

ISS**FirstResponse**

# Roadside**Assist**

*relax... help is only a phone call away*



Breaking down far from home can be a challenging experience. And when it happens, there is nothing more reassuring than the voice of a roadside assist service operator. Often, they are the only ones who can get you going again.

At ISS First Response, we understand how important prompt and reliable support is – whether you are a fleet manager or an owner-driver. With limited margins to play with, we know how vital it is to get your trucks returned to service as soon as possible.

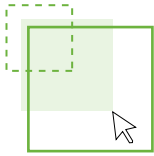
The ISS First Response Roadside Assist program is a 24-hour a day service, operating seven days a week, right across Australia. One call to **1300 131 001** offers support, security and immediate help to drivers in difficulty.

Whether it's a breakdown on the Hume, the New England or the Nullabor, help is at hand. Whether you have run out of fuel or lost your load, relax: support is available through the ISS First Response Roadside Assist program.

ISS**FirstResponse**

**1300 131 001**

For 24 Hour Emergency Response Australia Wide

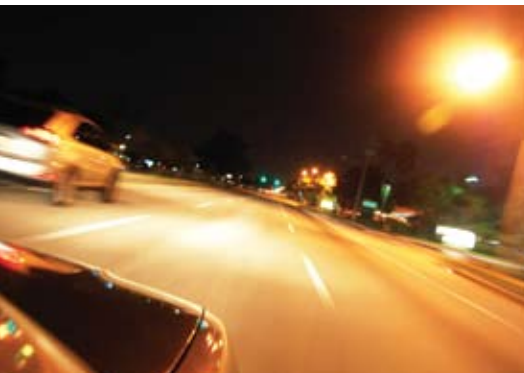


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The ISS First Response call centre is the only one of its kind in Australia. It is a 24-hour facility, dedicated to the transport sector, focused on servicing the on-road needs of Australia's heavy vehicle fleets. No other service provider has committed the resources necessary to operate a single purpose facility, staffed around the clock by full-time operators.

Geographic mapping software enables our breakdown operators to quickly locate the nearest and most suitable service provider, who is alerted and mobilised as required.

The ISS breakdown database contains over 6,000 entries covering all types of service providers around the country – from mechanics, auto electricians and tow operators to locksmiths, tyres and battery suppliers. These entries, built up over many years of service to transport sector, provide a library of suppliers offering excellent customer service, often in remote locations and at inconvenient times.



All ISS First Response breakdown programs are tailored to suit client requirements. We can offer:-

- After-hours only or full time service
- Our own 1300 number or retention of existing breakdown numbers
- Personalised greetings
- 'Morning after' reports
- Trend analysis
- Preferred supplier arrangements
- Fault exclusions
- Provision for warranty claims
- A focus on client mobility and satisfaction

**Why not join the growing number of transport professionals who rely on ISS to provide help and support when it matters most.**

**Contact us**

**P: 03 8769 0200 F: 03 8769 0229 E: [admin@iss-solutions.com.au](mailto:admin@iss-solutions.com.au) W: [www.iss-solutions.com.au](http://www.iss-solutions.com.au)**

**For further details call 1300 131 001**

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