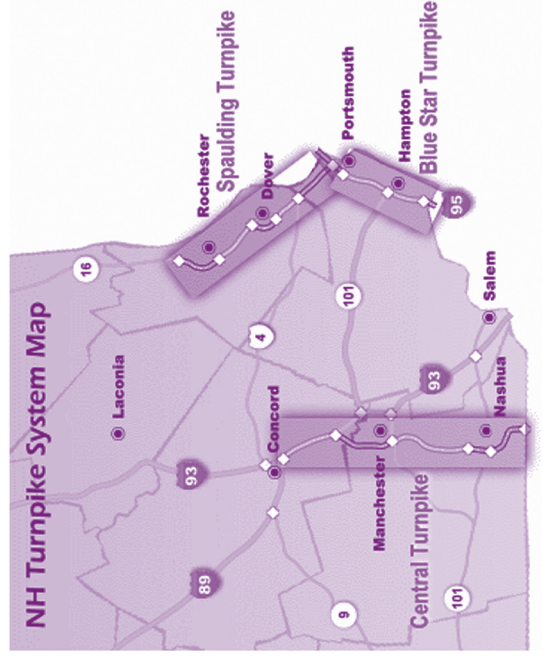




Discover the Difference!



Toll Plazas

Hooksett Main
Hooksett Ramp
Bedford
Hampton Main
Hampton Side
Dover
Rochester



Central Turnpike



Spaulding Turnpike



Blue Star Turnpike



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

LICENSE PLATE ACCOUNT





LICENSE PLATE ENROLLMENT APPLICATION

NH Customer Service Center
54 Regional Dr
Concord, NH 03301-8502

- For individually owned/leased vehicles with 2 axles and single rear tires
- Apply for E-ZPass on the internet with your credit card by visiting the E-ZPass website at www.EZPassNH.com
- 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.

1. APPLICANT'S PERSONAL INFORMATION (Individual Name Only)										
Last Name (Required)					First Name (Required)			MI		
Main Address (Required)			Apt #		City (Required)		State (Required)		Zip Code (Required)	
Shipping Address (Optional)			Apt #		City (Optional)		State (Optional)		Zip Code (Optional)	
Mobile Phone () ()			Home Phone () ()		Email Address _____@_____					
Please select 1 monthly statement type <input type="checkbox"/> Regular Mail (\$1 fee) <input type="checkbox"/> Email Notification			Please select Notification type (select all that apply) <input type="checkbox"/> E-mail <input type="checkbox"/> Text			Secondary Contact (Optional)				
2. VEHICLE INFORMATION <small>List all vehicles that may be used. Plate type must be provided for all NH, ME and MA registered vehicles. See the Supplemental Instructions for plate type information.</small>										
Vehicle Type Codes: A - Auto/Sport Utility Vehicle/Minivan V - Van P1 - Pickup Truck with dual rear tires R6 - RV with dual rear tires M - Motorcycle P - Pickup Truck R4 - RV with 4 tires R8 - RV with 3 axles										
License Plate Number (Please Print Clearly)				State	Plate Type #	Vehicle Type Code	Year	Make	Model	
3. STARTING BALANCE										
Startup - Minimum \$1								\$ 1.00		
Additional Prepaid Toll Amount <small>If your total amount of estimated tolls will not cover your first month of tolls</small>								\$		
4. PAYMENT METHOD (Check one only)										
<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <input type="checkbox"/> Option 1 - Automatic Replenishment by Credit Card. Charge to my credit card a 1 time payment of \$_____ (TOTAL from above). When my toll balance reaches the replenishment point, I authorize NHDOT to charge my credit card the replenishment amount as defined in the license agreement. <input type="checkbox"/> Visa <input type="checkbox"/> Mastercard <input type="checkbox"/> Discover <input type="checkbox"/> American Express Credit Card Number _____ CVV _____ Name on Credit Card _____ Expiration Date _____ Credit card holder's signature (Required) _____ </div> <div style="width: 45%;"> <input type="checkbox"/> Option 2 - Initial Payment by Credit Card and Manually Replenish as needed. Charge to my credit card a 1 time payment of \$_____ (TOTAL from above). TOTAL AMOUNT DUE \$ </div> </div>										
5. PERSONAL INFORMATION										
<p>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.</p> <p>4 Digit PIN # (Required) _____</p> <p>Challenge Question _____ What is your mailing address zip code?</p> <p>Challenge Answer (Required) _____</p> <p>User Name (Required) _____</p>										
6. CUSTOMER AGREEMENT										
<p>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.</p> <p style="text-align: center;"> _____ / / _____ E-ZPass Applicant Signature Required Date </p>										

E-ZPass Use Only
 Account # _____
 Initial Payment: _____
 CC _____
 C _____
 CK _____

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!

