

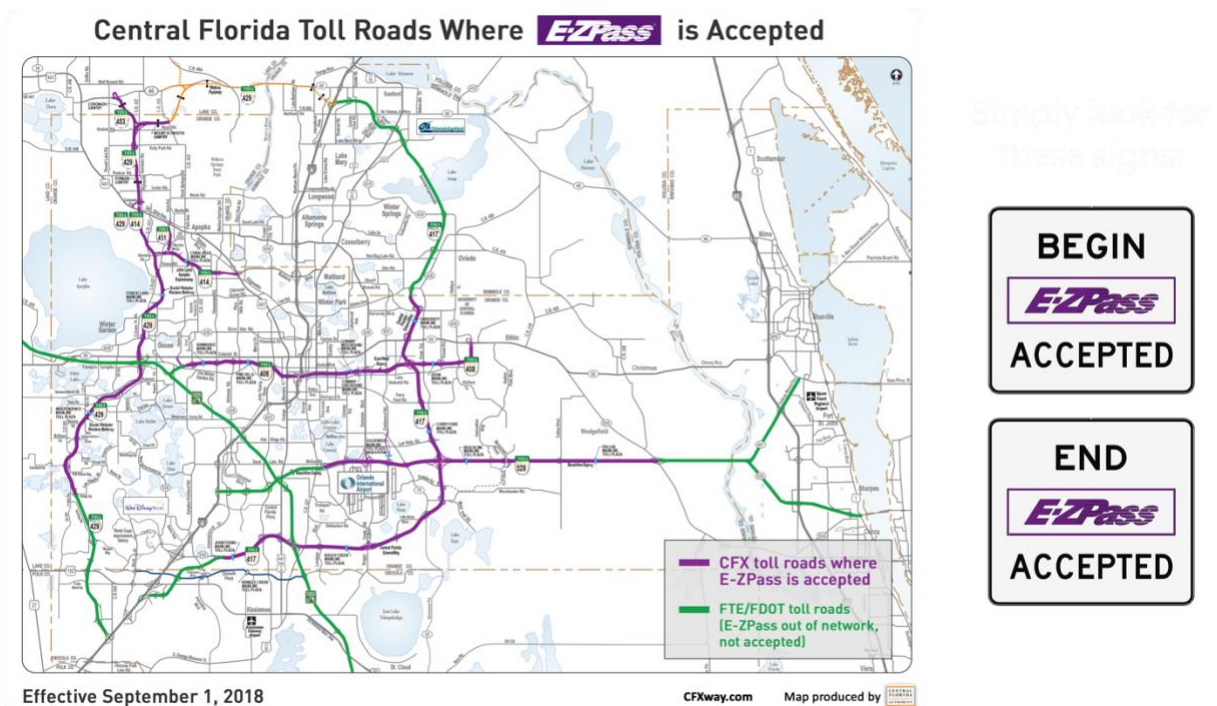
E-ZPass Accepted on CFX Roads: Frequently Asked Questions

Q1) What is E-ZPass?

A: E-ZPass is a multi-state electronic toll pass that works in states from North Carolina to Maine and west to Illinois, and now in Florida only on Central Florida Expressway Authority's roads in Metro Orlando. To learn more about the E-ZPass Group, visit <http://www.e-zpassag.com/>.

Q2) Where will my E-ZPass work in Florida?

A: Beginning September 1, 2018, E-ZPass will be accepted on the Central Florida Expressway Authority's 118-mile toll road network in Metro Orlando which includes downtown Orlando and surrounding communities. See [roadway map](#) below where E-ZPass is accepted. CFX is the only toll operator in Florida that accepts E-ZPass. E-ZPass users that travel out of network and are unable to pay with cash may receive Toll-By-Plate invoices from other Florida tolling agencies.



Q3) What will I be charged for using my E-ZPass on Central Florida Expressway roadways?

A: Your E-ZPass will be charged the same electronic toll rate as E-PASS customers are charged on Central Florida Expressway-owned roads. [Click here](#) to see toll rates.

Q4) What happens if I drive on a Florida toll road that is out of network (not part of the E-ZPass network), such as those operated by FTE/SunPass?

A: If you drive to Florida in your own car and use toll roads that are out of the E-ZPass network, you may receive a Toll-By-Plate invoice from other Florida toll agencies.

Q5) If I drive on a CFX toll lane with both an E-PASS and an E-ZPass, which transponder will be read/charged?

A: If you are traveling on CFX roads with both an E-PASS and an E-ZPass in your vehicle, the E-PASS will be the account that is charged. For those customers with multiple transponders, it is recommended that you remove the non-Florida transponder from your vehicle or place it into the Radio Frequency (RF) shield bag to avoid the possibility of being charged by both transponders.

If you do happen to receive charges for the same transaction by both E-PASS and E-ZPass for driving on CFX roadways, you can contact the E-PASS Service Center and we will be happy to assist with the dispute. E-PASS Service Center hours are 8AM-6PM (Monday – Friday):

- (800) 353-7277 or email to e-pass@cfxway.com (personal/individual accounts)
- (407) 690-5400 or email to commacct@cfxway.com (business/fleet accounts)

As a reminder, it's important that both your E-PASS and E-ZPass accounts are current and up-to-date.

