



Florida Department of Transportation

RICK SCOTT
GOVERNOR

Florida's Turnpike Enterprise
7941 Glades Road, Boca Raton, FL 33434
561-488-5250

MIKE DEW
SECRETARY

May 23, 2018

Mr. Tim Beckwith
Palm Beach International Airport
Palm Beach County Department of Airports
846 Palm Beach International Airport
West Palm Beach, FL 33406-1470

Dear Mr. Beckwith,

As the final step in providing Florida tolling customers a single centralized customer service experience statewide, the Florida Department of Transportation (FDOT), Florida's Turnpike Enterprise (FTE), Miami-Dade County Expressway Authority (MDX) and the Tampa-Hillsborough Expressway Authority (THEA) will be implementing the new single, Centralized Customer Service System (CCSS) and call center, SunPass Central.

Implementation of the new SunPass back office system installation requires a scheduled system outage period affecting all applications, systems and services beginning Tuesday evening, June 5, 2018, at 7:00 PM EDT. We're currently scheduled to begin the system migration period on Tuesday night, June 5, 2018 and it will continue through Monday, June 11, 2018 at 9:00 AM EDT, at which time we expect all services to be restored. Our teams have been working with members of your technical team(s) on details related to file exchanges and operational impacts to ensure a smooth transition to our new back office system.

During this system maintenance period, the following SunPass and TOLL-BY-PLATE services will be unavailable:

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| • Call Center | • Transponder Activations |
| • Walk-in Centers | • Activation Kiosks |
| • SunPass Website and Mobile Application | • Account Replenishments |
| • TOLL-BY-PLATE Website | • Account Updates/Changes |
| • SunPass Plus | • Cash Payment and Reload |
| • Transponder Purchases on the Web, through Call Center, Mobile App and Select Retailers | • Invoice Payments |
| | • Registration Stop Payment/Release |

SunPass Plus entry and exit processing can continue until services are disabled at time of cut-over (6/5/18 7:00 PM EDT). Customers who have used SunPass Plus parking 2 or more times in the past 12 months will be sent a specific email informing them of the upcoming outage period and what that means to them. Customers who are "in-flight" the day before (6/4/18) the start of the outage will be sent an email notification advising them to be prepared to use an alternate method if they expect to exit during the outage period.

We're committed to ensuring a smooth transition for all parties and apologize in advance for any inconvenience this migration period may cause. Thank you again for your continued support.

Please feel free to contact Neil Weisberg at (407) 264-3904 for assistance or additional information.

Sincerely,

Carlos Vargas

Carlos Vargas
SunPass Program Director
SunPass - Florida's Turnpike Enterprise