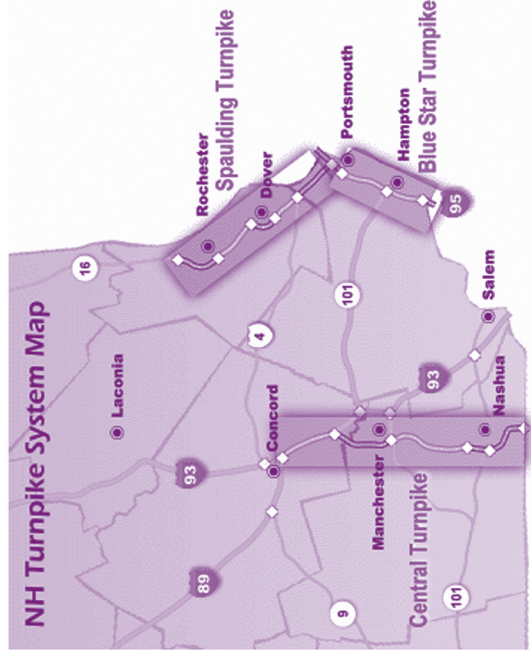




Discover the Difference!



Toll Plazas

Hooksett Main
Hooksett Ramp
Bedford
Hampton Main
Hampton Side
Dover
Rochester



Central Turnpike



Spaulding Turnpike



Blue Star Turnpike



New Hampshire Customer Service Center

54 Regional Drive
Concord, NH 03301-8502
1-877-643-9727
Fax 1-603-226-4700
www.EZPassNH.com



E-ZPass Customer Agreement – Private 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.
- 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.
- If you agree to provide and update as necessary, all vehicle registration information, especially your license plate number and plate type as found on your NH, ME and MA DMV vehicle registration form, that your transponder will be utilized in.

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 - **\$6.50** External Transponder - **\$13.65**
- Transponder-Leasing.** Customers who select the option to fund their *E-ZPass* account through automatic replenishment by credit card have the option to lease an *E-ZPass* transponder. A monthly transponder leasing fee of \$0.50 will be charged to the account on the anniversary date of account opening until the transponder is returned in good condition to the *E-ZPass* service center. In the event the method of replenishment is converted from credit card to cash a \$10.00 transponder deposit will be deducted from the pre-paid account balance until such time as a credit card is added back to the account or the transponder is returned in good condition to the *E-ZPass* service center. The *E-ZPass* account will be charged the full price of the transponder as shown in the SCHEDULE OF DEPOSIT/ADMINISTRATIVE FEES in the event the transponder is reported lost or stolen or returned damaged to the service center.
- Account Balances.** No interest will be paid on cash balances in your account.
- 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. You will be requested to return your transponder(s) to the Customer Service Center for proper disposal.
- E-ZPass Plus.*** *E-ZPass Plus* allows you to pay for non-toll transactions, such as parking, with your *E-ZPass* transponder. You must use credit card replenishment as your payment option to be enrolled in *E-ZPass Plus*. See the NHDOT *E-ZPass* Website for more details.
 - Payment for *E-ZPass Plus* transactions under \$20.00 will be debited from your account balance.
 - Payment for *E-ZPass Plus* transactions \$20.00 and over will be charged immediately to the credit card on your account.
 - Contested *E-ZPass Plus* transactions must be submitted to the facility operator and not NHDOT.
 - If your payment type changes from credit card replenishment to cash/check at any time, your transponders will cease to function at *E-ZPass Plus* participating facilities.
 - Customers selecting credit card replenishment are automatically enrolled in *E-ZPass Plus*. If you elect not to participate in the program; you may opt out of *E-ZPass Plus* either by calling the *E-ZPass* Customer Service Center at 1-877-643-9727 or by accessing your account on the Web at <http://www.ezpassnh.com>.

4 ACCOUNT STATUS

You will receive a periodic statement unless there were no toll revenue transactions and no financial activity on the account during the applicable period. During the first year of your enrollment in *E-ZPass* you will receive four (4) quarterly statements at no charge. Starting in year 2, you may elect to receive monthly statements mailed at a charge of \$1.00 per month. At any time you have the option to stop receiving statements by mail and/or convert to e-mail statements which are at no charge.

