

# Networkfleet Roadside Service Assistance Plan

## Towing

Towing is provided for any size vehicle, for up to 25 miles from the point of breakdown to the nearest service provider or driver specified location.

- Any additional miles will need to be paid to the service representative directly. Method of payment required (i.e. cash or credit) will be determined by the representative at the time of tow.
- Accident towing is not included in the Roadside Service Assistance Plan.

## Locksmith Service

Locksmith services will be provided at an accessible location.

- Locksmith Service does not include key making.
- Convertible vehicles cannot be unlocked; convertibles must be towed.

## Battery Boost

A roadside assistance provider will jump-start your vehicle and/or perform minor mechanical adjustments to start the vehicle.

- Hybrid vehicles are not eligible for battery boost service and therefore will be towed.

## Tire Change

A roadside assistance provider will fix a flat tire with the vehicle's available spare tire.

- The Roadside Service Assistance Plan covers one flat tire change per service visit.
- More than one flat tire or absence of a spare tire will result in the vehicle being towed.
- The Roadside Service Assistance Plan does not include fixing or patching the flat tire.

## Fuel Delivery

A roadside assistance provider will deliver an emergency supply of fuel to the disabled vehicle's location or if necessary, the vehicle will be towed to the nearest gas station.

- 5 gallons provided for free. Please indicate if Unleaded or Diesel fuel. Note: The delivery of fuel is covered; however payment for the fuel will need to be paid directly to the service representative, who will accept cash and/or credit.
- Service providers may only carry 2 gallons at a time. If additional gallons are needed, the provider will make arrangements to tow the vehicle to the nearest gas station.

## Winch


A roadside assistance provider will extract the vehicle if it is stuck on ice, in mud, or snow on a normally traveled roadway.

- Winch service will be provided for up to 100 ft off the roadway.

## Lost/Stolen Vehicles

First: contact the local authorities to report the vehicle lost or stolen. Second: contact Networkfleet at 1.866.227.7323 and provide the following:

- Name of the police division. Example: Chicago, IL Police Department Precinct #125
- Officer's Contact Name. Example: Sergeant Joseph Campbell
- Telephone Number to reach the contacted police division

In partnership with  **Allstate**  
Roadside Services

Service is available to all vehicles licensed for operation on public roads. Your plan includes 4 of the above services per year, per vehicle at no charge. The service also includes our Auto Call Back feature: 15 minutes after the service technician's quoted ETA, the system will automatically call the customer to verify that the job has been completed. For further help call 1.866.227.7323 press 1 for Networkfleet Customer Care.