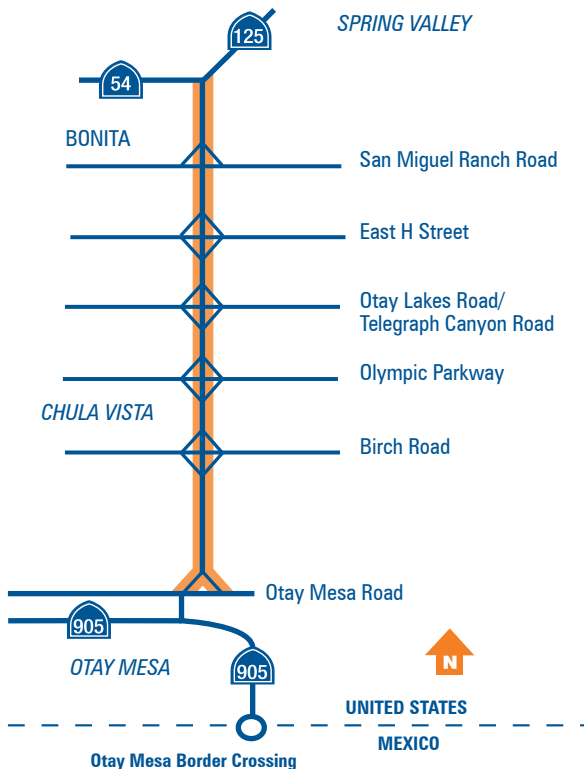


# Roadway Map



map not to scale  
12/14 3009



## South Bay Expressway The 125 Toll Road

1129 La Media Road, San Diego, CA 92154

Customer Service Center

(619) 661-7070

[SBXthe125.com](http://SBXthe125.com)



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*Este documento está disponible en español en [SBXthe125.com](http://SBXthe125.com)*

*In compliance with the Americans with Disabilities Act (ADA), this document is available in alternate formats by contacting the SANDAG ADA Coordinator, the Director of Administration at (619) 699-1900 or (619) 699-1904 (TTY).*

## What you need to know about your new FasTrak<sup>®</sup> transponder



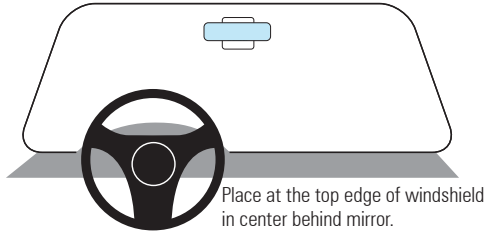
# Transponder Mounting Instructions

# Questions about FasTrak?

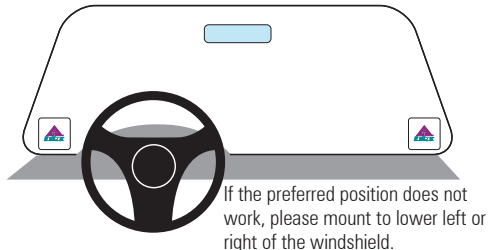
1. Clean mounting area inside of windshield with rubbing alcohol and let dry.
2. Remove plastic tape from back of Velcro® mounting strips on transponder.
3. Position transponder as illustrated below based on your mirror type.
4. Press transponder firmly against glass.

*Please note that if not properly mounted, the transponder may not work and may be unlawfully positioned per SEC.77, Section 26708 of the Vehicle Code.*

## Preferred Mounting Position



## Alternate Mounting Position



### How do I use FasTrak?

FasTrak is the fast, nonstop way to pay tolls electronically on South Bay Expressway<sup>SM</sup> — it's simple and easy to use. **1.)** Affix the transponder as shown in the accompanying directions; **2.)** Use the lanes marked "FasTrak;" **3.)** Travel nonstop on South Bay Expressway.

### Whom do I contact if I have a question about my FasTrak account?

You can manage your account online at [SBXthe125.com](http://SBXthe125.com). If you wish, you can contact a customer service representative at (619) 661-7070 or visit our Customer Service Center at 1129 La Media Road, San Diego, CA 92154. For faster service, please have your FasTrak account number handy.

### Where can I use my South Bay Expressway FasTrak?

You can use your transponder to pay tolls electronically on any California toll road or bridge where you see the FasTrak symbol displayed, including I-15 Express Lanes here in San Diego County, the Toll Roads and 91 Express Lanes in Orange County, and Golden Gate Bridge and Caltrans bridges in the Bay Area.

### What happens if my transponder isn't mounted on my windshield?

If not mounted correctly, your transponder may not communicate with the overhead antennas, which means your toll can't be automatically deducted from your account. You are responsible in accordance with the California Vehicle Code and could be subject to fees or a citation from the California Highway Patrol for failure to do so.

### Can I use my transponder in other cars?

Yes, provided the transponder is properly mounted and the vehicle license plate number is listed on your account. If a vehicle with an unlisted license number (including rental cars and service loaners) uses your registered transponder and the signal doesn't read, a toll violation may be recorded and sent to the registered owner of the vehicle, even if that vehicle belongs to you.

### What if I buy a new car?

Mount your transponder immediately in your new vehicle. Then log on to [SBXthe125.com](http://SBXthe125.com) or call us at (619) 661-7070 to add your new vehicle's license plate number to your account. Remember, your vehicles are part of your account, and you are responsible for removing any license plate numbers you no longer want charged to your account.

### How can I get more Velcro?

Since your transponder must be mounted in every vehicle you drive in the FasTrak lane, you may need additional Velcro strips. Simply email [customerservice@SBXthe125.com](mailto:customerservice@SBXthe125.com) or call us at (619) 661-7070. You can also stop by our Customer Service Center, and we will be happy to give you a set of Velcro.

### How do I know if my transponder is not working?

Based on your preference, you can view your FasTrak account activity online at [SBXthe125.com](http://SBXthe125.com), or you can receive periodic statements detailing your FasTrak account activity. If your account activity shows a significant amount of transactions under the heading "License Plate," your transponder may not be working properly. If this occurs, contact the Customer Service Center to exchange your transponder.

### I am a South Bay Expressway FasTrak customer, but I received a violation notice. What should I do?

You can resolve violations online at [SBXthe125.com](http://SBXthe125.com) or contact a customer service representative at (619) 661-7070. For faster service, please have your FasTrak account number and violation reference number(s) handy.

### How do I attach the transponder to my motorcycle?

Just call our Customer Service Center at (619) 661-7070 and a customer service representative will help you choose the most convenient location depending on your style of motorcycle.