5 METHOD OF PRE-PAYMENT

- You must pay a minimum Prepaid Toll Amount sufficient to pay tolls for a six-week period. The minimum deposit for 1-4 transponders is \$30.00.
- 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). A Replenishment Level Change Notification Letter will be sent whenever the replenishment level is adjusted, resulting in an increased Prepaid Toll payment.
- 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:
 - You can authorize us to replenish your Prepaid Toll amount by automatically charging your credit card.
 - Check or Money Orders made payable to NHDOT *E-ZPass*.
 - Pay by cash at any one of the Walk-In Services Centers operated by NHDOT *E-ZPass*.
DO NOT SEND CASH BY MAIL.
- If you have chosen to replenish your account with a credit card, you will automatically be enrolled in the *E-ZPass Plus* program. This 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 do not wish to be enrolled please login to your account, select the *E-ZPass Plus* tab and choose Opt-Out or call 1-877-643-9727 to speak to an *E-ZPass* Customer Service Representative.

6 NON-PAYMENT/TRANSPONDER MISUSE/ADMINISTRATION FEE

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 of \$1.00 per transaction for the first invoice, \$1.50 per transaction for the second invoice and an administrative fee of \$25.00 per transaction for the violation notice at NH toll facilities.
- If you use a valid transponder in a vehicle other than one of the class for which the transponder is designated, you may incur an administrative fee of \$25.00 per transaction.
- If you attempt to use a transponder without properly attaching it to your vehicle, you may incur a processing fee of \$1.00 per transaction for the first invoice, \$1.50 per transaction for the second invoice and an administrative fee of \$25.00 per transaction for the violation notice.
- 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.

7 LOST/STOLEN, DEFECTIVE, OR ALTERED TRANSPONDERS

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.

8 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.

9 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. Transponder(s) should be returned to NHDOT for proper disposal.

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.

10 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.

11 MODIFICATIONS

We may change the terms of this Customer Agreement at any time by advance notice. You agree to a new term when you use your transponder subsequent to the effective date of the new term. 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.

12 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

13 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.

14 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.

15 INQUIRIES AND CORRESPONDENCE

Please send all Applications, Payments, Correspondence and Transponder Returns to:

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

16 SCHEDULE OF DEPOSITS/ADMINISTRATIVE FEES

Cost of transponder if damaged, lost or stolen:	Interior	\$6.50
	External	\$13.65
	Postage Fee	\$2.70 per transponder
Returned check fee		\$33.00
Administrative fees		\$25.00
Statement Fee (Paper Statement after Year 1)		\$1.00 per month
Transponder Fee (Leased)		\$0.50 per month

E-ZPASS – DISCOVER THE DIFFERENCE

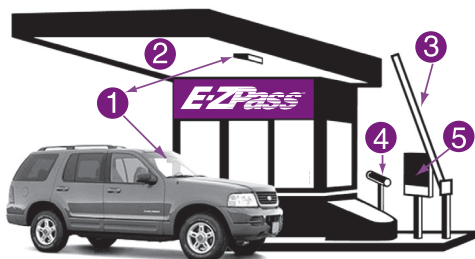
E-ZPass is an electronic toll collection system that allows users to drive through designated E-ZPass lanes without stopping to pay a cash toll, thereby reducing traffic congestion.

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).

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

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 a vehicle for each transponder requested plus all other possible vehicles that may be used. **Don't forget to include your plate type found on your NH, ME and MA DMV vehicle registration form.**

PLAN SELECTION

Select the start-up plan amount that meets your needs. The dollar amount you select is the minimum prepaid amount. Enter this amount in the "Minimum Prepaid Amount" column in the plan section 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. Do not install your transponder directly below the rearview mirror so as not to interfere with your New Hampshire vehicle registration sticker.

Certain vehicles may require an exterior transponder. If your windshield has a heated, instant de-icer or a reflective coating used to reduce heat from the sun, you may need an exterior transponder to mount on your front license plate. 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

The easiest ways 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 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 automatic replenishment via credit card.

• CREDIT CARD REPLENISHMENT:

Discover the advantages to starting and re-penishing 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. A low balance message will display in the lane when your account reaches the replenishment point.




