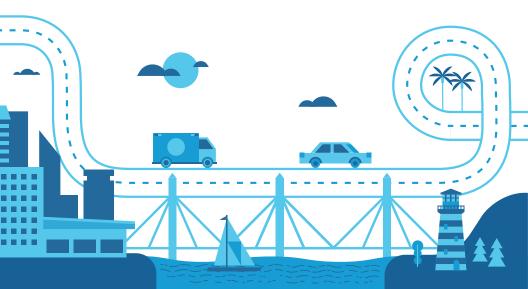


User Manual

Revised July 2025



ACCOUNT INFORMATION

For easy reference:
Your SunPass Account Number
Your SunPass Transponder Number

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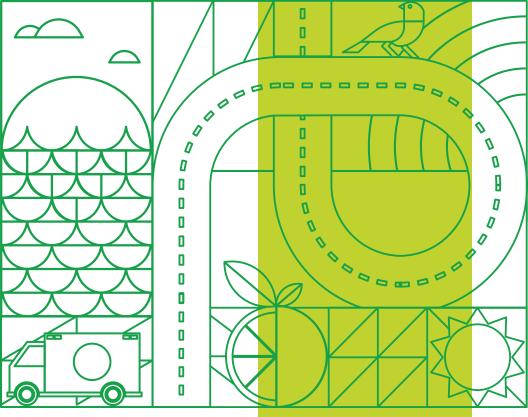
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SunPass is Florida's Prepaid Toll Program and the preferred method of payment for tolls. Since many toll roads in Florida are converting to all-electronic, no cash tolling, it makes sense to get a SunPass because you can save an average of 25% on your tolls. Plus, driving Florida's toll roads with a SunPass means no hassle, no matter what toll road you drive.

There are many benefits to being a SunPass customer:

- Customers will always pay the lowest toll rate in Florida.
- SunPass Mini® and SunPass PRO® work on all Florida toll roads and most bridges in Florida, Georgia, Kansas, North Carolina, Oklahoma, and Texas. SunPass PRO also works everywhere E-ZPass is accepted. See page 7 for more information.
- SunPass Plus Parking—pay for parking at airports and other locations in Florida. See page 8 for a full list.
- Access and manage your account using the free mobile applications for iOS and Android.



In this User Manual, you will find detailed instructions on how to use your SunPass and manage your prepaid account, including:

- Creating an account
- Activating your SunPass
- · Adding funds to your account
- Installing your SunPass

Your responsibilities as a SunPass customer are described in the SunPass Customer Agreement located online at sunpass.com/en/support/custagreement.shtml.

PRIVACY POLICY

We respect the privacy of all account holders. The Florida Department of Transportation does not sell or share its customer list with outside marketers. In addition, customer account information is generally 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 by subpoena or court order.

GETTING STARTED

Transponder Purchase

SunPass transponders can be purchased from retail locations, online, by phone or in person. Opening a SunPass account requires the purchase, activation and installation of a transponder as well as having a prepaid balance on your account to keep it active.

Two SunPass transponder options are available, so that you can select the one that works best for you. The SunPass Mini and the SunPass PRO are both devices that are placed on your vehicle's windshield, just below the rearview mirror. As your vehicle passes through SunPass-equipped lanes, the toll charges are electronically deducted from your prepaid toll account.

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	SunPass Mini®	SunPass PRO®
Price	\$4.99 + tax	\$14.95 + tax
Saves time and money		
Movable from car to car		
Can be used for motorcycles		
SunPass Plus Parking	•	
Works in FL, GA, KS, NC, OK and TX	•	•
Works where E-ZPass is accepted		•

^{*}If you already have a SunPass transponder, it will continue to work throughout Florida, Georgia, Kansas, North Carolina, Oklahoma, and Texas. See page 7 for more details on where you can use SunPass.



Account Creation

You can create a SunPass account online at SunPass.com, by using the mobile app, by phone or in person at a customer service center. For walk-in locations, go to sunpass.com/en/support/contactus.shtml.

Activation is required. In order to activate your account, you will need to provide:

- ID number on the transponder
- Vehicle license plate number
- Payment information (\$10 minimum balance required)

You must maintain a positive balance in order to keep your SunPass Mini or PRO active. You may elect to enroll in **SunPass Easy** Pay, the simplest way to keep money in your



SunPass account. This feature links a credit/debit card or bank account to your prepaid SunPass account, and when your account reaches a low balance, funds will automatically be added with a pre-set amount using your saved payment method. You also have the option to add funds with cash at thousands of authorized locations. Visit sunpass.com/en/about/cash.shtml to find out more.

Linked Accounts

Two or more accounts may be linked by customer request, one identified as the primary account and the other(s) as the secondary account(s). Linked accounts will remain separate with individual account numbers and balances, allowing only the primary account holder to view and make changes to all secondary account(s). Secondary accounts can view and make changes only to their own account.

