



December 21, 2011

Walt Way
Chairman
Kansas 911 Advisory Council
11880 S. Sunset Drive
Olathe, KS 66061-2792

**RE: Telematics Service Provider Name Change
Emergency Callback Numbers**

Dear Walt:

I'm sending you this brief note to advise your office of two updates pertaining to our company's interface with your state's 911 and emergency dispatch agencies. First, ATX Group, the provider of telematics (OnStar-like) services for Hyundai Blue Link, BMW Assist, Infiniti Connection, Lexus Enform, Toyota Safety Connect and Rolls-Royce Assist, has changed its name to Agero. We are working with Intrado, Inc., to begin transitioning ALI displays on our emergency calls from the ATX/Cross Country name to Agero. Second, I wanted to provide your office with the dedicated, toll-free callback phone numbers that Public Safety Answering Points in your state can use to contact Agero's telematics response center in Irving, Texas about an emergency we've previously reported to them involving any of the above programs.

ATX/Agero callback numbers also should be communicated verbally by our call center agents on every call into PSAPs. However, to ensure PSAPs have an emergency call-back number on file, following is a list of 24-hour, toll-free numbers that connect to specific telematics programs serviced by our emergency call centers:

- 1- Hyundai Blue Link **1-877-730-2899**
 - 2- Toyota Safety Connect/Lexus Enform **1-800-294-3055**
 - 3- BMW Assist **1-866-895-4322**
 - 4- Rolls-Royce Assist **1-888-427-4814**
 - 5- Infiniti Connection **1-855-892-7416**
 - 6- Connected Vehicle Services (legacy Mercedes-Benz customers)
US **1-888-417-0182** CANADA: **1-888-932-8367**
- General 24-hour ATX number 1-972-753-6344*

We appreciate any suggestions or assistance your office could provide in communicating these numbers to the primary PSAPs throughout your state.

As you probably know, ATX is a long-established telematics provider that has been assisting 9-1-1 and emergency responders since 1996. Like our industry colleagues at GM OnStar, we and the automobile manufacturers we serve provide vehicle-embedded hardware that is connected to a dedicated telematics call center with trained operators. We have strived to continually work with organizations like NASNA, NENA, APCO, and NAED to ensure a seamless interface between our call centers and PSAPs.

Please let me know if you have any questions about any of the above programs. We strive to provide your emergency telecommunicators with enhanced information that supplements the quick dispatch of emergency responders.

In the near future, Agero will be providing a variety of new services leveraging the latest in technologies to even more vehicles. I look forward to working with your office in the transition of these into Next Generation 9-1-1 environments.

Please don't hesitate to contact me should you ever have questions or concerns.

Best regards,

A handwritten signature in black ink, appearing to read "Gary Wallace". The signature is fluid and cursive, with the first name "Gary" being more prominent than the last name "Wallace".

Gary Wallace
Vice President, Corporate Relations
Agero, Inc.
Office: 972-753-6230
Mobile: 214-437-1506