

REGISTRY OF MOTOR VEHICLES  
CUSTOMER SERVICE INFORMATION

To e-mail the Registry with a question or comment, please go to their Feedback page.

Call this number **(617) 351-4500**: If you are: In the 617 or 781 area codes or are calling from out-of-state.

**1-(800) 858-3926** In the 413, 508 or 978 area codes. This number will not work from out-of-state.

**(617) 536-7534** In MA and are hearing impaired. **1-(877) RMV-TTDD**

**1-(877) 768-8833** In MA and are hearing impaired.

The Telephone Center is open Monday-Friday from 9:00 a.m. until 7:00 p.m. except holidays. There are also more than 200 recorded messages on RMV policies and procedures available twenty-four hours a day. A Telephone Center representative will be able to help you: (items with an asterisk (\*) can also be performed online) Renew a registration. \* Process a vanity plate order. Order a duplicate Mass ID. \* Order replacement plates. Order a duplicate registration. \* Book road test exams. Pay citations. \* Order a Driving Record. Change your address. \* Pay certain reinstatements. Order a duplicate license. \*