As a SunPass customer, you always pay less than customers who use cash or TOLL-BY-PLATE. TOLL-BY-PLATE is an electronic toll collection system that captures an image of a vehicle's license plate when an active SunPass transponder is not detected. The vehicle's first-listed registered owner will receive an invoice for accumulated toll amounts, plus a \$2.50 administrative charge, per invoice.

Installing Your SunPass

Installation instructions are included in the transponder packaging when you purchase a SunPass Mini or a SunPass PRO. The transponder must be installed correctly in order to work properly. While both transponders are designed to adhere to your vehicle's windshield, certain vehicles have windshields that may prevent your transponder from being read properly, such as those that contain metal oxide or that have infrared reflecting glass. Some vehicles may require the transponder to be mounted to the bumper. For a list of these vehicles, go to sunpass.com/en/about/windshieldInstallation.shtml.





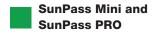
WHERE TO USE SUNPASS

SunPass can be used on toll roads and most bridges, and customers always pay the lowest toll rate in Florida. SunPass transponders are interoperable, meaning they can also be used as payment for tolls in certain other states.

Both the SunPass Mini and the SunPass PRO work across Florida. Georgia, Kansas, North Carolina, Oklahoma, Texas. The SunPass PRO also works anywhere E-ZPass is accepted—Delaware, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, parts of Michigan (Bay City), Minnesota, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Virginia and West Virginia.



*Works in parts of Michigan (Bay City). Visit SunPass com for more information





Your SunPass will be accepted wherever you see signs with the following:























To view a map of Florida's toll roads and bridges, please go to: sunpass.com/en/tolls/tollsSunPass.shtml

SunPass Plus Parking

Enjoy the ease and convenience of using your SunPass to pay for parking at designated SunPass Plus parking facilities. When you enroll in the Easy Pay feature, you automatically become a SunPass Plus customer. Look for the SunPass Plus logo when entering and exiting a designated SunPass Plus parking facility. Visit sunpass. com/en/about/sunPassPlusParking. shtml or the mobile app for additional program details.



SunPass Plus Parking can be used at the following locations:













Florida Managed Lanes

Managed lanes are being used in several high traffic areas throughout Florida to help relieve congestion, improve safety, and provide drivers with travel options. Any two-axle vehicle equipped with a SunPass or another interoperable transponder can use managed lanes.

Click here to learn more about Florida's Managed Lanes.

HOW TO MANAGE YOUR ACCOUNT

Account Updates

You will need to maintain your account and update any information that may change including address, payment information, vehicles and transponder status. You can update account information online, by phone, or in person. Keeping your account information current will prevent receiving toll invoices.

Adding Funds to Your Account

There are several convenient ways to add funds to your SunPass account:

Enroll in Easy Pay The Easy Pay feature offers the convenience of automatically adding funds according to preset conditions that you establish. When your account reaches a low balance, it will automatically be replenished with a preset amount using your saved credit/debit card or bank information.

Manually Add Funds Log into your account and use a credit/debit card or bank account to load funds as needed. Your funds are available immediately as long as your prepaid account is active at the time of replenishment.

Cash Replenishment You can add funds with cash at one of thousands of authorized locations throughout Florida. No credit/debit card or bank account information is needed. Refer to storelocator.blackstoneonline.com/sunpass to locate a convenient authorized merchant.

Customer Service Call the customer service center at 1-888-TOLL-FLA (1-888-865-5352) to add funds over the phone, or visit a walk-in center to add funds in person.

Please note that it is your responsibility to monitor the status of your prepaid account balance to ensure there are sufficient funds to cover all applicable tolls and other charges.

Transaction Activity

All account activity appears on your SunPass account. You will see toll transactions, replenishments, purchases, and adjustments. You can view the information online for free or request monthly statements through the mail for a fee.

UNPAID TOLLS

Tolls must be paid at the time you travel through a toll lane with either cash or a prepaid account. If you have a transponder with a prepaid account, your account must contain adequate funds to ensure you can pay your tolls. If you do not have cash or a transponder when driving through the toll, you will be billed by TOLL-BY-PLATE. With TOLL-BY-PLATE, the registered owner of the vehicle will receive a Toll Enforcement Invoice in the mail with a \$2.50 administrative charge. Failure to pay for using a toll facility in Florida may result in a referral to a collections agency or imposition of a Vehicle Registration Hold.

For more information on unpaid tolls, please visit https://floridasturnpike.com/tolls/toll-violations/.



1-888-TOLL-FLA (1-888-865-5352) FAX: 1-888-265-1725 (U.S. Only)

Call Center Hours of Operation: Monday – Friday, 7:00AM – 7:00PM Saturday, 8:30AM – 5:00PM Closed Sundays

SunPass.com

