

User Manual

SUN PASS[®]

PREPAID TOLL PROGRAM



1-888-TOLL-FLA
www.SunPass.com

Revised November 2008

Welcome to SunPass 1

SunPass Portable Transponder “Lights and Sounds” 5

Frequently Asked Questions 6

SunPass Plus Airport Parking 6

Customer Agreement 8

Account Information

First activate your prepaid account and then write your SunPass numbers here. This information is necessary when accessing your account on the website or when speaking with a customer service representative.

Account# _____

PIN# _____

User Name _____

Password _____

On SunPass.com you can easily check your account balance 24/7, replenish your transponder, update account information and view your account activity.

Welcome to SunPass®

Congratulations on purchasing a SunPass transponder. Soon you'll be driving through SunPass Only lanes and tolls will be automatically deducted from your prepaid account. No stopping, no frustrating delays in the cash lanes, no need to have the exact amount or wait for change.

SunPass Mini customers are eligible to receive \$4.99 in toll credits

Upon activating your prepaid account SunPass Mini customers will have a one-time credit of \$4.99 in non-refundable tolls added to their starting balance.

How to activate SunPass

Your SunPass has no funds and will not work unless you establish a prepaid toll account with a minimum of \$10.00. To activate, go to www.SunPass.com, or call 1-888-TOLL-FLA and have the following information at hand.

1. ID number (located on the unit).
2. Your driver's license number.
3. *SunPass Mini* – The license plate number of the vehicle you will drive when using your Mini.

SunPass Portable – The license plate numbers of all vehicles you may drive when using the Portable transponder with suction cups.

4. A valid credit /debit card.



Website – www.SunPass.com.



Phone – Call SunPass
1-888-TOLL-FLA (865-5352),
Monday-Friday 7 a.m. – 7 p.m.



Mail – If you prefer to fund your prepaid account with a check or money order, call SunPass and provide the required account information. We will give you an account number. Write it on your check and on the yellow card found inside the package. Your SunPass transponder will be activated after 6 a.m. seven business days from the date you mail your check and yellow activation card. Make check payable to FDOT.

Mail to:
SunPass
Florida Department of Transportation
P.O. Box 880029
Boca Raton, FL 33488-0029

How soon can I use my SunPass?

Open your prepaid account either on SunPass.com or over the phone with a credit card before noon, and under normal circumstances your transponder will be activated after 4 p.m. when you drive through a SunPass lane. Do it after noon and the transponder will normally be activated after 6 a.m. the next day. SunPass will make every effort to ensure the transaction is processed in a timely manner.

Exception – If driving on Miami-Dade Expressway, E-Pass or LeeWay toll roads, your transponder will be active after 6 a.m. the next morning regardless of website or phone activation.

Replenishment options

At the time of enrollment you will have to select a method for replenishing your prepaid account. You can change it at any time.

Easy Pay *SunPass® Easy Pay* – Most SunPass customers prefer to have one less thing to worry about and select Easy Pay automatic replenishment. This ties your prepaid account to a credit card. When the account reaches a low balance of \$5.00, or an amount of your choice, it is automatically replenished to a pre-set amount determined by you.



On Our Website – You can check you're account balance on SunPass.com and replenish your prepaid account by credit card.



By Phone – Another option is to call the SunPass Customer Service Center each time you reach a low balance and pay by credit card. You can do this 24/7 through our automated phone system or with a customer service representative during SunPass normal business hours.



In-Person – Make a deposit in-person using cash/check/money order and a SunPass deposit ticket (which we will provide upon request) at any Wachovia Bank branch in Florida. Other replenishment locations are the SunPass Customer Service Center, located at Glades Road and the Turnpike in Boca Raton; Garcon Point Bridge, Milton; and Mid-Bay Bridge, Niceville. Visit our website for hours of operation.



By Mail – Mail in a check or money order along with a SunPass deposit ticket. Be sure to write your account or transponder number on the check.

In the future, check SunPass.com for more replenishment options!

