

# SUN PASS<sup>®</sup>

PREPAID TOLL PROGRAM



Revised December, 2015

# Welcome to SunPass

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

# Account Holder Responsibility

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

1. Properly mounting the transponder
2. Maintaining a sufficient prepaid account balance
3. Keeping your SunPass account information up to date (vehicle information, license plate numbers, address, valid credit card)

# How to Activate SunPass

Your SunPass has no funds and will not work unless you establish a prepaid account with a minimum of \$10.00. To activate, go to [www.SunPass.com](http://www.SunPass.com) or call 1-888-865-5352 and have the following information at hand:

- Transponder ID number located on the unit.
- Your driver's license number.
- **Mini Transponder:** Can only be used with one vehicle and must be permanently mounted to the windshield. You will need the one license plate number of the vehicle you will be driving. Not for use with motorcycles.
- **Portable Transponder:** Can be moved from vehicle to vehicle. You will need the license plate numbers of all vehicles you may drive.
- A valid credit/debit card.

# Payment Options

At the time of enrollment, you will have to select a method of funding your prepaid account. Your account has a single balance shared by all transponders activated. You can change it at any time. The options are:

## **SunPass® Easy Pay**

Most SunPass customers choose the convenience of SunPass® Easy Pay, automatic replenishment tied to a major credit card. When your account balance reaches a low balance of \$10.00, or an amount of your choice, it is automatically replenished to a pre-set amount determined by you. ***On Our***

## ***Website***

You can check your account balance @ [www.SunPass.com](http://www.SunPass.com) and add funds to your prepaid account using a credit card.

## ***By Phone***

Call our Customer Service Center at 1-888-865-5352 and replenish by credit card.

## Payment Options Cont.

### ***In- Person***

Make a deposit in person using cash/check/money order **and** a SunPass deposit ticket (which we will provide) at any Wells Fargo bank branch in Florida.

### ***Cash***

You can now add funds with cash at many retail locations. Visit [www.SunPass.com](http://www.SunPass.com) to locate an authorized merchant near you.

### ***Mail***

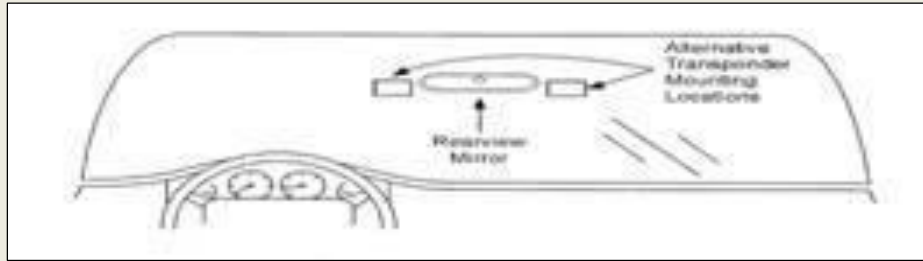
Mail a check or money order along with a SunPass Deposit ticket to our Customer Service Center. Be sure to write your account number or transponder number on the check.

**SunPass Customer Service Center**

**P.O. Box 880049**

**Boca Raton, FL 33488-0049**

# 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.

- **SunPass Portable:** Handholding the transponder often causes inconsistent communications between the transponder and the lane reader, which can lead to violations and fines.
- **SunPass Mini:** The Mini transponder must be permanently mounted to the windshield or it will not work because the windshield acts as an antenna. Once attached, the Mini must not be removed as it will be destroyed in the process. Not for use with motorcycles.

# Possible Windshield Issues

Some vehicle windshields contain metallic oxide, which may reflect RF (radio frequency) signals and cause your transponder 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](http://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.



# Designated SunPass<sup>®</sup> Lanes

There are **four types** of SunPass lanes –

- 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 tolls are deducted from your prepaid account.
- 2.** The “SunPass<sup>®</sup> Only” lane is for the exclusive use of SunPass customers. 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.
- 4.** The “Change/Receipt” lane with a small SunPass logo can be used by all customers.

# Where Can You Use SunPass®

Customers with Portable or Minis can use their transponders to pay tolls throughout Florida, wherever SunPass, E-Pass or LeeWay logos appear. SunPass customers pay less than cash customers at most toll booths.

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

You can also use your SunPass to pay tolls in North Carolina and Georgia.

Where Can You Use SunPass Cont.

**Airport Parking**-Enroll in automatic Easy Pay and you become a SunPass Plus customer. You can enjoy the convenience of using your transponder to pay for parking at Orlando, Tampa, Palm Beach, Ft. Lauderdale-Hollywood, and Miami International Airports.

Here is how SunPass Plus Airport Parking works:

When entering the airport parking garage, 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 Logo exit. Your transponder will instantly calculate. Your SunPass prepaid account will be charged and the gate will go up.

# Transponder Warranties

The SunPass Portable transponder carries a two-year warranty from the date of purchase. The SunPass External Mount also carries a two-year warranty from the date of purchase. The SunPass Mini transponder has a 45 day manufacturer's warranty for defects and malfunctions from date of purchase.

# Additional Information

For additional SunPass Program details, visit [www.SunPass.com](http://www.SunPass.com). A few of the items are:

- Frequently Asked Questions
- Contact Information
- Toll Rate Calculator
- Rental Car Program
- News and Events
- The SunPass Customer Agreement

# Account Information

After activating your prepaid account, 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 \_\_\_\_\_

Username \_\_\_\_\_