

Zoombak markets GPS-based devices that support tracking of children, vehicles, equipment and other valuable items. Under certain circumstances, PSAPs and Law Enforcement may want to know the location of a Zoombak device. Where applicable, Zoombak has implemented call handling procedures defined by NENA and APCO.

Zoombak products:

Zoombak Universal Locator

- Sold at retailers such as RadioShack and Target
- Consumers can locate teen or elderly drivers, children, or pets via online service
- Available with pet pouch or auto installation kit
- **No direct public safety involvement. It is, however, possible that Zoombak customers may directly call 9-1-1 and provide location info based on a Zoombak device**

Zero-In GPS Recovery

- Sold through automobile dealers
- Dealers install GPS device in customer vehicles
- Customers contact Zoombak if vehicle is stolen
- **Zoombak interaction with PSAPs based on APCO Recommended Best Practices – Telematics Call Processing**

Zero-In GPS Recovery: Process if car gets stolen

1. Citizen contacts police, reports car stolen, completes paperwork, and requests case #.
2. Citizen contacts Zoombak's Zero-In 24/7 call center. Zoombak verifies customer info and takes police case number.
3. Zoombak contacts the appropriate communications center by using the public 24X7 number.
4. Zoombak provides case number to PSAP; provides current/past location info. Zoombak CSR will stay on the call as long as required.
5. If appropriate, the Zoombak call center will take calls from officer dispatched to recover the stolen vehicle.

Looking for additional information?

Email: publicsafety@zoombak.com

Web: www.zoombak.com/publicsafety

Phone: (to locate stolen vehicles which have Zero-In GPS Recovery): **877-857-FIND (3463)**

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- 1. Citizen calls 9-1-1 or the police**
- Completes all necessary paperwork
 - Obtains Case number

- 2. Citizen calls Zoombak, reports car has been stolen, police report has been filed, and provides case number**
- CSR downloads historical location log and activates continuous tracking



- 3. Zoombak CSR calls Comm Center using 24x7 emergency number**
- Identifies self
 - Provides Case number
 - Provides current and past location info
 - Can stay on phone until vehicle is recovered



- 4. If appropriate, Zoombak CSR can initiate or receive a call from officer dispatched to find stolen vehicle**