System enforcement

Failure to pay a toll is a violation of Florida Statute 316.1001, which may result in the issuance of a Uniform Traffic Citation. This can mean a fine of up to \$100 or more plus court costs and the original toll. SunPass has a violation enforcement system that records the license plates of motorists who fail to pay the required toll. If your prepaid account does not have a sufficient balance to pay the toll, you must use the cash lanes until your account is replenished. When paying cash be sure to disable your SunPass Portable transponder. Another important way to avoid violations is by properly mounting your transponder. If you have a SunPass Mini be sure to obtain a toll receipt. *See Page 4.*

Lost or stolen transponder(s)

For your protection, notify our SunPass Customer Service Center immediately to report a lost or stolen transponder(s) as you will be responsible for all charges up until reported. Any remaining balance from your prepaid account will be refunded, or credited to your next prepaid account upon the purchase of another transponder.

Not for Motorcycle Windshields

The SunPass Mini transponder will only operate when affixed to glass windshields. They are not designed for use on motorcycles.

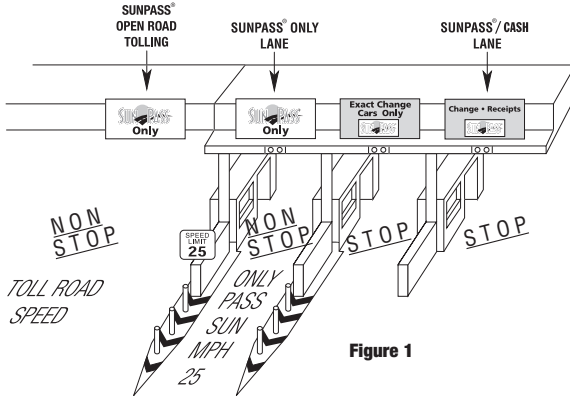


Figure 1

Designated SunPass® lanes

There are four types of SunPass lanes – See Figure 1 above:

1. Open Road Tolling is for the exclusive use of SunPass customers. A large overhead gantry allows you to travel at highway speeds while the toll is deducted from your prepaid account.
2. The “SunPass® Only” lane is for the exclusive use of SunPass customers. Wait for gate to open and proceed with caution. Posted speed is 25 mph.
3. The “Exact Change” lane is only for cars (two axle vehicles). Trucks (3+ axles) and trailers are not permitted in this lane. You must stop and wait for the green light and gate to open before proceeding.
4. The “Change/Receipt” lane with a small SunPass logo can be used by all customers. You must stop and wait for the gate to open before proceeding.

Toll discounts

SunPass customers pay less than cash customers at most toll booths. For an update on additional discounts please check our website, www.SunPass.com.

Where can you use SunPass®?

SunPass Mini Sticker and SunPass Portable customers can use their transponders to pay tolls throughout Florida, wherever the SunPass, E-Pass or LeeWay logos appear.

95 Express – South Floridians who commute between Fort Lauderdale and Miami on I-95 can use their SunPass Mini Sticker and SunPass Portable transponders to pay the tolls on 95 Express.

Airport Parking – See page 6 or check the SunPass website for the latest on airport parking information with SunPass Plus.

Account holder responsibility

As a SunPass customer, your responsibilities include but are not limited to:

1. Properly mounting the transponder. See page 4.
2. Maintaining a sufficient prepaid account balance. Without sufficient funds in your prepaid account you are a candidate for violations and the possibility of your account being terminated.
3. Keeping your account information up to date. (License plate numbers, address, credit card information).

How to avoid the possibility of paying double tolls

Mini Sticker – When paying a cash toll while the Mini is installed on your vehicle windshield you may be double charged. SunPass will not credit your account for duplicate activity unless valid cash receipts are provided to SunPass within 90 days of the original transaction. The amount of the credit will be at the SunPass toll rate.

Portable – If your Portable transponder does not have sufficient balance to pay the toll, you must use the cash lanes until the account is replenished. When paying cash, place the transponder in the silver RF shield bag which was provided at the time of purchase or remove the battery from the transponder. SunPass will not credit your account for duplicate activity unless valid cash receipts are provided to SunPass within 90 days of the original transaction. The amount of the credit will be at the SunPass toll rate.

