



## News Release

### **VOXX Electronics Expands Customer Service Support**

*New Data Tracking Systems and Technical/Engineering Hires Highlight Enhancements*

**HAUPPAUGE, NY AND LAS VEGAS, NV – JANUARY 5, 2015 – LVCC, CENTRAL HALL, BOOTH 10417** – [VOXX Electronics Corporation \(VEC\)](#), a wholly-owned subsidiary of [VOXX International Corporation](#) (NASDAQ: VOXX), today announced the completion of several initiatives designed to improve its already recognized customer service support program. This past fall, the Company merged its Technical Support unit with Customer Support and Product Repair Support to form the new VOXX Support Group. This change creates a seamless integration of the three teams that are tasked with supporting the most advanced and sophisticated products that the Company has ever produced. Carl L. Peters, Service Group Vice President, will lead this new initiative that supports both VOXX Electronics and VOXX Accessories Corporation.

In addition, new data systems were installed that provide tracking information based on customer and incident so that the extended support team can respond to potential problems quickly. Tech Support has added a more 'hands-on' capability with an enhanced installation program driven at the Company's R&D center and test facility. Phone techs now have a greater opportunity to participate in product installations -- when on the phone with installers they can call on that hands-on experience to provide them with a better perspective on the caller's issue.

Further, the first of several planned promotions and new hires have been made. Edward Catapano has been named Director of Tech Services. Ed is a 16-year veteran of VOXX Electronics engineering department as OEM Integration Manager and brings a wealth of experience to the group. In addition, the Company has added Larry Peterson to the California-based, Tech Service Call Center. He comes to VEC with over 20 years' experience at Crimestopper, working as Product Designer and Technical Director.

"I am very excited to finally announce some of the programs we have been installing over the last few months. All are designed to increase our level of telephone and self-help support to consumers and installers," said Tom Malone, President of VOXX Electronics. "The addition of two seasoned veterans to the Tech Support team assures us that we will continue to deliver the world-class customer service that our customers and consumers have come to rely on when they have an issue or need help."

Malone concluded, "Ed knows our products and our customers better than anyone and Larry's Crimestopper experience means he can dive right in with only a small learning curve. These two industry experts are the first of our new promotions and hires designed to further strengthen our customer tech support department and we will be making other announcements of new appointments over the coming months as we continue to improve and fine-tune the VOXX Service Group."

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**About VOXX Electronics Corporation (VEC):**

[VOXX Electronics Corporation](#) (VEC) is a wholly-owned subsidiary of [VOXX International Corporation](#) (NASDAQ: VOXX), a leading global supplier of mobile and consumer electronics products. VEC is a recognized leader in the marketing of automotive entertainment, Location Based Services (LBS), rear observation systems, and vehicle security. Its extensive distribution network includes power retailers and 12-volt specialists as well as nearly all of the major [vehicle manufacturers](#) (“OEMs”), both domestically and abroad.

VOXX Electronics possesses a strong brand portfolio and its products rank among the top ten in almost every category in which they sell. Primary brands include [Audiovox®](#), [Invision®](#), [Jensen®](#), [Car Connection](#), [Omega®](#), [Advent®](#), [Code Alarm®](#), [Prestige®](#), [Pursuit®](#) and [Excalibur®](#). For additional information, please visit our Web site at [www.voxxelectronics.com](http://www.voxxelectronics.com).

**About VOXX International Corporation:**

[VOXX International Corporation](#) (NASDAQ: VOXX), formerly Audiovox Corporation, has grown into a worldwide leader in many automotive and consumer electronics and accessories categories, as well as premium high-end audio. Today, VOXX International is a global company...with an extensive distribution network that includes power retailers, mass merchandisers, 12-volt specialists and most of the world’s leading automotive manufacturers. The Company has an international footprint in [Europe](#), [Asia](#), [Mexico](#) and [South America](#), and a growing portfolio, which now comprises over 30 trusted brands. For additional information, please visit our Web site at [www.voxxintl.com](http://www.voxxintl.com).

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