

SUNPASS UPDATE STATEMENT

We apologize for the inconvenience to our customers during the SunPass system maintenance period and appreciate their patience while we work to resolve these issues.

Our SunPass team has been working diligently to streamline the system and are adding resources to improve service levels including additional hardware, internet capacity, and telephone lines. We will add additional resources, as needed, to ensure high service levels.

Regarding tolls, customer accounts will reflect each transaction that was incurred since June 1, 2018 once the Customer Service Center begins to post toll charges, which is anticipated to begin as early as the end of the week. Please note, the posting process may take a number of weeks. This is being done to avoid customer payment cards being charged all at once. Some customers may see multiple replenishments in one day if they had a high toll usage in a short period of time.

We are committed to our SunPass customers and want to ensure that they are not negatively impacted by the system maintenance period. For any customer that was unable to replenish their account by phone, web, or other means during the maintenance period, or shortly after, who may have been assessed additional fees, please call the SunPass customer service center at 1-888-TOLL-FLA (1-888-865-5352) and speak with a representative who can assist you.

For SunPass customers not on Easy Pay or automatic replenishment, there are several options for replenishing an account:

- Call the customer service center at 1-888-TOLL-FLA (1-888-865-5352)
- Use the Interactive Voice Response System (IVR)
- Visit a SunPass walk-in center (see locations in table below)
- Utilize the SunPass.com website
- Visit an authorized Merchant and make a Cash Replenishment (for locations, click here) <https://www.sunpass.com/en/about/cash.shtml>

Again, we apologize for the inconvenience and are confident that new SunPass system features will provide a better customer experience in the future.

For added convenience, we have opened three new walk-in centers in addition to the current walk-in centers.

<u>Miami Walk-In Center</u> 7902 N.W. 36 th Street Unit 203 Doral, FL 33166 Hours: Open Monday to Friday, 8 a.m. – 6 p.m.	<u>Tampa Walk-In Center</u> 10137 E. Adamo Drive Suite 800A Tampa, FL 33619 Hours: Open Monday to Friday, 8 a.m. – 6 p.m.	<u>Ocoee Walk-In Center</u> 9405 W. Colonial Drive Ocoee, FL 34761 Hours: Open Monday to Friday, 8 a.m. – 6 p.m. Saturday, 10 a.m. – 6 p.m. Sunday, 10 a.m. – 5 p.m.	<u>Boca Raton Walk-In Center</u> 7941 W. Glades Road Boca Raton, FL 33434 Hours: Open Monday to Friday, 8 a.m. – 6 p.m. Closed Sat/Sun Holidays: Closed on major holidays
<u>Snapper Creek Service Plaza</u> Milepost 19, Florida’s Turnpike Miami, FL 33186 Hours: Open Monday to Friday, 8 a.m. – 6 p.m. Closed Sat/Sun Holidays: Closed on major holidays	<u>BayWay-Pinellas Toll Plaza</u> 4501 54 th Avenue S. St. Petersburg, FL 33711 Hours: Open Monday 8 a.m. – 6 p.m. Tuesday to Friday, 8 a.m. – 4:30 p.m. Closed Sat/Sun Holidays: Closed on major holidays	<u>Mid-Bay Bridge</u> 1200 White Point Road Niceville, FL 32578 Hours: Open Monday to Friday, 9 a.m. – 4 p.m. Closed Sat/Sun Holidays: Closed on major holidays	<u>Garcon Point Bridge</u> 555 Avalon Boulevard Milton, FL 32571 Hours: Open Monday to Friday, 8 a.m. – 5 p.m. Closed Sat/Sun Holidays: Closed on major holidays