Transponder warranties

The SunPass Portable transponder carries a two-year warranty (excluding battery and suction cups) from the date of purchase.

The SunPass external mount also carries a two-year warranty from the date of purchase.

The SunPass Mini Sticker has a 45 day manufacturer’s warranty for defects and malfunctions from date of purchase.

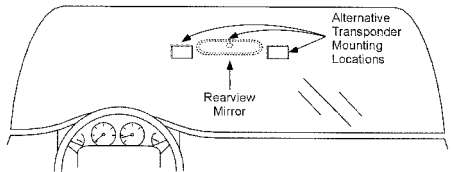
Replacing the SunPass Portable battery

The SunPass Portable transponder uses a CR-2032 battery. It will need to be replaced when the transponder provides a low battery indication as shown on page 5. The CR-2032 is a standard battery available at most retail stores. Make sure the positive (+) side of the battery faces you when placing it into the transponder.

The SunPass Mini Sticker has no battery, only a small microchip.

Installing Your Transponder

Position the transponder to the right or left of the rearview mirror. If the windshield has a solar tint strip, install the transponder at least 2 inches below the strip. See page 5, “Possible Windshield Issues.”



SunPass Mini Sticker: The Mini must be permanently mounted to windshield or it will not work because the windshield acts as an antenna. Once attached the Mini must not be removed from the windshield as it will be destroyed in the process.

SunPass Portable: Handholding the transponder often causes inconsistent communications between the transponder and the lane reader, which can lead to violations, Uniform Traffic Citations and fines exceeding \$100.00.

Possible Windshield Issues

Some vehicle windshields contain metallic oxide, which may reflect RF (radio frequency) signals and cause your SunPass to work intermittently or not at all. One way to determine if your vehicle has a metal oxide windshield is to visit our website www.SunPass.com to review a list of cars with possible

metallic oxide windshields and vehicles that will require a front exterior license plate transponder.

You can also face your vehicle wearing polarized sunglasses. If the vehicle's windshield looks purple it may contain metallic oxide.

SunPass Portable Transponder "Lights and Sounds"

When you pass through a SunPass toll lane your SunPass Portable transponder will provide information via both lights and sounds (audio tones). The chart

below explains the various combinations of lights and sounds.

The SunPass Mini Sticker does not emit sounds and has no lights.

If the light is...	And the tone is...	It means...
Long Green	High	Toll paid.
No Light	High – Low – High – Low	Toll paid – you have a low balance.
No Light	Low – Low – Low	This means one of three things: 1. Your transponder is invalid 2. Your batteries are low. 3. Toll was not paid and you have insufficient funds in your account. Disable transponder and pay cash at toll plazas until you correct your account. Call 1-888-865-5352.
Flashing Green	High – High	Your account has been replenished – toll was paid.

SunPass Plus customers entitled to airport parking

Want to enjoy the speed, convenience and privilege of paying for airport parking with your transponder?

Become a SunPass Plus customer. All it takes is enrolling in SunPass® Easy Pay automatic replenishment and having your prepaid account tied to a credit/debit card.

Here is how SunPass Plus airport parking works. When preparing to enter the parking garage at Orlando International Airport, look for the SunPass Plus logo. Your transponder will be read at entry, the gate will go up and the time you entered will be electronically recorded. When leaving, drive to the SunPass Plus exit. Your transponder will be read, the parking fee instantly calculated, your SunPass account or credit/debit card

charged and the gate will go up. If we have your email address, a parking receipt will be sent immediately. The parking charge will also appear on your account activity statement.

SunPass Plus parking is currently available at Orlando International Airport and Park, Bark & Fly, a nearby parking lot. In the future it will be available at Tampa, Fort Lauderdale, Miami and Palm Beach airports.



Only SunPass Plus customers qualify for airport parking

Frequently Asked Questions

How do I access my account online?

Visit www.SunPass.com and click on “Log into your Account.” Enter your account number and PIN or user i.d. and password to gain access to your personal profile. You can check your account balance, replenish, purchase additional transponders, update account information and more.

