

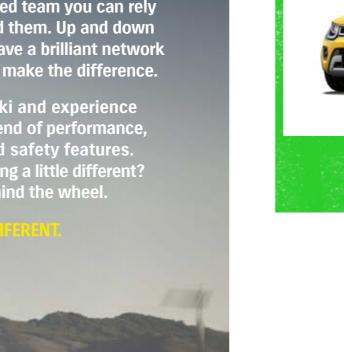
WELCOME TO DIFFERENT

SUZUKI. JUST STRAIGHT-UP, GREAT DRIVING. SINCE 1955, WE'VE BUILT CARS WITH PERSONALITY THAT ARE PROUDLY DIFFERENT.

At Suzuki, we do things a little differently, by offering great tech, amazing specs, and superb value. That's why every car in our range is hybrid* as standard, and jam-packed with clever features. From small, fun mild hybrids all the way up to full-hybrid, head-turning SUVs with ALLGRIP 4-wheel drive**, there's See? Good Different.

We also know that car ownership doesn't stop at the car - it's about having a friendly, dedicated team you can rely on when you need them. Up and down the country, we have a brilliant network of dealers here to make the difference.

Test drive a Suzuki and experience our impressive blend of performance, dependability and safety features. Ready for something a little different? Come and get behind the wheel.











Ignis





MEET IGNIS - A DISTINCTIVE SMALL CAR WITH A BIG SUV ATTITUDE. LIGHT, COMPACT AND EFFICIENT, IT'S AT HOME ON CITY STREETS. YET, IT'S RUGGED AND VERSATILE ENOUGH TO TAKE ON THE GREAT OUTDOORS. PERFECT FOR THOSE WHO WANT TO GRAB LIFE BY THE STEERING WHEEL.

If you're adventurous at heart, here's a car that shares your spirit. With stand out SUV styling, including a striking front grille, rugged bumper and skid plates, the Ignis is not afraid to stand out.

While you get all the benefits of being compact on the outside, it's also super spacious inside with room for anything from weekday shopping to weekend getaways. And with Mild Hybrid technology, a responsive engine and strong, lightweight body, it means going from A to B has never been more exciting.

The Ignis is available with ALLGRIP 4-wheel drive* ensuring you can get away from it all, while a bunch of clever tech means you stay connected.

Best of all, the Ignis allows you to play the designer with a range of customisation options that make your car truly yours.



GET READY TO BE NOTICED

WITH BOLD, ICONIC LOOKS, IGNIS WILL TURN HEADS WHILE YOU TURN THE WHEEL.

A distinctive small car with the wow-factor of an SUV, the Ignis combines the manoeuvrability of a compact car with muscular street presence so you can feel ultra-confident behind the wheel.

Thanks to rugged skid plates and high ground clearance, you'll tackle bumpy terrain and hilly city streets with no problems – enjoying a ride that's smooth and protected at all times. Plus, with the roof rails*, there's plenty of room for all your gear, whether it's for a weekend bike ride or ski holiday or even if you just want to look cool.

With the Ignis, you're ready for adventure other small car drivers can only dream of.



^{*}Available on SZ-T and SZ5 models only.

Image shown features accessories that are available at an additional cost. Please speak to your local dealer for more information.

SHOW YOUR TRUE COLOURS WITH PERSONALISED EXTERIOR AND INTERIOR DESIGN.

The Ignis comes in a range of 13 eye-catching exterior colours that allow you to express your creative flair. Blend beauty with practicality by personalising the exterior to your taste. Will you add front grille surround*, body side decals*, wheel decals* or a roof basket*? The choice is yours!

You can also customise the spacious, feature-filled interior in a similar manner. Red handles or blue*? Silver dash trims or orange*? With the Ignis, you can create a car that's uniquely you. Inside and out.



*Available as a dealer fitted accessory option at additional cost.



A CAR THAT KNOWS THE DIFFERENCE BETWEEN DRIVING AND COMMUTING.

