



**HELP** WHEN YOU **MOST** NEED IT



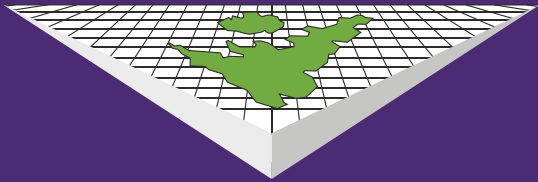
**PAY ON USE - NO ANNUAL FEE**



# COMPLETE BREAKDOWN ASSISTANCE PACKAGES DEDICATED TO:

## THE COMMERCIAL VEHICLE INDUSTRY

NATIONWIDE TRANSPORT BREAKDOWN SERVICES LTD



## THE BUS & COACH INDUSTRY

NATIONWIDE COACH ASSISTANCE LTD



### FREE TO JOIN SERVICE

PAY ON USE BREAKDOWN SERVICE  
WITH NO ANNUAL SUBSCRIPTION FEES



### 24/7/365 UK CALL CENTRE

HELPFUL & KNOWLEDGEABLE STAFF  
ENSURING AN INSTANT RESPONSE



### SPECIALIST NETWORK

PROFESSIONALLY TRAINED AGENTS  
INCLUDING ALL AUXILIARY EQUIPMENT



### BESPOKE MANAGEMENT

COMPUTERISED SYSTEM PROVIDING  
ACCURATE & TIMELY INFORMATION



### REPLACEMENT COACH NETWORK

PASSENGER CARE WITH  
REPLACEMENT VEHICLE & DRIVER  
AND DISABILITY VEHICLES



### COMPETITIVE RATES

AGREED ROADSIDE LIMITS & RECIPROCAL  
BUSINESS OPPORTUNITIES AVAILABLE



### UK & EUROPEAN NETWORK

EXTENSIVE NETWORK OF APPROVED  
AGENTS THROUGHOUT UK & EUROPE.



### FAST RESPONSE

WE AIM TO ATTEND ALL BREAKDOWNS  
WITHIN 60-90 MINUTES



### FAMILY RUN BUSINESS

HANDS ON MANAGEMENT STYLE WITH  
MANY YEARS OF EXPERIENCE



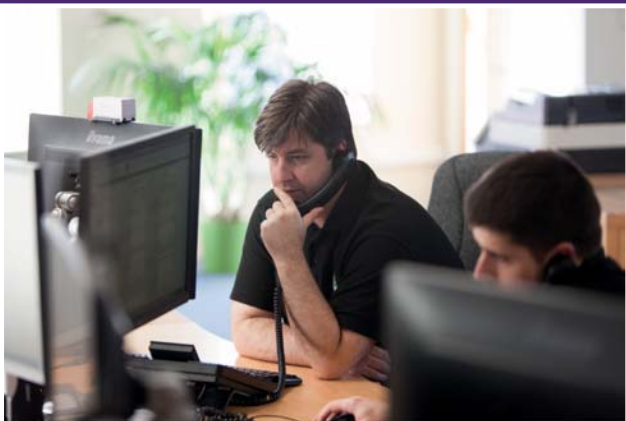
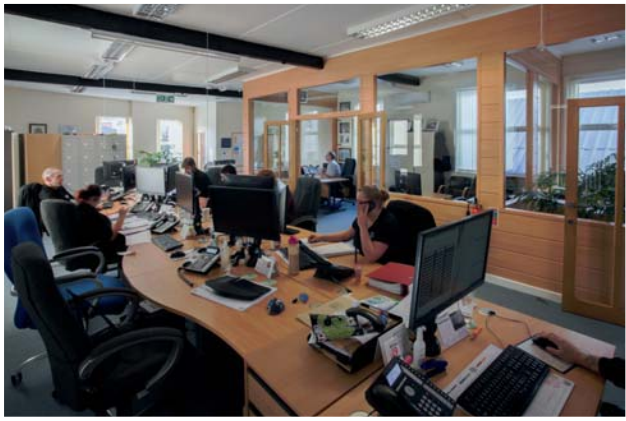
### OTHER SERVICES

CALL HANDLING,  
DRIVER TRAINING  
& FLEET MAINTENANCE

COMPLETE  
BREAKDOWN  
ASSISTANCE



# Specialist Agent Network



We are a family run business that has been operating for many years. All this experience and vast knowledge of your industry can be accessed by just one phone call. Our goal is to assist you to protect your reputation and commitments. We strongly believe in a "hands on" style of management which enables a consistent delivery of response with effective communications to operators in trouble.