What if I forgot my Account Number and PIN?

Contact SunPass customer service at 1-888-865-5352. For Security purposes a representative will ask you several

identification questions before giving you your account number and ask you for a new PIN number. This information will not be given out via the SunPass website or email.

What do I need to do when changing vehicles, license plate, credit cards or address?

It is your responsibility to update your SunPass account information, particularly a change in mailing address, vehicle, license plate and credit card. Go to www.SunPass.com or call us.

Can I use the transponder with more than one vehicle?

No, not with the SunPass Mini Sticker. The Mini needs to be permanently affixed to the windshield of just one vehicle. In the case of the SunPass Portable you may use on multiple vehicles that have the same number of axles as long as the license plate and vehicle are listed on your account information.

Is there a charge for replacement of a transponder due to loss, theft or accident?

Yes. Replacement cost is the same as the initial cost of that transponder model. SunPass will credit any remaining balance from your existing prepaid account to your new transponder prepaid account. Should you choose not to purchase another transponder, SunPass will send you a refund for the remaining balance only.

Will my name and address be shared with others?

We respect the privacy of all SunPass account holders. We do not sell or share our SunPass customer list with outside marketers. In addition, SunPass account information is exempt from disclosure under Florida's public records law, pursuant to Section 338.155(6), Florida Statutes, and accordingly, information concerning a SunPass account is provided only when required to comply with a subpoena or court order.

Your transponder may be used by FDOT or other governmental agencies to collect anonymous traffic, travel, or other statistical information. FDOT will not permit the use of, or assist any

entity to use this data in a way that associates User's personal identifying information with the anonymous information obtained.

I need toll receipts for business. What do I do?

Visit www.SunPass.com and log on to your account. Print out your "Account Activity Statement" at NO CHARGE. For a fee, which is listed on the SunPass website Q & A section, you can receive a monthly summary or detailed statements in the mail. Commercial monthly summary statements can be received in the mail at NO CHARGE. However, there is a charge for monthly commercial detailed statements.

What happens if the transponder is not in the vehicle when I pass through a lane?

You will be processed as a violator and may receive a Uniform Traffic Citation depending on your past violation history.

Can I mount SunPass someplace other than the windshield?

No. Unless SunPass is installed exactly as shown on page 4, the SunPass in-lane equipment may not read it. Handholding or placing the SunPass Portable transponder on the dashboard may work sometimes, but will not work all the time. Transponders installed incorrectly may result in your failure to pay the toll and possible fines and the issuance of Uniform Traffic Citations.

Please note – some vehicles have metallic oxide in the windshield which may necessitate the transponder be mounted elsewhere. See page 5, "Possible Windshield Issues."

How long does it take to replenish my account?

If you travel on the Turnpike, replenishment typically takes up to 24 hours. However, if you travel on MDX, E-Pass, and LeeWay expressways and bridges, replenishment can take up to two days before funds are downloaded into your account. Allow 7 business days if you decide to mail us a check and 3 business days if you make a deposit in Wachovia Bank with your SunPass deposit slip.

What happens when I pull my boat or trailer?

When pulling a boat or trailer, an adjustment entry to your prepaid account will be made in SunPass lanes for the extra axles after the original transaction occurs. If you pull additional axles on a daily basis, you will need a commercial account.

Can I get my money back?

Yes. If you purchased a SunPass Portable Version transponder and are not completely satisfied, please return it in a like-new condition to the place of purchase with your receipt of the purchase price (CVS-30 days, Publix – 45 days, SunPass – 45 days.) **If you purchased a SunPass Mini Sticker Version transponder, the money back guarantee applies only if returned in unused condition in the original unopened package.**

Please contact the SunPass Service Center to receive any remaining balance in your prepaid account. **Toll credits issued as part of a rebate are non-refundable.** Request for refunds may be made by phone (1-888-TOLL-FLA), mail or fax. Customers must provide their PIN and account numbers in the communication.

SunPass® Customer Agreement

January 2009

Customers should visit the SunPass website, <http://www.SunPass.com>, periodically to view any updates that have been made to the SunPass Customer Agreement.