The Ignis is the perfect mix of fun and practicality. Its light, agile, yet strong chassis coupled with a 1.2 litre Dualjet engine makes every journey something to look forward to.

A compact body design means you can manoeuvre through narrow streets and parking is a breeze. While the SUV-like high driving position gives you an all-round view and awesome confidence behind the wheel.

Whether you choose the manual or CVT automatic option*, the Ignis will help you make the most of every moment in the driver's seat.



MILD HYBRID TECHNOLOGY

AT SUZUKI, WE'RE ALWAYS INNOVATING. WE'RE ALWAYS LOOKING FOR WAYS TO MAKE YOUR DRIVE ONE TO REMEMBER.

That's why all Ignis models come with Mild Hybrid technology as standard. This helps reduce CO₂ emissions and improve fuel efficiency*, so you get a few more miles in the tank and a great driving experience.

Better still, our Mild Hybrid system is light and compact, so driving performance stays strong without compromising the Ignis' fun to drive character. And there's no loss of interior space either. Talk about win win.





PRACTICAL AND VERSATILE INSIDE.

Thanks to clever interior space design, the Ignis won't cramp your style, with loads of legroom for everyone to sit in comfort. A high roof means excellent headroom to accommodate any hairstyle.

Individually sliding rear seats* can be easily moved forward when you need to pack more for weekend getaways or quickly slid back to provide additional legroom for rear passengers.









^{*}Available on SZ-T and SZ5 models only.

SCADGETS EVERYNEE ALL THE TECH TO STAY CONNECTED WHILE GETTING AWAY.

The Ignis is kitted out with everything you need to stay connected in a convenient and safe way. Bluetooth connectivity, Apple CarPlay® & Android Auto™*, audio control switches, DAB digital radio, you name it.

It also comes with sat nav** so you'll never get at just the tap of a button.

androidauto 🕒

*Available on SZ-T and SZ5 models only. **Available on SZ5 models only. Bluetooth® is a registered trademark owned by Bluetooth SIG, Inc. Apple, Apple CarPlay and iPhone are all trademarks of Apple Inc. Registered in the U.S. and other countries. Android and Android Auto are trademarks of Google LLC.

lost on any journey. And when you're heading on a longer trip, control your speed and maximise fuel efficiency with integrated Cruise Control**,

ADVENTUROUS CAPABILITIES

WHEN IT COMES TO YOUR SAFETY, WE DON'T COMPROMISE. WHICH IS WHY THE IGNIS IS EQUIPPED WITH A WHOLE ARRAY OF FEATURES TO MAKE YOU FEEL MORE CONFIDENT WHEN YOU'RE BEHIND THE WHEEL

The ALLGRIP Automatic 4-wheel Drive* option delivers excellent control on any surface, giving you peace-of-mind in difficult driving conditions like snow, rain or rough terrain. The system's light and compact, which means there's no compromise in driving pleasure.

Nor does it take up more space. Ignis ALLGRIP models also have Grip Control technology, which ensures a

smooth start on roads that are slippery with snow or mud, while Hill Descent Control intelligently restricts vehicle speed and automatically applies the brakes when coming down steep inclines. When you're behind the wheel of an Ignis, you can be confident of going anywhere with these following safety features:

DUAL CAMERA BRAKE SUPPORT (DCBS)

Two cameras recognise forward vehicles, pedestrians, and lane lines just like human eyes. Based on various information captured by these cameras, this system helps avoid collisions and mitigate collision damage through warnings and automatic braking.











Warning

When the system detects there is the potential for a collision, it provides a warning through a buzzer and a light on the meter panel.









ıtomatic light brake

If the risk of collision increases, the car automatically applies light braking, in addition to an audio alert, to urge the driver to avoid a collision.











GUIDE-ME-HOME LIGHT / LEAD-TO-VEHICLE LIGHT

WEAVING ALERT*



ake assist

If the driver applies the brakes while the warning brake function is active, the brake assist function engages for more powerful braking.











