
AUSTRALIA WIDE ASSIST

PO BOX 10130, ADELAIDE BC 5000. PH:08 8177 2300 FAX:08 8223 7648
ABN 93 061 656 184

Australia Wide Assist Pty Ltd headquarters and control room are located in Adelaide and currently provides 24 Hour, 7 Day Roadside Assistance for national automotive service groups, major franchised dealers, independent vehicle dealers, motoring clubs, insurance companies, oil companies and repair workshops.

We have a data base of over 1000 Roadside Assistance Service Providers, nationwide, who have been appointed on their ability to provide the required standard of service. This data base also includes locksmiths, ambulance stations, car hire companies, accommodation groups, and can be expanded to suit other requirements.

Our computer software package maps cover the whole of Australia and we are able to physically plot individual client, service provider & destination locations.

Customer Emergency contact is a toll free phone number direct to our central 24 Hour/7 Day control room, not to an answering service. The customer in distress is speaking direct to the controller who will dispatch the rescue vehicle.

Generally, service is provided within 30 minutes to calls from metropolitan areas and major regional centres. Customers will be advised of any delays due to distance or prevailing conditions.

All major service providers communicate via radio, GPS or mobile phone, ensuring our ability to monitor progress of individual callouts, and log successful completion of each job.

All relevant information is keyed into our computer to provide the client each month, with confirmation of individual customer registrations and details of customer callouts.

AUSTRALIA WIDE ASSIST

PO BOX 10130, ADELAIDE BC 5000. PH:08 8177 2300 FAX:08 8223 7648

ABN 93 061 656 184

Rates for the provision of the service are dependent on a number of factors-

1. Volume of registrations-
 - More registrations per month, less cost per vehicle.
(Reviewed each 12 months)
2. Period of cover-
 - 6 months
 - 12 months
 - 24 months, etc.
3. Free service area radius-
 - 20 kms
 - 50 kms - etc.
4. Extent of service-
 - Standard Roadside Assistance/Breakdown Transport
 - Transport Assistance
 - Ambulance Cover
 - Hire car subsidy
 - Accommodation subsidy.
 - Other specific requirements.

We can specifically tailor a service to suit our registering client's individual requirements.

AUSTRALIA WIDE ASSIST

PO BOX 10130, ADELAIDE BC 5000. PH:08 8177 2300 FAX:08 8223 7648

ABN 93 061 656 184

NATIONAL COVERAGE

24 HOUR ROADSIDE ASSISTANCE

24 HOUR TOLL FREE TELEPHONE Customer support, providing SPECIFIC SERVICES and PROFESSIONAL ADVICE as detailed below.

- **ROADSIDE RESPONSE**

Once a call for help is received, either at the customers home or on the road, a mobile service is immediately despatched to the scene to rectify, on the spot, the following roadside difficulties:

- **Flat Battery** - Vehicle will be jump started at request of driver.
- **Flat Tyre** – Vehicle's spare wheel will be fitted where available.
- **Out of fuel** - Minimum 5 litres of unleaded fuel supplied at drivers cost.
 - LPG/Diesel vehicles transport to fuel supply.
- **Locked\lost keys** - Open vehicle, cost up to \$77 GST Inc.

- **TOWING - BREAKDOWN**

If the customers vehicle is unable to be quickly mechanically repaired or safely driven, the vehicle, including the driver, will be transported to a nominated service centre, or owners home address.

In a situation where the breakdown occurs on a trip or holiday, we would transport the vehicle to the nearest service centre or mechanical repair facility.

In an after hours situation, arrangements can be made to store the vehicle and transport when the service centre or repair facility is open.

- **FREE SERVICE**

A nominated (ie: 20km/50km/100km etc) free of charge service radius for roadside response and breakdown towing applies on a **NATIONAL** basis, as part of our standard service, with all excess km charged at the individual service provider's rates. This free service radius can be chosen to suit registering client's needs.

- **GENERAL ASSISTANCE**

We will relay urgent messages to family, friends and business associates, likely to be concerned by disruption or delay.

Arrange for alternative transport in the case of a major breakdown or accident ie taxi. (Cost at drivers expense)

- **EXCLUSIONS***

- Trucks, heavy equipment and vehicles over 3.5 tonnes gross.
- Vehicles that require specialist or heavy equipment for removal or are not within easy reach of a public road.
- Vehicles used for hire or reward.
- Unregistered vehicles.

(* Service may be arranged at extra cost)

AUSTRALIA WIDE ASSIST

PO BOX 10130, ADELAIDE BC 5000. PH:08 8177 2300 FAX:08 8223 7648
ABN 93 061 656 184

PREMIUM EXTRAS - AVAILABLE AT EXTRA COST

- **CAR HIRE**

In the event of a major mechanical failure, whilst more than 100km from your registered residence, which sidelines your vehicle for longer than 48 hours, excluding weekends and public holidays, we will assist with reasonable necessary car rental costs. (excluding fuel & insurance)

On submission of the account, (excluding petrol, km's and insurance) together with a copy of the repair bill, we will cover up to \$200 per claim.**

- **ACCOMMODATION**

In the event of a major mechanical failure, whilst more than 100km from your registered residence, which sidelines your vehicle for longer than 48 hours, excluding weekends and public holidays, we will assist with reasonable necessary emergency accommodation costs. (excluding meals)

On submission of the account together with a copy of the repair and accommodation bill, we will cover up to \$200 per claim.**

- **AMBULANCE COVER**

In the event of an accident where the registered vehicle is involved, and the driver or immediate family of the driver (ie. Wife/Husband& their children) require the services of an ambulance as a result of that accident, we will assist with ambulance costs.

On submission of the account together with a copy of the ambulance bill, we will cover up to \$200 per claim.**

(N.B. Liability not to exceed \$200 per 12 month period from issue date)**

****Amount can be increased to suit registering client's needs.**