## **NTBS Limited...**

...would like to take this opportunity to introduce our Company and the services we provide for all breakdown requirements, anywhere in the UK and Europe.

Nationwide Transport Breakdown Services Ltd (NTBS Ltd) was formed in 1987 by Spencer Brown to provide assistance for Transport Refrigeration equipment. NTBS Ltd has since expanded and now provides assistance for any type of commercial vehicle breakdown requirement. The company has experienced tremendous growth, over the past years and is now established as a leading breakdown service provider dedicated to the commercial vehicle industry.

NTBS Ltd is still run and managed by the Brown family from our Manchester based call centre.

## **Our aim...**

...is to provide a reliable quality service 24 hours a day 365 days a year to assist commercial vehicle operators to protect reputations and commitments to their customers in any breakdown situation, where we provide the quality response and effective communications - and YOU as the operator make the decisions as to the actions to be taken using one telephone number day or night.

## **Our service...**

...with no joining or annual subscription fees we offer is a TRUE PAY on USE "One Stop Shop" type approach that delivers a service level you would expect when in need of a prompt emergency roadside assistance, and at competitive rates. Throughout the UK and Europe, all services are accessed using one phone number where helpful and knowledgeable staff are available 24 hours each day of the year. The first and foremost consideration of the attending agent is to get the vehicle mobile again safely in the shortest possible time. If the roadside repair exceeds a previously agreed roadside cost limit, contact will be made for authorisation to continue. In recovery situations, quotations can be obtained if preferred. Contract maintenance and warranty work can also be arranged.

## **Our coverage...**

...as the name implies we cover NATIONWIDE plus Europe and it's our agents who determine our reputation. Therefore we only use those who respond quickly and produce quality workmanship. They are all experts in their own field and approved by NTBS Ltd. Recovery operators all meet approved engineering standards and use specialist equipment suitable for the lift and movement of vehicles.

With an extensive network of specialist agents, reciprocal business opportunities with our customers enhances our network of independent agents and main dealers, we are well placed to provide a fast response to any situation anywhere and anytime.

NTBS Ltd can arrange all your servicing requirements to your equipment including LOLER and PUWER test to ensure you stay legal.

Full Insurance cover is provided by all our agents. All Telephone calls are recorded for training and monitoring purposes.

**Nationwide Transport Breakdown Services Ltd**  
Spencer House, Unit 3, Taylor Lane, Denton, Manchester M34 3NQ  
T: +44 (0) 161 336 8752 F: +44 (0) 161 337 8480  
W: [www.ntbs.co.uk](http://www.ntbs.co.uk) E: [info@ntbs.co.uk](mailto:info@ntbs.co.uk)  NTBS\_ltd



## European coverage...

...with direct contact with European Service Providers (ESP) in mainland Europe 24 hours a day, who can provide full assistance for all your requirements throughout all European countries.

We are able to provide the following

- 24 hour roadside assistance including tyres
- Towing service
- Organisation of fines
- Replacement vehicle (subject to availability)
- Help with foreign languages
- Guarantees of payments

Contact is made direct with our 24 hour Call Centre in exactly the same way as if you had a breakdown in the UK. We will manage the breakdown from start to finish providing you with updates as we do with breakdowns in the UK.

In Europe regulations and pricing structures can vary from country to country and each country operates differently to how we do in the UK. NTBS cannot control the charges made by the attending agents in their respective countries. We have no control over each countries labour rates call out & mileage charges. In Europe help may take longer in arriving and local authorities may become involved before we can help you.

Motorways or major public road breakdowns are a major concern you will often need to obtain assistance via the SOS phones using the local government services sometimes they will insist on towing you to a place of safety and you may be required to pay the company direct for the service immediately to allow your vehicle to be released.

It is also well known throughout our industry that charges in Europe can be excessive and out of normal working hours often incur large surcharges. If you breakdown during a public holiday many services will be closed during the holiday period in these circumstances we must be allowed reasonable time to attend the vehicle location and assist.

NTBS will supply a copy of the service providers invoice which gives details of the charges made by the attending agent plus the service providers arrangement fee.

