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H04Q 7/22 (2006.01)  H04M 5/00 (2006.01)
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[Continued on next page]

(54) Title: SYSTEM AND METHOD FOR EVENT COMMUNICATION CORRELATION

(57) Abstract: Receiving a communication from a remote terminal (105), the communication including telemetry data (115) and voice data (120); selecting a call center to receive the communication, wherein selecting a call center is based in part on the telemetry data; sending a message from the service provider (155) to the call center (130) over a side-channel (160). The message containing some telemetry data and a request for a communication path to one of the operator stations (145) connected with the call center (130) and sending the voice data (120) to the operator station via a public switched telephone network (PSTN) (135).
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INTERNATIONAL SEARCH REPORT

A. CLASSIFICATION OF SUBJECT MATTER
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USPC: 379/106.01,106.03,265.01-265.14
According to International Patent Classification (IPC) or to both national classification and IPC

B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
U.S.: 379/106.01, 106.03, 265.01-265.14

Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practicable, search terms used)
EAST- service provider, Internet, telemetry, telematics, call or contact or service centers, wireless messaging protocol

C. DOCUMENTS CONSIDERED TO BE RELEVANT

<table>
<thead>
<tr>
<th>Category</th>
<th>Citation of document, with indication, where appropriate, of the relevant passages</th>
<th>Relevant to claim No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>A</td>
<td>US 6,658,095 (YOAKUM et al.) 02 December 2003 (02.12.2003), the entire document.</td>
<td>1-34</td>
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</tbody>
</table>

Further documents are listed in the continuation of Box C.

See patent family annex.

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