



August 9, 2018 UPDATE

The Florida Department of Transportation (FDOT) continues to report daily improvements to the new SunPass Centralized Customer Service System (CCSS). FDOT is fully committed to holding this vendor accountable and ensuring Conduent continues to diligently clear the backlog of toll transactions.

As of today, more than 281 million transactions have been posted which represents a reduction of approximately 90% of the total backlogged transactions, which now stands at less than 32 million transactions.

Customers will continue to see old transactions posting to their accounts until the backlog is cleared however, **late fees and penalties will not be imposed until the system is providing the benefits and ease of access that SunPass customers deserve and expect.** By removing late fees and penalties, customers can pay off these toll charges as they are able to do so, rather than all at once.

FDOT is committed to ensuring customers are not harmed in any way by the vendor's problems. If customers have questions regarding their accounts, they may reach a SunPass representative at 1-888-TOLL-FLA or 1-888-865-5352. They can also log on to www.SunPass.com or download the SunPass mobile application.

FDOT will continue to hold the vendor fully accountable for the delays that it has caused and will be enforcing all penalty clauses of the contract to the maximum extent possible.

FDOT continues to withhold payments to Conduent for the contract related to the SunPass Centralized Customer Service System.