Q6) I have an E-PASS and an E-ZPass. Will I be double-charged or charged by both accounts for traveling on CFX toll roads?

A: If you are traveling on CFX roads with both an E-PASS and an E-ZPass in your vehicle, your E-PASS account will be charged. For those customers with multiple transponders, it is recommended that you remove the non-Florida transponder from your vehicle or place it into the Radio Frequency (RF) shield bag to avoid the possibility of being charged by both transponders.

If you do happen to receive charges for the same transaction by both E-PASS and E-ZPass for driving on CFX roadways, you can contact the E-PASS Service Center and we will be happy to assist with the dispute. E-PASS Service Center hours are 8AM-6PM (Monday – Friday):

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As a reminder, it's important that both your E-PASS and E-ZPass accounts are current and up-to-date.

Q7) Can I use my E-ZPass in a rental car in Florida?

A: Yes, you can. It will work on Central Florida Expressway Authority roads ([shown on the above map](#)) where you will incur Central Florida Expressway Authority's local toll rates that will be automatically deducted from your E-ZPass account. However, because there are multiple toll agencies in Florida that

do not accept cash or E-ZPass, you will need to enroll in your rental car toll program for travel on non-CFX toll roads. Your rental car agency, or its associated third-party vendors, will charge you the fees in your rental agreement to collect the tolls. For details on specific rental car programs, contact your local rental car agency as each has separate programs and fees associated with electronic toll usage.

Q8) Will my E-PASS work in E-ZPass states?

A: No. But soon the Central Florida Expressway Authority, in partnership with E-ZPass, will be releasing a multi-state toll transponder called E-PASS Xtra that will work everywhere E-ZPass and E-PASS are accepted.

Q9) If I drive on a CFX toll lane with both a SunPass and an E-ZPass, which transponder will be read/charged?

A: If you are traveling on CFX roads with both a SunPass and an E-ZPass in your vehicle, the SunPass will be the account that is charged. For those customers with multiple transponders, it is recommended that you remove the non-Florida transponder from your vehicle or place it into the Radio Frequency (RF) shield bag to avoid the possibility of being charged by both transponders.

If you do happen to receive charges for the same transaction by both SunPass and E-ZPass for driving on CFX roadways, you can contact the E-PASS Service Center and we will be happy to assist with the dispute. E-PASS Service Center hours are 8AM-6PM (Monday – Friday):

- (800) 353-7277 or email to e-pass@cfxway.com (personal/individual accounts)
- (407) 690-5400 or email to commacct@cfxway.com (business/fleet accounts)

As a reminder, it's important that both your SunPass and E-ZPass accounts are current and up-to-date.

Q10) I have a SunPass and an E-ZPass. Will I be double-charged or charged by both accounts for traveling on CFX toll roads?

A: If you are traveling on CFX roads with both a SunPass and an E-ZPass in your vehicle, your SunPass account will be charged. For those customers with multiple transponders, it is recommended that you remove the non-Florida transponder from your vehicle or place it into the Radio Frequency (RF) shield bag to avoid the possibility of being charged by both transponders.

If you do happen to receive charges for the same transaction by both SunPass and E-ZPass for driving on CFX roadways, you can contact the E-PASS Service Center and we will be happy to assist with the dispute. E-PASS Service Center hours are 8AM-6PM (Monday – Friday):

- (800) 353-7277 or email to e-pass@cfxway.com (personal/individual accounts)
- (407) 690-5400 or email to commacct@cfxway.com (business/fleet accounts)

As a reminder, it's important that both your SunPass and E-ZPass accounts are current and up-to-date.

Q11) I have a multi-protocol transponder which has both a SunPass and E-ZPass ID (example: Bestpass, Prepass, etc). Will I be double-charged?

A: No. The SunPass portion of your account will be the default account that is charged. As a reminder, it's important that your account information and balance are current and up-to-date.

Q12) I believe I was double-charged for the same transaction on CFX roads. What is the process to receive a refund?

A: If you notice charges for the same date and time on both of your accounts, you can contact the EPASS Service Center and we will be happy to assist with the dispute. E-PASS Service Center hours are 8AM-6PM (Monday – Friday):

- (800) 353-7277 or email to e-pass@cfxway.com (personal/individual accounts)
- (407) 690-5400 or email to commacct@cfxway.com (business/fleet accounts)

As a reminder, it's important that your pre-paid toll accounts are current and up-to-date.

Q13) If I have an E-ZPass transponder and an E-PASS or other Florida-based transponder, can I combine them into one single account?

A: Yes, soon you can purchase the new E-PASS Xtra transponder which will allow you to add nonstop toll travel on all toll roads in Florida and Georgia and wherever E-ZPass is accepted.

After opening an E-PASS Xtra account, contact your E-ZPass network agency to let them know you want to close your account.

Q14) When will E-ZPass be accepted at other Florida toll facilities?

A: There are ongoing discussions with other Florida toll agencies. E-ZPass continues to work with other toll agencies and regions to establish national interoperability of tolling systems and will provide more details as they are available. You can learn more by visiting <http://www.e-zpassiag.com/>.