ROADSIDE ASSISTANCE PROGRAM
FREQUENTLY ASKED QUESTIONS

QUESTION –
What is the cost of the Roadside Assistance program to consumers?

ANSWER –
Roadside Assistance is available at no charge to those customers who purchase $25 or more in services from a TECHNET Professional Automotive Service center.

QUESTION –
Can a TECHNET Shop sell the Roadside Assistance program to a customer?

ANSWER –
No, by law you must have a Motor Club license to sell Roadside Assistance services.

QUESTION –
Is there any cost to the TECHNET Member to offer Roadside Assistance to their customers?

ANSWER –
No, the Roadside Assistance program is included with membership.

QUESTION –
How does the customer receive Roadside Assistance services?

ANSWER –
The customer can contact the service provider of their choice or they can call the toll-free phone number (1-866-588-0728) and follow the prompts to receive service.

QUESTION –
Does a customer have to pay for Roadside Assistance services?

ANSWER –
Yes, this a consumer reimbursement program. After the service event, the consumer must submit a claim to Sonsio for reimbursement up to $75 per occurrence.

QUESTION –
What is the maximum benefit of services?

ANSWER –
The maximum reimbursement benefit is $75 per occurrence with a maximum of 2 occurrences within a 365 day period ($150 maximum benefit reimbursement per customer vehicle per year).

QUESTION –
What forms of payment are available for Roadside Assistance Services?

ANSWER –
It depends on the service provider. Usually the customer will be required to pay by credit card however; some service providers may accept cash or check as a payment option.

QUESTION –
How does the customer receive reimbursement?

ANSWER –
The customer must submit an invoice from the TECHNET Member shop for at least $25 in services, a copy of the receipt for services received from the service provider, and a claim form which can be downloaded from **technetprofessional.com**. These documents can be faxed to **866-449-7301**, emailed to mechclaims@sonsio.com, or mailed to TECHNET Customer Care, PO Box 17659, Golden CO, 80402.

QUESTION –
What determines the beginning period of services?

ANSWER –
A dated invoice from a participating TECHNET Member shop determines the service period start date. From the original invoice date up to 365 days, the customer is covered under the Roadside Assistance program.

QUESTION –
If a customer has more than one vehicle, are both vehicles covered?

ANSWER –
No, only the vehicle with $25 or more in service performed is covered.

QUESTION –
Is Roadside Assistance available to multiple drivers of the vehicle?

ANSWER –
Yes, the vehicle is covered by the program. The driver must be a family member or friend of the original vehicle owner.

QUESTION –
What if a customer had a vehicle service prior to the member's enrollment in TECHNET? Are they eligible for Roadside Assistance?

ANSWER –
No, the qualifying service must be performed during the month the member enrolls or after to receive Roadside Assistance services. New members can offer the Roadside Assistance program to their customers from the month they enroll in the TECHNET program forward.