

SunPass PRO™ Frequently Asked Questions

What is SunPass PRO™?

SunPass PRO™ is a portable transponder that works in Florida, Georgia, North Carolina and everywhere E-ZPass is accepted. SunPass PRO™ offers drivers the convenience of paying tolls automatically from Florida to Maine and west to Illinois, allowing nonstop travel with just one toll account.

SunPass PRO™ is a product of SunPass, Florida's Prepaid Toll Program.

Where can I use SunPass PRO™?

SunPass PRO™ works on toll roads and most bridges in Florida plus, Delaware, Georgia, Illinois, Indiana, Kentucky, Maine, Maryland, Massachusetts, New Hampshire, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Rhode Island, Virginia, and West Virginia.

You can also use SunPass PRO™ to pay for parking at Florida international airports in Ft. Lauderdale-Hollywood, Miami, Orlando, and Tampa as well as the Hard Rock Stadium in Miami. Click here (insert link to SunPass Plus parking) for additional information.

How much does it cost to purchase a SunPass PRO™?

The SunPass PRO™ Portable Transponder costs \$14.95 plus tax and allows customers to have tolls electronically deducted from a Prepaid Account.

Where can I purchase a SunPass PRO™?

The SunPass PRO™ Portable Transponder can be purchased online (insert link to *Purchase a Transponder* page), by phone (insert link to *Contact* page) or in person (insert link to *Contact* page) and at various retail locations (insert links to *Where to Purchase* page).

Do I need to purchase a SunPass PRO™ if I already have a SunPass transponder?

It depends on where you are planning to travel. If you already have a SunPass transponder, it will continue to work throughout Florida, Georgia, and North Carolina. If

you plan to travel to the Northeast or West to Illinois and want non-stop travel you can upgrade to the SunPass PRO™ (insert link to *PRO* page).

Do I need to purchase a SunPass PRO™ if I already have an E-ZPass, E-PASS Xtra or a Uni?

No. If you already have an E-ZPass, an E-PASS Xtra, or a Uni you will not need to purchase a SunPass PRO as they can be used in the same states. It is important to only have one transponder in your vehicle to avoid duplicate charges.

What happens if I drive with multiple transponders in my vehicle?

Only one transponder should be installed to avoid duplicate charges. Any additional portable transponders should be placed in a Radio Frequency (RF) shield bag. To order a shield bag, log in to your account, select Transponders and Vehicles from the left side menu, then click Request Supplies. Keep in mind that SunPass Mini™ Sticker Transponders are affixed to the windshield and will no longer work once removed.

To report duplicate charges, submit a service request through the website, mobile app, mail/fax, or the SunPass Customer Service Center at 1-888-TOLL-FLA (1-888-865-5352). You can also visit a SunPass Customer Service Walk-In Center. For locations and hours, please visit <https://www.sunpass.com/en/support/contactus.shtml>. To request online via SunPass.com or the mobile app, log in to your SunPass account and select "Online Support" to report a duplicate charge(s).