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ABSTRACT

When an emergency reporting switch 19 is depressed by an occupant of a vehicle, an onboard information terminal apparatus 10 mounted on the vehicle establishes a voice communication line between a hands-free phone 18 and a phone 26 at a center 20, to thereby enable a phone call between the vehicle occupant and an operator at the center 20. Further, the terminal apparatus 10 transmits to the center 20 present position information representing the present position of the vehicle. Upon receipt of the present position information, the center 20 issues acceptance information, and displays the acceptance information and the present position information on a display unit 24 in a mutually related manner. Subsequently, the center 20 transmits the issued acceptance information to the terminal apparatus 10. The terminal apparatus 10 displays the acceptance information on a display unit 17. The vehicle occupant reports the displayed acceptance information to the operator over the phone, which enables the operator to easily establish the relation between the present phone call and the present position of the vehicle.