



# Frequently Asked Questions

## Motor Carrier Clients

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## What is The Towing Network?

The Towing Network is a proactive full breakdown, heavy duty towing and accident response dispatch center that provides time-critical, cost effective single call solutions for on-road emergencies through the development of a national network of solutions-minded service providers dedicated to excellence.

The Towing Network promotes itself as a sales and marketing program designed to assist its Service Provider partners with growth in their market. As an approved Service Provider, The Towing Network asks our partners to provide pricing and priority for services requested to support our mutual client.

Towing Network clients are single truck operators to large fleets, insurance companies and trade organizations. Network clients get the benefits of great pricing and quick and quality service on every call.

## What Services Does The Towing Network Offer?

As a client of The Towing Network, the ability to customize the services required is unmatched in the industry. Smaller fleets can request a full service breakdown option and provide a dedicated phone line to their drivers to handle their needs. Larger fleets enjoy the pricing power of our towing services and the ability to have our call center support them during call spikes and on low volume times like nights and weekends. Our insurance providers and safety managers love our recovery services and ability to work with Police dispatched towers while providing a user friendly customer portal for pictures, notes and all aspects of the recovery that they can share with others on their team or other departments.

Regardless of the services requested, each call will be met with problem solving dispatch specialists focused on the customer experience. Each Service Provider selected to service the customers will be one of the nation's top providers in their respective market with a variety of services and years of experience to address any concerns that might arise.

## Why Do I Need The Towing Network if I have my Own Breakdown Team?

If you are a Breakdown Manager, a Breakdown Technician or a Director or Vice President of Maintenance you constantly balancing having the right amount of staff to handle volume and that your always being pushed by the executive team to drive improvements in driver hold times, costs per event and frequency of events and improvement in the time it takes to make a breakdown into a serviceable unit for operations.

The Towing Network program has been developed and continues to evolve to help you solve these issues in a number of ways that fit into and enhance your current breakdown program. One value of The Towing Network is our ability to provide customized solutions to fit YOUR need. You don't need to change your program to fit into The Towing Network model. Like our accident support, we can help...like our pricing and the time savings on handling your towing, we can help....

Firstly, that solution can be any mixture of you current need. Is your on road breakdown expenses high, are you being taken advantage of in markets where you don't breakdown often? Did the Police find you

the most expensive tower in that town? We know that anything where a tow truck is required is a significant cost to most fleets.

Our program gets you into not only our buying power but also gives you time back as Network dispatchers support your team by handing the dispatching, updating milestones, communicating with your driver and finalizing the call. How much time does your team focus on finding a vendor? Getting updates from the vendor? Getting Quotes for the service they are requesting? Tracking the vendors time or miles

## **We Currently Use Online Vendor Search Engines (Truck Down, NTTs, Tow Search, etc.) Why Call the Network?**

If you were building a vendor selection policy would price, quality, available services, relationships be on your list? Why would your standards change when using an online selection process? Are you aware that the online lists do not provide all the vendor solutions available...vendors have to pay to be listed? You understand the industry and you know that the best vendors are sometimes that small provider who works hard and never seems to charge you enough. Do you think he or she can afford to get listed on these search sites? Can they afford to compete for that top spot? Did you know that vendor bid for placement with top spots costing thousands monthly? Are you aware that the vendor you're calling is aware that you're calling them because of that placement? If a vendor knows that you're calling them from that list, and they are spending a couple of thousand dollars a month to get that call, would you assume they are giving you the best price or are they trying to recover their advertising costs on your calls? When calling from a vendor search program do you have contracts with these providers, do you have rates on file. When they damage your equipment do they have the right level of insurance to fix it?

For the amount you pay to subscribe to this service, does it allow you to push a single button to dispatch that vendor, provide updates, ensure pricing is fair for the market, keep your team and your driver updated on the call, audit the invoice and finalize the call?

Why call the Network instead? When you call The Towing Network, we have our own list with about 85,000 vendors with about 1800 Network approved vendors supporting 93% of our calls. This gives us full visibility into who is in every market, what services they provide and who is the best option to handle our client's calls. We don't ask our providers to pay a fee to be listed in our program and we reward our vendors with loyalty and consistent call volume. We put that relationship first and work hard to foster trust in each dispatch.

When calling The Towing Network not only are you getting the right vendor, you are getting a full service dispatch. We do it all so your team can focus on the next driver calling them. How much time does that save you?

## **I have a large "brand", that ensures I get the best pricing. How can The Towing Network do better?**

Large fleets with big "brands" can and do pay more. Size and or large branded companies like motor carriers and insurance companies tell a Service Provider that you have the resources to pay the bill.

Service Providers also know that because of your size and type of operation that you your team is mostly calling to dispatch service and price is rarely discussed in the dispatch process.

Using The Towing Network ensures that the service providers are truly looking out for your bottom line, performing the right service and invoicing fairly for both parties.