HOW E-ZPASS WORKS

- 1 As you slowly pass through the toll plaza, an image of your license plate is captured and the toll is deducted.



- 2 Customer is going to receive an UNPAID CALL E-ZPASS message each time they go through the tolls because the system will capture the vehicles license plate image and subsequently match the license plate to a valid prepaid account. The transaction will be posted to your account within seven days.
- 3 If you were to use your NH Prepay account at other facilities, a video enforcement system is in place to identify you as a toll evader. NH Prepay accounts are not valid outside of NH.

Four 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. You can also fill out the attached application and mail or fax it to us or visit one of the Walk-In Centers. 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 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.***

PIN # _____

Challenge Question (Your mailing address zip code) _____

Challenge Answer: _____

User Name: _____

VEHICLE INFORMATION

You **MUST** list all other possible vehicles that may be used. Don't forget to include your plate type found on your NH, ME, MA, CT, VT, NY and RI vehicle registration form.

PAYMENT METHOD

The easiest ways to pay – Credit card and ACH customers will never have to worry about low balances or forgetting to make payments. The credit card or checking account will be automatically billed once the account reaches the replenishment point. If a customer, paying by cash, check or money order, 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 auto-matic replenishment via credit card or ACH.

- **CREDIT CARD REPLENISHMENT:** Discover the advantages to starting and re-plenishing 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 credit card account is in good standing, your *E-ZPass* balance will never run out.

• CHECK/MONEY ORDER REPLENISHMENT

To replenish by check or money order, make payable to NHDOT E-ZPass at **54 Regional Dr, Concord, NH 03301-8502**.

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.

The E-ZPass logo, featuring the text "E-ZPass" in a stylized, italicized font. The "E" and "Z" are larger and more prominent, with the "Pass" following in a smaller font. A small "SM" trademark symbol is located to the upper right of the "s" in "Pass".

E-ZPass Customer Agreement – License Plate 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, 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 YOUR ACCOUNT

Your NHDOT E-ZPass account consists of a prepaid toll deposit as follows:

- a) **Prepaid Tolls.** You must maintain a Prepaid Toll amount with us to cover applicable toll charges. Tolls are deducted from your account each time you utilize a toll lane. We may also deduct applicable administrative fees incurred under this agreement.
- b) **Account Balances.** No interest will be paid on cash balances in your account.
- c) **Account Inactivity.** If there are no financial transactions, tolls or payments, made to your E-ZPass account for a period of eighteen months, you will be notified in writing and requested to close your E-ZPass account. Once account inactivity, as defined above, reaches twenty-four months, NHDOT will automatically close your E-ZPass account and refund your prepaid toll balance in accordance with the terms of this agreement.

3 ACCOUNT STATUS

You will receive e-mail statements if you provide an e-mail address and authorize us to e-mail the statements. You may also review your account history on the website.

4 METHOD OF PRE-PAYMENT

- a) You must pay a minimum Prepaid Toll Amount sufficient to cover planned toll usage for a six-week period. The minimum deposit for 1-4 transponders is \$30.00.
- b) 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 (\$10.00 minimum). A Replenishment Level Change Notification Letter will be sent whenever the replenishment level is increased.
- c) 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:
 1. You can authorize us to replenish your Prepaid Toll amount by automatically charging your credit card or ACH account.
 2. Check or Money Orders made payable to NHDOT E-ZPass.
 3. Pay by cash at any one of the Walk-In Services Centers operated by NHDOT E-ZPass.

DO NOT SEND CASH BY MAIL.

5 NON-PAYMENT/ ADMINISTRATIVE FEES

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

- a) If you use your account when your account is in a negative balance, suspended or revoked, 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.
- b) 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 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.

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.

7 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.

8 MODIFICATIONS

We may change the terms of this Customer Agreement at any time by advance notice. The invalidity of any term or terms of this Agreement shall not affect any other term of this Agreement, which shall remain in full force and effect.

