



SunPass System Enhancements

Department of Transportation (FDOT), Florida's Turnpike Enterprise (FTE), Miami-Dade Expressway Authority (MDX) and the Tampa-Hillsborough Expressway Authority (THEA) have created a single point of contact for any SunPass or tolling questions you may have. We are excited to announce the opening of SunPass Central. The new centralized customer service system will not only provide a single point of contact, but will also enhance the overall SunPass customer service experience. Call us at 1-888-TOLL-FLA (1-888-865-5352).

Benefits of the System Enhancements

What's New or Improved?	How It Enhances the Customer Experience
State-of-the-Art Telephone System with Call Back Feature	<ul style="list-style-type: none"> Customers can choose to receive a call when an agent is free, giving customers back their time
Linking of Accounts	<ul style="list-style-type: none"> Allows a customer to log in to their account and with approval, link to another prepaid account
New Payment Methods	<ul style="list-style-type: none"> Ability to make payments via ACH from checking or savings accounts Associate up to two credit or debit cards or ACH to your account
New SunPass Website	<ul style="list-style-type: none"> New look and feel User friendly New functionality <ul style="list-style-type: none"> Text Message Notifications (opt-in/opt-out) Email Notifications Web Chat Upload volume transponder and plate information Convert Toll Enforcement Invoice(s) to SunPass account for savings online Once live, PIN will be replaced with a Password <ul style="list-style-type: none"> PIN will still be used when calling SunPass Central and when using the Interactive Voice Response system

Benefits of the System Enhancements *(continued)*

What's New or Improved?	How It Enhances the Customer Experience
New SunPass Mobile Application with Push Notifications*	<ul style="list-style-type: none"> • Mobile Alerts • Notifications <ul style="list-style-type: none"> • Low Balance • Credit Card Expiration • Replenishments • Account Updates • Receipts • Same functions as website

* Please note you will need to download the new SunPass App, as the current SunPass App will be discontinued, not updated.

Additional Walk-In Centers

Orlando/Ocoee	Tampa	Miami
9405 W. Colonial Drive Ocoee, FL 34761	10137 E. Adamo Drive Suite 800A Tampa, FL 33619	7902 NW 36th Street Unit 203 Doral, FL 33166
Hours of Operation: Monday–Friday, 8:00AM–6:00PM Saturday, 10:00AM–6:00PM Sunday, 10:00AM–5:00PM	Hours of Operation: Monday–Friday, 8:00AM–6:00PM	Hours of Operation: Monday–Friday, 8:00AM–6:00PM