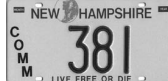















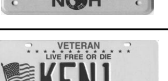


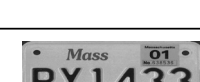
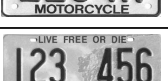


Customers with credit card replenishment will not see this signal unless there is a problem with the credit card charge. Cash replenishment will only be accepted at an NHDOT E-ZPass Walk-in Center.

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 logo for E-ZPass, featuring the text "E-ZPass" in a stylized, italicized font. The "E" and "Z" are larger and more prominent, with the "Pass" in a smaller font to the right.

PERSONAL 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 number 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 and MA DMV vehicle registration form.**

SAMPLE PLATES			
Plate Type Description	New Hampshire	Maine	Massachusetts
Apportioned Power Vehicle			
Commercial			
Moose Conservation Passenger		N/A	N/A
Disabled Veteran Plate			N/A
Handicap			N/A
Initial Apportioned Vehicle		N/A	N/A
Initial Commercial		N/A	N/A
Initial Moose Conservation Passenger		N/A	N/A
Initial Disabled Veteran		N/A	N/A
Initial Handicap		N/A	N/A
Initial Motorcycle		N/A	N/A
Initial Passenger		N/A	N/A
Initial Veteran Motorcycle		N/A	N/A
Initial Regular Veteran		N/A	N/A
Motorcycle			
Passenger			

Your vehicle plate type can be found on your NH, ME and MA DMV vehicle registration form.




















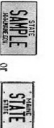








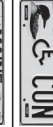










Plate Type Description	New Hampshire	Maine	Massachusetts
Automobile Dealer			N/A
New & Used Dealer			N/A
Veteran Motorcycle			N/A
Regular Veteran Plate			N/A
Ambulance/Emergency	N/A		IMAGE NOT AVAILABLE
Authority Motorcycle	N/A	N/A	IMAGE NOT AVAILABLE
Authority	N/A	N/A	IMAGE NOT AVAILABLE
Bus	N/A		
Camper/RV	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 and MA DMV vehicle registration form.

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

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

Last Name			First Name		MI
Street Address			Apt #.		
City	State	Zip Code	Day Phone ()		Evening Phone ()

I would like to receive my statement and notifications (Please Check One):

- ☐ E-mail ☐ SMS If you selected E-mail, please provide your E-mail address _____@_____

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	Vehicle Type Code	Year	Plate Type	Make	Model

Minimum Prepaid Amount

- ☐
- NHDOT Standard Plan**
- Startup**
- ☐
- \$30 (Up to 4 transponders)**

5

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

- 1. Number of PURCHASED Interior Transponders** you are requesting x \$6.50 per transponder

¢

- 2. Number of PURCHASED Exterior Transponders** you are requesting x \$13.65 per transponder

\$

- **Lease Option** - \$0.50 per month per transponder. *This option is only available if you choose Option 1 as your payment method.*

- 1. Number of LEASED Interior Transponders** you are requesting _____

- 2. Number of LEASED Exterior Transponders you are requesting**

1. TOTAL Number of PURCHASED and LEASED Interior and Exterior Transponders you are requesting x _____ \$2.70 per transponder		\$
---	--	----

\$

Additional Prepaid Toll Amount If your total amount of estimated tolls will not cover your first month of tolls

\$

TOTAL AMOUNT DUE (Add 3A, 3B, 3C and 4)

\$

- ☐ **Option 1 - Automatic Replenishment by Credit Card.** Charge to my credit card: \$_____ (enter GRAND TOTAL from above). Whenever my toll balance reaches the replenishment point, I authorize NHDOT to charge my credit card the replenishment amount as defined in the license agreement.

- ☐ Visa ☐ Mastercard ☐ Discover ☐ American Express

Name on Credit Card

Expires Mo / Yr

Credit Card Number

[illegible]

Credit card holder's signature required

- ☐ **Option 2** - Initial Payment by Credit Card and replenishment by Cash or Check.

- ☐ **Option 3 - Initial Payment by Check/Money Order and replenishment by Check/Money Order.** Make payable to NHDOT E-ZPass in the total amount shown in the initial payment box above.

- ☐ **Option 4 - Cash.** Payments are accepted in person at NHDOT *E-ZPass* Walk-In Centers only.

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:

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 _____