

CONTACT 1-2-1



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Intelematics awards Contact 1-2-1 contract.

Intelematics Australia, a joint-venture company of NRMA and RACV, has selected Contact 1-2-1 to provide specialist call centre services. The contract was awarded to Contact 1-2-1 after a careful evaluation lasting several months. "Intelematics Australia is committed to providing world-standard telematics services to its clients, and with a growing interest in safety, security and mobility related services, we issued a public expression of interest to grow our call centre support capabilities. We short-listed providers based on a number of criteria and Contact 1-2-1 was chosen for their superior ability to meet our complex technology requirements. We also wanted to partner with a company that had the right entrepreneurial attitudes and cultural match", says Adam Game, CEO of Intelematics Australia.

The selection of Contact 1-2-1 highlights the current success that Intelematics has gained in the marketplace and their commitment to delivering best of breed telematics solutions. Intelematics has been providing safety and security telematics services for the Australian automotive market since 1999, pioneering in-vehicle satellite monitoring, telematics contact centre applications and mobility services solutions to the motorist.

Intelematics Australia is implementing a million-dollar plus upgrade to its telematics service infrastructure which will support a number of innovative service offerings that create value to both manufactures and importers of automotive vehicles as well as their end-user. As well as enhancing provision of services such as route guidance, new services supported by this technology will include remote diagnostic capabilities, covering mechanical and electrical system fault notification for components including suspension, brakes, wheels, oil and other fluid levels, engine, exhaust emission levels, lights, steering and air conditioning.

As part of the Intelematics ~ Contact 1-2-1 relationship, 1-2-1 consultants will be provided direct access to Intelematics' sophisticated telematics services hub over a secure Virtual Private Network (VPN) This technology will provide operators access to vehicle location and all the tools required for remote service delivery, ranging from remote unlocking to provision of route guidance services.

"We are excited to be working with Intelematics. They are entering an exciting phase in their business as the market begins to readily adopt their product. Telematics is no longer a concept but a firm reality that has explosive market potential. Contact 1-2-1 is committed to servicing the wireless industry and Intelematics was our first major client with real growth potential. As the market matures we see the enormous potential to manage customer relationships and market services. We aim to work closely with Intelematics to assist them in growing their business over the next three years", says Joe Tawfik joint Managing Director of Contact 1-2-1.

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 a leading provider of telematics and location-based services, with extensive knowledge in providing, mobility, safety and security services for Australian motorists.

Intelematics works in partnership with leading automotive brands including manufacturers and importers to provide brand-neutral in-vehicle assistance and communication services to their 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 location-based online services .

Telematics services are delivered over on-board Telematics Control Units (TCU) while mobility related services such as satellite navigation may be delivered via mobile phone and PDA devices. It is expected that telematics will become pervasive in new passenger vehicles in 3 – 5 year timeframe.

Enquiries to Intelematics should be addressed to Jorn Buhring
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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 20 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

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