9 NH TOLL RATES

- 1) Tolls will be charged at a full fare
- 2) **ONLY valid for NH Toll Plazas**
- 3) **In the future a fee may be charged for each toll**
- 4) **Customer must ensure all license plate information is up to date including State, plate number and plate type to prevent receiving invoice(s)/ violation(s) for the toll transaction**

10 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, such as:

- Change in address
- Change in vehicle information, i.e.: vehicle type, license plate number and plate type
- Change in credit card account status (Closed account, maximum credit use)
- Expiration date of credit card account
- Change in payment method.

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 INQUIRIES AND CORRESPONDENCE




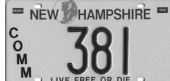




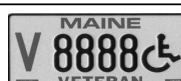










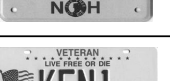

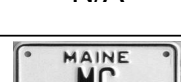
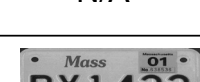



New Hampshire Customer Service Center
54 Regional Drive
Concord, NH 03301-8502

13 SCHEDULE OF DEPOSITS/ADMINISTRATIVE FEES

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

LICENSE PLATE ACCOUNT APPLICATION SUPPLEMENTAL INSTRUCTIONS

Under Section 2. Vehicle Information on the application please provide the plate type for the license plates on your vehicle(s). In the plate type box please put the Plate Description Code from the chart below that matches the type of plates you have on your vehicle(s). If your specific plate type is not included in chart below you need to call the E-ZPass Service Center at 1-877-643-9727. **Your vehicle plate type can be found on your NH, ME, MA, CT, VT, NY and RI vehicle registration form.**

Plate Type Description	SAMPLE PLATES		
	New Hampshire	Maine	Massachusetts
Apportioned Power Vehicle (APRO)			
Commercial (COMM)			
Moose Conservation Passenger (CPASS, HPASS, PPASS)		N/A	N/A
Disabled Veteran Plate (DVETE)			N/A
Handicap (HCAP)			N/A
Initial Apportioned Vehicle (IAPRO)		N/A	N/A
Initial Commercial (ICOMM)		N/A	N/A
Initial Moose Conservation Passenger (ICPAS)		N/A	N/A
Initial Disabled Veteran (IDVET)		N/A	N/A
Initial Handicap (IHCAP)		N/A	N/A
Initial Motorcycle (IMOTO)		N/A	N/A
Initial Passenger (IPASS)		N/A	N/A
Initial Veteran Motorcycle (IVMOT)		N/A	N/A
Initial Regular Veteran (IVVET)		N/A	N/A
Motorcycle (MOTO)			
Passenger (PPASS)			

Your vehicle plate type can be found on your NH, ME, MA, CT, VT, NY and RI vehicle registration form.









































Plate Type Description	New Hampshire	Maine	Massachusetts
Automobile Dealer			N/A
New & Used Dealer (RADPL)			N/A
Veteran Motorcycle (VMOTO)			N/A
Regular Veteran Plate (VVETE)			N/A
Ambulance/Emergency	N/A		IMAGE NOT AVAILABLE
Authority Motorcycle	N/A	N/A	IMAGE NOT AVAILABLE
Authority	N/A	N/A	IMAGE NOT AVAILABLE
Bus	N/A		
Camper/RV	N/A		IMAGE NOT AVAILABLE
Livery	N/A		
Municipal Vehicle	N/A		
Municipal Motorcycle	N/A		IMAGE NOT AVAILABLE
School Bus (Normal)	N/A	IMAGE NOT AVAILABLE	
School Bus (Pupil)	N/A	IMAGE NOT AVAILABLE	
Semi-Trailer	N/A	IMAGE NOT AVAILABLE	
State Motorcycle	N/A	N/A	IMAGE NOT AVAILABLE
State Vehicle	N/A		
Taxi	N/A	N/A	

Plate Type Description	New Hampshire	Maine	Massachusetts
Trailer	N/A		
Vanpool	N/A	N/A	IMAGE NOT AVAILABLE
Combination	N/A		N/A
Antique Auto	N/A		N/A
Black Bear Specialty Plate	N/A		N/A
Conservation Commercial	N/A		N/A
Conservation Disability	N/A		N/A
Conservation Passenger	N/A		N/A
Disability Special Veteran Plate	N/A		N/A
Fire Fighter	N/A		N/A
Lobster Specialty Plate	N/A		N/A
Purple Heart	N/A		N/A
Purple Heart Motorcycle	N/A		N/A
Conservation Motor home	N/A		N/A
Univ. of Maine System	N/A		N/A
Wabanaki	N/A		N/A
Disability Motor home	N/A		N/A

Your vehicle plate type can be found on your NH, ME, MA CT, VT, NV and RI vehicle registration form.