When applying the brakes suddenly while driving above 34mph (UK) / 55km/h (ROI), in addition to the brake lights the vehicle also automatically flashes the hazard lamps at high speed to alert following vehicles.



Automatic brake

When the system determines that the risk of a collision is imminent, it applies strong braking automatically in an effort to avoid a collision or mitigate damage.

LANF DEPARTURE WARNING**

When the vehicle is traveling at over approximately 37mph (UK) / 60km/h (ROI) and is departing the lane without use of the turn signal by the driver, the system produces a steering-wheel vibration and provides a warning through a light on the meter panel to draw attention to lane departures caused by factors such as inattention to the road.



SIX AIRBAGS

The Ignis comes standard with six airbags which include dual front, side, and curtain airbags for maximum protection and the knowledge that you and your passengers are as safe as possible.



Warning: Depending on various factors the two cameras may be less able or not able to detect certain objects. Collision may be avoided in some cases where the system is activated at speeds between approximately 3mph and 31mph (UK) / 5km/h and 50km/h (ROI) (for pedestrians, where the speed is under approximately 19mph (UK) / 30km/h (ROI)). Depending on the detection and movement of the object, the alarm may sound only, without accompanying automatic brake. The alarm may activate at the same time as automatic braking in other cases.

When the vehicle is traveling at over approximately 37mph (UK) / 60km/h (ROI) and is weaving

from side to side within the lane, the system provides a warning using a buzzer and a light on the

meter panel. This draws the driver's attention to weaving caused by drowsiness or other factors.

The headlights continue to illuminate the road for 10 seconds after the driver leaves the car.

control. This convenient function is useful for lighting your way as you approach your vehicle.

providing you with illumination as you open the door to your house. The low beams and position lamps turn on and stay on for 10 seconds when you unlock your car doors using the remote

*ALLGRIP 4-wheel Drive system is available as an option on SZ5 models only.

^{**}Available on SZ5 models only. tAvailable on SZ-T & SZ5 models only.

CHOOSE YOUR CHOOSE YOUR CHOOSE YOUR

Ignis is truly one-of-a-kind.
A stylish and distinctive small car with SUV attitude.
A car that's practical and primed for adventure.
Check out the features of each of our models to see which one's right for you.



If the SZ3 is the one for you, you get all of this as standard:

SZ3

- 5 seats with fixed rear bench seat
- 15" steel wheels with covers
- Body coloured door mirrors
- Front electric windows
- DAB digital radio
- Bluetooth audio connectivity
- · LED headlights & Daytime Running Lights
- Air conditioning
- Rear privacy glass



Fancy upgrading to the SZ-T? Then add all this:

- 4 seats with individual sliding rear seats
- 16" alloy wheels
- Roof rails
- Wheel arch extensions and side mouldings
- Smartphone link display audio including Apple Carplay® & Android Auto™
- Dual camera Brake Support







Or if you're after even more tech and spec, how about our SZ5:

- Satellite navigation
- · Door mirror side turn light
- Rear electric windows
- · Leather steering Wheel

- Keyless entry/start
- Auto air conditioning
- 2 tweeters
- Cruise control

Lane Departure Warning

Weaving Alert



Single tone colours with a Silver interior trim





Fervent Red







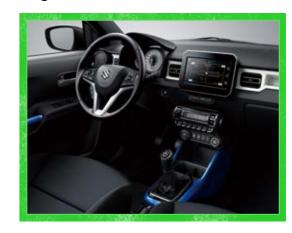






Tough Khaki Pearl Metallic

Single and Dual-tone colours with a Dark Blue interior trim





Super Black Pearl Metalic





Pure White Pearl Metallic with Super Black Pearl Metallic roof

Dual-tone colours with Super Black Pearl Metallic roof also with a Silver interior trim











Rush Yellow Metallic

Fervent Red

Caravan Ivory **Pearl Metallic**

Tough Khaki Pearl Metallic

SERVICE PROMISE

SERVICE PROS

At Suzuki, we aim to give you the best possible service. Which is why we've created the Suzuki Service Promise.

