



## Frequently Asked Questions

**Q: What can I expect after submitting my application?**

A: You will receive a payment receipt for the \$425 set up charge.

The application will be reviewed and forwarded to the appropriate person to process. You'll receive a welcome email providing your account number, information on accessing the portal, our coverage area, and a phone number to reach customer service team.

**Q: What's the \$425 for?**

A: The \$425 set up charge is for one truck and includes a \$75 lease fee, and the remaining \$350 will be used to fund a PrePaid toll account which you can begin using as soon as your devices are received. Please review pricing chart if you have more than one truck.

**Q: What toll roads do you cover?**

A: Bestpass currently offers toll coverage on all major tolling authorities in the US. Our Complete Pass is accepted in the Northeast, anywhere you see the purple EZPass signs, as well as Florida, Kansas, Texas, Oklahoma and California. The toll roads on the E470 Highways system in and around Denver Colorado are covered as well, under a license plate read program.

**Q: What toll roads are not covered?**

A: Roads that we are working on adding to our coverage, but aren't available yet are: Tus-kaloosa bypass, Southern Connector, and 3 bridges in Louisiana.

**Q: When I get my device, is it active for tolls?**

A: The Complete Pass will be active for tolls upon receipt if you provided vehicle information on your application\*.

*\*If no vehicle information was provided, the device will be active for tolls 48 hours after you provide vehicle information*

**Still have questions?**

Give us a call at  
1.888.410.9696  
or send an email to  
support@bestpass.com