information

You should take reasonable precautions to protect your *E-ZPass* transponder. It is encoded with specific information about your account. Please remember to secure your car to prevent theft. The adhesive mounting strips described earlier allow you to remove the transponder from your vehicle at any time. *Once you report your transponder as lost or stolen, transponders are deactivated and unusable.*

Lost or Stolen Transponders

If your transponder is lost or stolen, immediately call 1-877-643-9727 or access our website at www.EZPassNH.com. You will not be responsible for any charges incurred if you report the transponder lost or stolen to the Customer Service Center within 10 days. You will be responsible for paying for a replacement transponder at the transponder purchase price currently in effect.

Damaged or Defective Transponders

A defective transponder may be exchanged for a new one at no cost to you within the first five years the transponder was issued to you, unless the transponder was altered, defaced or damaged by abuse.

Violations

NHDOT strongly recommends that you automatically replenish your account with a credit card, because it is the easiest and most efficient payment method to assure an adequate account balance. NHDOT employs a video enforcement system that detects and identifies vehicles driving through an *E-ZPass* lane with an invalid *E-ZPass* transponder. The video enforcement system will capture your license plate, a violation notice will be issued and you may be charged an administrative fee along with the cost of the toll. Failure to pay a toll violation could result in other penalties up to and including suspension of your driving and or registration privileges in the State of New Hampshire.

Speed Enforcement

For your safety and the safety of NHDOT toll collectors there is a posted 25 MPH limit at the toll plaza, which like all other posted speed limits must be obeyed. Failure to comply with posted speed limits could result in penalties up to and including suspension of your *E-ZPass* privileges.

Frequently Asked Questions

How do I know my transponder is working?

As you exit an *E-ZPass* toll lane at any NHDOT toll plaza, a customer feedback sign will display a message to continue if your transponder is working correctly. If your account is in good standing and your transponder is properly affixed and your transponder is still not working properly, you may have to return your transponder. Please contact the Customer Service Center.

What if the message indicates a low balance, but I am sure my account has enough money in it?

Call 1-877-643-9727 and use our automated phone system to confirm your account balance. You can also confirm your balance at our web site at www.EZPassNH.com

What if I forget my transponder?

If you are in a staffed lane, pay the cash fare. If you are in an “*E-ZPass* Only” lane without gates, DO NOT STOP.

What if I get into a lane which is not equipped with E-ZPass?

You must pay the full undiscounted toll in cash.

What if I forget to make a payment?

Call 1-877-643-9727 and take advantages of our automated phone system to check your balance. Depending on how low it is, you may need to make a payment to the *E-ZPass* Customer Service Center and/or stop using the transponder until a mailed payment can be posted to your account. We strongly suggest you use automatic replenishment with a credit card, because it is the easiest and most efficient payment method to assure an adequate balance. Your credit card will be charged whenever your prepaid toll balance drops below 25% or \$10 of your rebill amount. If your

transponder is in your vehicle and you do not wish to use it, be sure that it is enclosed in the “read prevention” bag given to you when you received your transponder. Simply putting the transponder in the glove compartment or a pocket may not stop the transponder from being read.

Are there any times I should not use my transponder?

Yes, the following examples are times when you should not use your transponder:

- If you have reported your transponder as lost or stolen, but later find it, call the *E-ZPass* Customer Service Center. You must be issued a new transponder, even if you find your original transponder.
- If you know that you don't have sufficient funds in your *E-ZPass* account.
- If you are using a different class vehicle (i.e., a car transponder in a truck).

What if I lose the credit card I use to pay my E-ZPass account?

First report the lost card to the credit card issuing company. Then, call 1-877-643-9727 and advise us immediately. The Customer Service Center will provide you the ability to pay by another method until your new card is issued. If you continue to use your *E-ZPass* without replenishing and incur a negative account balance, you will be charged the full cash toll and a \$25.00 administrative fee. *Remember you always have the option to keep a secondary credit card on your account as an account replenishment backup.*

What if my E-ZPass account runs out of money?

Do not use *E-ZPass* until your account has been replenished. Take the transponder out of the vehicle or place it in the “read prevention” bag. If you use the automatic replenishment method of payment, your account will be replenished whenever the account balance falls below 25% or \$10.00 of your rebill amount.

If you are not on automatic replenishment, you will see a “Low Balance” message in an *E-ZPass* toll lane, whenever your prepaid toll balance is at approximately 50% of replenishment amount indicating that a payment is required. Call the Customer Service Center at 1-877-643-9727 to inquire about switching to automatic replenishment, if you did not select this option when you opened your account.

How many transponders can I request?

You can request a maximum of four transponders per account.

I need receipts for business. Will I still get them in the E-ZPass lanes?

No, a receipt is not available for *E-ZPass* transactions. Refer to your statement for the amount, date, time and location of each toll transaction. Your account information is also available via the *E-ZPass* website at www.EZPassNH.com.

Can a camper or trailer be towed if the E-ZPass transponder is being used?

If you tow a camper or trailer, your transponder can be used and the system will adjust to the proper toll amount.

Are motorcycles eligible for an E-ZPass account?

Yes. Motorcyclists are eligible to participate in the *E-ZPass* program.

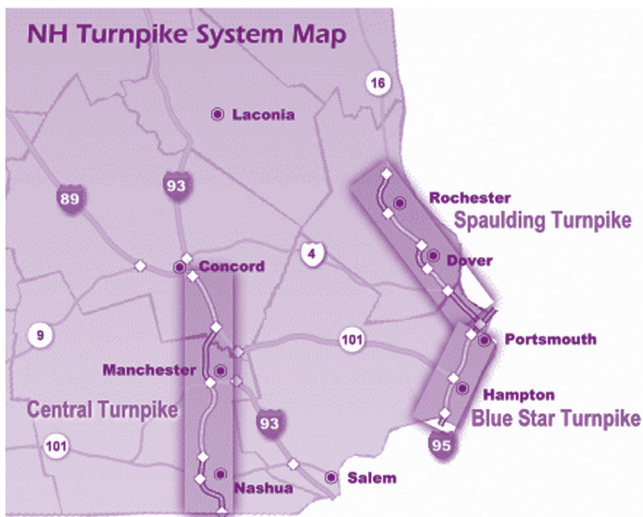
Do I need to register all my vehicles?

Yes. You should provide the Customer Service Center with details of all vehicles which may be used with your *E-ZPass* account.

All New Hampshire, Maine and Massachusetts registered vehicles on your E-ZPass account must also include the plate type information found on your DMV registration form. Failure to keep a current list of vehicles on your account including plate number and plate type (NH, ME and MA registered vehicles only) could result in you receiving a violation notice should your transponder fail to operate in the toll lane.

More Questions?

No matter what your questions are, there is one easy number to call 1-877-643-9727, 24 hours a day for automated account information. Please access our website at www.EZPassNH.com for *E-ZPass* information or Answers to Frequently Asked Questions.



Walk-In Centers
Hours of Operation
Monday to Friday
10 a.m. to 6 p.m.

Access our website at
www.EZPassNH.com

For An Application, Phone Toll Free:
1-877 643-9727

E-ZPass[®]