We promise that every Suzuki customer will experience superior levels of care and leave impressed by the little extras we include as standard:

- Alternative transport options
- Simple and transparent pricing
- Only pre-approved work undertaken
- Suzuki-trained technicians
- Suzuki Genuine Parts

- Progress report during the day
- Wash and vacuum with pre-booked work
- Vehicle health check on every visit
- Accident Aftercare

WARRANTY

Every Suzuki Ignis comes with a comprehensive three-year or 60,000-mile (UK)/100,000 km (ROI) warranty (whichever comes first) and a 12-year anti-perforation warranty.

ROADSIDE ASSISTANCE

We're always around if you need roadside assistance. New cars come with Suzuki Assistance cover which includes 24-hour roadside assistance, home start and recovery through Republic of Ireland, UK and Europe. And if the car is older than 12 months, you'll receive a complimentary AA Assistance Lite policy when you bring your car in for a service or MOT to one of our authorised Suzuki dealers.

Terms apply, for more information visit cars.suzuki.co.uk/new-cars/insurance.



We're serious about our cars. And our customers.

With over a century of experience and innovation behind us, we care about keeping the good times and the good cars rolling.

Our philosophy has always been about the joy of driving, so we're dedicated to making cars that offer something for everyone and are, above all, fun to drive. Plus, your Suzuki experience doesn't stop when you buy the car. We'll continue to look after you long after you've driven off the forecourt.

Our Suzuki Service Promise guarantees that every Suzuki customer will receive superior levels of care when their car needs servicing, plus every new Suzuki comes with a 3-year or 60,000 miles (UK) / 100,000km (ROI) warranty, and Free Driveaway Insurance*. Because when you're with us, we want you feeling looked after.

You've made it this far, so we're pretty sure you're itching to test drive one of our Ignis range models. Good news – it's really easy to set up. Just **find your local Dealer** on our website and book a test drive at your own convenience. But be warned, after five minutes behind the wheel of a Ignis, you might not want to give it back.

OUR DEALER SERVICE

We put our customers at the heart of what we do. When it comes to customer service our dealers have a proven track record of performing highly in the bi-annual UKCSI rankings. They are always on hand to help you find your perfect Suzuki.

Service Promise criteria may vary in Republic of Ireland. Please refer to your local Dealer for full details.

*UK only. Terms and conditions apply, see cars.suzuki.co.uk/new-cars/insurance







CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	ALLGRIP 4-mode 4-wheel Drive system			ALLGRIP models only
	ABS with EBD function	•	•	•
	ESP® (Electronic Stability Program)*	•	•	•
	Dual Camera Brake Support	Option	•	•
	Lane Departure Warning			•
	Weaving Alert			•
	Emergency Stop Signal	•	•	•
Safety	Brake assist function	•	•	•
Salety	Hill hold control	•	•	•
	Hill descent control			ALLGRIP models only
	Grip control			ALLGRIP models only
	Pedal release mechanism	•	•	•
	CVT shift lock		CVT models only	CVT models only
	Driver & front passenger airbags	•	•	•
	Front passenger airbag deactivation system	•	•	•
	Side airbags (incorporated into front seats)	•	•	•

^{*}ESP® is a registered trademark of Daimler AG.

CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	Curtain airbags	•	•	•
	Front 3-point ELR seatbelts with pretensioner, force limiter and height adjuster	•	•	•
	2 x Rear 3-point ELR seatbelts		•	•
	3 x Rear 3-point ELR seatbelts	•		
0.5.	2 x ISOFIX child seat anchorages	•	•	•
Safety	2 x Child seat tether anchorages	•	•	•
	Childproof rear door locks	•	•	•
	Side impact protection beams	•	•	•
	Tyre pressure monitoring system	•	•	•
	Emergency flat tyre repair kit	•	•	•

CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	Immobiliser	•	•	•
	Remote central door locking	•	•	•
Consuits	Deadlocks	•	•	•
Security	Freewheeling key cylinders	•	•	•
	Locking wheel nuts		•	•
	Visible VIN	•	•	•

CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
Comfort &	Engine auto stop start system	•	•	•
Convenience	Keyless entry and start			•





CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	Cruise control with speed limiter			•
	3-spoke leather covered steering wheel			•
	Steering wheel tilt adjustable	•	•	•
	Gear Shift Paddles		CVT models only	CVT models only
	Tachometer	•	•	•
	Power steering	•	•	•
	Digital clock	•	•	•
	Outside temperature display	•	•	•
Comfort & Convenience	Fuel consumption display (instantaneous/average)	•	•	•
Convenience	Driving range indicator	•	•	•
	Average speed indicator	•	•	•
	Gear shift indicator	•	Manual models only	Manual models only
	Gear position indicator		CVT models only	CVT models only
	Tyre pressure indicator	•	•	•
	Front & rear seatbelt reminder	•	•	•
	Door ajar warning lamp	•	•	•
	Engine oil change reminder	•	•	•

CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	Meter illumination			•
	Lights-on and key-in reminder	•	•	•
	Low fuel warning lamp	•	•	•
	Electric front windows	•	•	•
	Electric rear windows			•
	Front cabin light	•	•	•
	Front sun visors with vanity mirrors & ticket holders	Driver's side only	Driver's side only	•
	Passenger's side assist grips	•	•	•
Comfort & Convenience	Shift knob silver	•	•	•
Convenience	12V accessory socket (instrument panel)	•	•	•
	Driver seat height adjuster	•	•	•
	Rear seat slide and reclining function		•	•
	2 x Rear seat head restraint		•	•
	3 x Rear seat head restraint	•		
	Fabric seat upholstery with blue or silver stitching (dependent on exterior colour)	•	•	•
	Foot rest (driver's side)	•	•	•
	Remote fuel lid opener	•	•	•









CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	Manual air conditioning	•	•	
	Automatic air conditioning			•
	Heater	•	•	•
	Pollen filter	•	•	•
	LED projector headlamps (low & high beam)	•	•	•
	Guide me home light	•	•	•
	Automatic Headlamp levelling	•	•	•
	Automatic headlamps	•	•	•
Heating & Visibility	LED rear combination lamps	•	•	•
neating & visibility	Front fog lamps	•	•	•
	Rear fog lamps	•	•	•
	Daytime running lights - LED (integrated in headlamps)	•	•	•
	High mounted stop lamp	•	•	•
	Front wiper, 2 speeds (low, high) with intermittent + washer	•	•	•
	Rear wiper, 1 speed + washer	•	•	•
	Electrically adjustable door mirrors	•	•	•
	Door mirrors with built-in turn signal lamp			•
	Rear window demister	•	•	•

CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	Storage pocket, front doors	•	•	•
	3 x cup holders (2 x front, 1 x rear)	•	•	•
	2 x front door and 2 x rear door bottle holders	•	•	•
	Front centre console ornament blue or silver (dependent on exterior colour)	•	•	•
Chavada	Centre lower box	•	•	•
Storage	Passenger side seat back pocket	•	•	•
	Rear seat with 60:40 split folding	•		
	Rear seat 50:50 split single-fold		•	•
	Luggage area cover	•	•	•
	Luggage area lamp	•	•	•

CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	MP3 compatible CD player	•		
	DAB digital radio	•	•	•
	Bluetooth integrated into audio unit	•	•	•
	Smartphone link with Android Auto™ and Apple CarPlay®		•	•
Entertainment & Communication	USB connector	•	•	•
Communication	Navigation system			•
	4 x speakers	•	•	•
	2 x tweeters			•
	Steering wheel mounted audio controls	•	•	•

Apple, Apple CarPlay and iPhone are all trademarks of Apple Inc. Registered in the U.S. and other countries. Android and Android Auto are trademarks of Google LLC.



