

CONTACT 1-2-1



Media Release: 5th February, 2004

Call Centre Stops Thief in His Tracks

A Contact 1-2-1 call centre agent made mainstream news when they successfully immobilised a stolen car on the streets of inner Melbourne. The owner of the car called the call centre at 4.25pm on Sunday the 1st of February after realising his car had been stolen near Crown casino. The operator at Contact 1-2-1 followed the well defined procedures and contacted Victorian police. The police remained on the line with the operator and working together the operator was able to immobilise the car and the police caught the car thief by 4.42pm.

Both the owner of the vehicle and the police were pleased with the outcome and the technology used to track the vehicle and immobilise it. Intelematics Australia provides telematics technology and services to car manufacturers and the automotive after-market industry. Holden is a major customer of Intelematics Australia and the recovered Calais provides Holden owners with the assurance that the Intelematics service is a worthy investment.

Intelematics Australia selected Contact 1-2-1 in 2003 to provide the call centre aspect of the service. Contact 1-2-1 was chosen because of its compatible technologies and well-trained staff. The use of live agents 24 hours a day is a key differentiator for Intelematics and the service they provide. The technology is sophisticated but it's the quick response of a real person on the other end that makes the difference.

The mix of high technology, people and processes has taken crime fighting to a new level. The telematics service, as provided by Intelematics, is seen as the future for automotive safety and security. There have been moves in the UK to introduce legislation that makes it mandatory for all new cars to have the technology. This move is supported by evidence that telematics services can dramatically increase the recovery of stolen vehicles. There is also evidence, as with the Melbourne example, that this service can reduce police car pursuits and consequent dangers to the public which can result from such activities.

About Contact 1-2-1

Contact 1-2-1 Pty Ltd was founded by Joe Tawfik, Martin Bill and Wayne Boden in 2002. Together, Joe, Martin and Wayne have in excess of 25 years experience in the Call Centre industry.

Services:

- Inbound customer service
- Help Desk
- Inbound telesales
- Outbound telemarketing
- Outbound customer service
- IVR solutions
- Email processing
- Voice recording services
- Monitoring services
- Credit Collection
- Merchant gateway services
- SMS and 2-way wireless solutions
- Concierge capability for Telematics support
- Project Management services
- Pure call centre consulting
- Co-location hosting of server

About Intelematics Australia:

Intelematics is a joint venture company of NRMA Motoring & Services and RACV, two of Australia's foremost motoring club organizations.

Intelematics Australia is the leading provider of mobile information, safety and security services for Australian motorists.

Intelematics provides in-vehicle assistance and in-vehicle communication services to organisations looking to offer added value to their motor vehicle customers.

Telematics systems commonly use the functionality of internal vehicle electronics as well as mobile cell and Global Positioning Systems (GPS) Satellite technology to deliver the services data to pinpoint customer locations.

Telematics services can be delivered over on-board telematics hardware and in some cases, can also utilise cell phones and PDAs.

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