## **I have the best pricing and a great relationship with my vendors. How can you do better?**

In markets where you have personal relationships, high volume and years worth of history, we would never assume that your pricing may not be better. These relationships are valuable and we would promote continuing that relationship even when calling the Network. However, are you aware of your pricing with your providers? When you receive an invoice are you auditing the invoice against your contracted pricing? Did your dispatcher track the amount of time, how many miles they traveled the equipment that was sent and the parts they used? Do your technicians understand SRT times and retail parts costs for common components?

When you have a strong relationship with a provider, is there a discussion on cost prior to dispatch or is the call a simple..."do it...I trust you with treat me right". What mechanism do you have in place to ensure that trust is earned?

The Towing Network understands breakdowns and towing and works with some of the best providers in the industry to ensure that our pricing and service model is competitive. In establishing our pricing model there were more than a few conversations about how Service Providers price service and tricks they use maximize their earning opportunities. Armed with this knowledge, The Towing Network system has been designed to eliminate these tricks. Additionally, as a partner with our Service Providers, we are more than a customer with trucks; we are a partner that is bringing them access to more than 100,000 units through client base.

Our ability to save our clients' money is not always about the rate but hands on management of the call itself and the auditing of an invoice to ensure it matches what actually happened. We don't guess, we don't assume and we don't spend our clients' money foolishly. We trust but verify everything and everyone. It is your money and we take that responsibility seriously.

## **How can The Towing Network assist my team with call center support services?**

The first thing we provide you with is a dedicated phone number that is specific to your organization. When a call comes into The Towing Network from this line, a script is followed to answer the call (e.g. Thank you for calling COMPANY's emergency maintenance line, what is your emergency?). This script will be provided by the client and the caller will experience the call like calling directly into your company.

Depending on the service requested our technicians or dispatchers will capture the required information (truck, name, complaint, etc.) and process that information in accordance with your needs. For our service writing product customers either request we email the information to their team to handle

directly. Others have instructions that have us perform full service dispatching of certain calls (usually accidents, pull starts, winch outs) and email everything else. For our full dispatching services, most customer request and FTP of the data we collect and process on a regular interval which can be added to their maintenance program directly. For our larger customers, an API is available. The API allows for real time two way communication between our systems.

The service is simple and passing data has no limits and can be customized to meet your needs. Give us a call today to discuss in more detail at 888.986.9638.

## **How is my company keep informed of progress when The Towing Network is handling the call?**

The Towing Network is sensitive to your need to continually be informed of our progress. We understand that in many cases you may have load and your internal and external customers need to know when it will arrive. When you set up your account with The Towing Network you will be prompted to fill out your profile. This profile outlines which events, how often and who to communicate with during a dispatch and how. Within your profile you have the ability to set up different uses with different notification requirements. At no time will you lack information on the status of your call.

As you look at your customer portal you will be amazed at the amount of information that is captured, you can communicate with the Network dispatching team within the work order and see the progress on that call. For those customers supporting shippers or consignees that need to be continually updated on their freight location, there is a track and trace feature you can share with them so they can keep updated on any event The Towing Network is handling.

If you're interested in sharing data between systems we have an API available that allows your team to dispatch calls to The Towing Network from your system with The Towing Network updates going into your system in real time. If real-time is no critical, there are FTP options to send data from The Towing Network to your IT Administrator which can be entered into your system nightly.

## **The Police just called out their Service Provider, what can The Towing Network do now?**

When you find out that the Police dispatched a vendor this is the BEST time to contact The Towing Network. Obviously getting that accident call soon after it happened is preferable as we can perform and Owners Request with Police Dispatch and handle the call directly. However, when you're getting the information late and you know the Police have selected a vendor you NEED to call The Towing Network.

Our Accident Team is exceptional at getting Police dispatched vendors replaced, converting them to friends of the Network or simply managing the call for times, equipment used and activity so there is no opportunity for padded invoices. In each call the Accident Team will then quickly contact the police dispatch center to let them know that our vendor is on the way, who that vendor is and when they will get on scene. In cases where the police call a vendor that is not a Network vendor, The Towing Network will contact that vendor and negotiate rates on your behalf. If the tow is complete and you receive an

invoice that higher than reasonable, The Towing Network can provide guidance and direction on how to address.

### **Do I have to sign a contract to use The Towing Network?**

Absolutely not. The Towing Network stands behind its value and does not need a gimmick that does not allow you to change providers if you don't like the service. The system is set up now that you can call once or call thousands of times and receive the same great service and have access to our exceptional pricing and quality vendors. If we cannot do what we say and exceed your expectations we expect you to have other options. This being said, we know our product and know how much you will enjoy what we have to offer that we know we will have a long and outstanding relationship. There is a contract option available to client who will use The Towing Network for MOST of their towing and towing related needs. By signing a 12 month contract clients can get further discounts on the service fees on handling calls.

### **My Service Providers always tell me to not use a breakdown service. They claim that cutting out the middle man cuts out any fees charged to handle that call. Why?**

Using a third party means that someone is documenting the time on the call, what equipment is used, how many labors are sent, miles traveled, etc. The invoices are audited against contracted rates and any discrepancies are address before payment is made. When getting calls directly, the Service Provider knows that it is a call for dispatch a call to let the customer know the call is complete and payment without audit.

If you were that Service Provider, which would you prefer?