NTBS Ltd cannot be held liable for any delays or expenses incurred in reaching your destination.

## Our charges...

...UK Service Van and technician labour rates.

Monday – Friday  
08:30 – 17:30 hrs

*£47.50 Per Hour  
No Call Out Fee*

Monday – Friday  
17:30 – 08:30 hrs

*£47.50 Per Hour  
£48.00 Call Out Fee*

Saturday & Sunday  
Bank Holidays

*£47.50 Per Hour  
£48.00 Call Out Fee*

...European Service Van and technician labour rates.

European Service Providers  
Invoice converted to Pound Sterling

*£100 Administration fee*

...European Assistance subsequently cancelled.

European Service Providers  
Invoice converted to Pound Sterling

*£30 Administration fee*

- Hourly charges are base to base and clean down time if required
- Christmas Day, Boxing Day and New Years Day charged at Premium Rates.
- All the above include mileage and travel time. (excludes European assistance)
- Recovery – A price will be obtained prior to arranging.
- RTA's will be assessed and charged according to circumstances.
- Parts are charged extra.
- Fixed cost repairs in the UK, prices and quotations on request.
- Payment terms are strictly 30 days from date of invoice.
- All prices are plus VAT at the current rate.
- European rates as per individual countries.

## Our servicing charges...

...fixed charges for servicing.

### Welfare Equipment

Ramp (annual)	£32.00
Side Step (annual)	£37.00
Ramp & Winch (annual)	£48.00
Powermatic Ramp (every 6 months)	£65.00

### Welfare Lift 300kg – 350kg

Tail Lift STE / Service	£95.00
Tail Lift STE / Service / Weight Test	£130.00

### Commercial Lift 500kg

Tail Lift STE / Service	£105.00
Tail Lift STE / Service / Weight Test	£150.00

### Commercial Lift 1000kg +

Tail Lift STE / Service	£115.00
Tail Lift STE / Service / Weight Test	£160.00

- Repairs and travel are charged at NTBS fixed rates.
- Parts are charged extra.
- Payment terms are strictly 30 days from date of invoice.
- All prices are plus VAT at the current rate.

## Application for credit...

Full Company Name	
Registered Address	
Post Code	
Tel Number	
Fax Number	
Web Address	
Email Address	
VAT Number	
Company Registration Number	
Type of Company	

Accounts Contact	
Accounts Tel Number	
Accounts Email Address	
Fleet Engineer	
Fleet Engineer Tel Number	
Fleet Engineer Email Address	

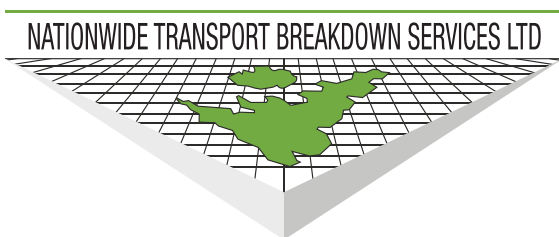
Please advise how you heard about our company	
I/We agree the credit account facility will be strictly 30 days from date of invoice and that adherence to this obligation is the essence of the contract between us	
<b>DATA Protection ACT 1998</b>	
"We may make a search with a credit reference agency, which will keep a record of that search and will share information with other businesses we may also make enquiries about principle directors with a credit reference agency"	
Name.	
Signature.	
Position.	
Date.	

To open the direct account please complete and return to the address below.

Nationwide Transport Breakdown Services Ltd  
 Spencer House, Unit 3, Taylor Lane, Denton, Manchester M34 3NQ  
 T: +44 (0) 161 336 8752 F: +44 (0) 161 337 8480  
 W: [www.ntbs.co.uk](http://www.ntbs.co.uk) E: [info@ntbs.co.uk](mailto:info@ntbs.co.uk)  NTBS\_ltd








[www.ntbs.co.uk](http://www.ntbs.co.uk)  
[info@ntbs.co.uk](mailto:info@ntbs.co.uk)  
+44 (0)161 336 8752  
 @NTBS\_Ltd



[www.ntbs.co.uk/nca](http://www.ntbs.co.uk/nca)  
[nca@ntbs.co.uk](mailto:nca@ntbs.co.uk)  
+44 (0)161 336 9389  
 @nationwidecoach

Spencer House, Unit 3 Taylor Lane, Denton, Manchester M34 3NQ