NEWS RELEASE

Florida Department of Transportation's Turnpike Enterprise Announces Improvements to New SunPass Centralized Customer Service System

TALLAHASSEE, Fla - The Florida Department of Transportation's Turnpike Enterprise announced today that the SunPass Centralized Customer Service System (CCSS) has begun posting toll transactions. To date, more than four million transactions have been posted. Customers will begin to see their toll transactions posted to their accounts.

To better serve the customer, individual account charges will be posted gradually, beginning with the oldest transactions first. **Late fees and penalties will not be imposed until the system is operating fully and providing the benefits and ease of access that SunPass customers deserve and expect.**

While we continue to optimize the system, customers are experiencing faster, more efficient service via the new SunPass website (www.sunpass.com) and the SunPass mobile application. Call center service and wait times improve daily and we continue to maximize resources to improve the customer experience. Customers may reach a SunPass representative at 1-888-TOLL-FLA or 1-888-865-5352.

SunPass Plus parking at Miami International Airport, Fort Lauderdale-Hollywood International Airport, Palm Beach International Airport and Tampa International Airport is now fully operational in addition to Orlando International Airport. To use SunPass Plus to park at one of these airports, customers should login to their account and click on Account Profile to confirm that they are opted into SunPass Plus Parking and enrolled in Easy Pay.

We appreciate our SunPass customers' patience as we continue to improve the reliability and availability of CCSS. The Department remains committed to holding the vendor accountable for the delay and inconvenience it has caused our SunPass customers.

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