

Dear SunPass Customer With This Type Of Transponder:



Account Balance Will Move From Transponder To Computer

Coming in late April, expect to see new technology improvements made within the SunPass program. The improved program will use an advanced, centralized computer system that will hold transponder balance information. Currently the information is being stored in each transponder. Your transponder still needs to be mounted/installed on your windshield and its pre-paid balance can be accessed remotely – by phone or internet. This new technology will allow you to have immediate access to your funds after you replenish.

With this change the LCD screens on the original Type III transponders will no longer display the account balance or the toll amount paid. However, these transponders WILL STILL WORK and will continue to let you know about your account status via high and low tones when you go through SunPass lanes.

Please review the table below for explanations of Type III visual and audible alerts.

Display, LED and Tones used on Type III transponders			
LCD Messages	Audio Tones	LED Lights	Indicates
PAYMENT APPROVED	HI	Green	Toll paid
PASS USED	HI	Green	Toll paid (Bayway Passes)
LOW BAL	HI-LO-HI-LO	Yellow	Toll paid (Account balance is less than \$10)
INVALID	LO-LO-LO	Flashing Red	Toll was not paid
LOW BATTERY	LO-LO-LO	Flashing Red	Replace Batteries

Note: When scrolling through LCD display, the following messages will always be displayed: Cur Bal = 0.00 Last Toll = 0.00

Please visit our website at www.SunPass.com for more detailed information on your tones or to view your account balance and account activity, update your email address and vehicles or license plates and manage your SunPass account. If you aren't on the Easy Pay program, also known as automatic replenishment, please sign up at SunPass.com to make your life even easier in the SunPass lane. If you don't know your SunPass account number and PIN (Personal Identification Number) or have any other questions, please contact the SunPass Call Center at 1-888-TOLL-FLA (1-888-865-5352).

We apologize for any inconvenience and hope that you continue to enjoy the benefits of this change in technology and future enhancements to the SunPass Prepaid Toll Program.

The SunPass Call Center will be revising its hours of operation to better serve our customers. Beginning Monday, April 13, 2009, the SunPass Call Center will be open five days a week, from 7:00 a.m. to 7:00 p.m. Monday through Friday.

Additionally, please feel free to visit our website, SunPass.com, available 24/7 to manage your account. It's easy to access your online account, all you need is your SunPass account number and PIN, which you established when you opened your account.