



## *Florida Department of Transportation*

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### **SunPass: No Late Fees or Penalties During Website and Mobile App Update**

**TALLAHASSEE, Fla** – Today, the Florida Department of Transportation announced that the Florida Turnpike Enterprise (FTE) will not be collecting late fees or penalties as it continues the conversion to its new SunPass Combined Customer Service Center (CCSC).

Mike Dew, Secretary of the Florida Department of Transportation said, “We are committed to holding our vendor accountable and ensuring that our new system ultimately provides a premier customer service experience. I share the frustrations with our customers over the rollout of CCSC and find it unacceptable. Today, we are announcing that we will not be imposing late fees or penalties on SunPass accounts until the system is providing the benefits and ease of access that our customers deserve and expect.”

The SunPass system has accumulated toll charges for customer accounts since the system maintenance period began on June 1. In the best interest of the customer, the posting of toll charges was withheld until the website and call center systems were operating more efficiently.

Is it important to note that the billing delay currently being experienced by SunPass will have no impact on the cost of tolls or our customers’ ability to travel on the system.

SunPass customers will continue to be charged tolls, however, and once the system has been thoroughly tested, FTE will announce a timeline for the resumption of fees or penalties for delinquent accounts.

SunPass will soon begin posting toll transactions. In order to better serve the customer and avoid unintended consequences, individual account charges will be posted gradually over a number of weeks.

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