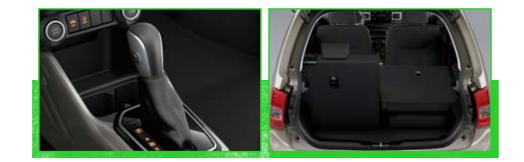




CATEGORY	DESCRIPTION	SZ3	SZ-T	SZ5
	15" steel wheels with full wheel covers	•		
	16" alloy wheels		•	•
	Rear privacy glass	•	•	•
	Green Tinted Windows	•	•	•
	Wheel arch extensions & side mouldings		•	•
	Front grille - black with chrome accent	•	•	•
	Front and rear bumpers body coloured	•	•	•
	Roof rails		•	•
Styling	Body colour exterior door handles	•	•	•
Styling	Body colour exterior door mirrors	•	•	•
	Black coloured A & B pillars	•	•	•
	Black instrument panel	•	•	
	Black with white garnish accent instrument panel			•
	Inside door grips blue or silver (dependent on exterior colour)	•	•	•
	Chrome interior door handles	•	•	•
	Chrome hand brake release button	•	•	•
	Centre & side A/C louver bezels (silver)	•	•	•
	Front & rear door interior trim colour (black & white)	•	•	•



TECHNICAL SPECIFICATIONS



	MODEL AVAILABLE GRADES		1.2 DUALJET MILD HYBRID	1.2 DUALJET MILD HYBRID CVT	1.2 DUALJET MILD HYBRID ALLGRIP	
			SZ3, SZ-T, SZ5	SZ-T, SZ5	SZ5	
	Туре			K12D 1.2 DUALJET		
	Number of cylinders			4		
	Number of valves			16		
Engino	Piston displacement	cm ³		1,197		
Engine	Maximum output	PS (kW)/rpm	83 (61) / 6,000			
	Maximum torque Nm (lbft)/rpm		107 (79) / 2,800			
	Fuel distribution		Multi Pt			
	EU emission standard		Euro 6			
	Туре		5-speed manual	CVT	5-speed manual 4x4	
		1st	3.545		3.545	
		2nd	1.904	4.006 - 0.550	1.904	
Transmission	Casuratia	3rd	1.240	(LOW: 4.006 - 1.001	1.240	
1141151111551011	Gear ratio	4th	0.914	HIGH: 2.200 - 0.550)	0.914	
		5th	0.717		0.717	
		Reverse	3.272	3.771	3.272	
	Final gear ratio		4.294	3.757	4.470	

	MODEL		1.2 DUALJET MILD HYBRID		1.2 DUALJET MILD HYBRID CVT	1.2 DUALJET MILD HYBRID ALLGRIP	
	AVAILABLE GRADES			SZ3, S	Z-T, SZ5	SZ-T, SZ5	SZ5
	Tyres			175/65 F 175/60 R16	R15 (SZ3) S (SZ-T, SZ5)	175/60 R16	175/60 R16
	Overall length		mm	3,	700	3,700	3,700
	Overall width		mm	1,660 1,690 (S) (SZ3) SZ-T, SZ5)	1,690	1,690
	Overall height		mm	1,6	605	1,605	1,605
	Wheelbase		mm	2,4	435	2,435	2,435
	Minimum turning circle		m	9	1.4	9.4	9.4
	Ground clearance		mm		80	180	180
Weights & Dimensions	Seating capacity Maximum luggage capacity		Persons	5 (S 4 (SZ-T	SZ3) `& SZ5)	4	4
Dilliciisiolis			Litres	1,097 (SZ3) 1,100 (SZ-T & SZ5)		1,100	1,086
	Rear seatback folded (VDA method)		Litres	501 (SZ3) 514 (SZ-T, SZ5)		514	490
	Rear seatback raised (VDA method)		Litres	267 (SZ3) 260 (SZ-T & SZ5)		260	204
	Kerb weight inc full options		kg	895		925	940
	Gross vehicle weight	Gross vehicle weight		1,330		1,330	1,330
	Max towing weight (braked)		kg	1,000		1,000	1,000
	Max towing weight (un-braked)		kg	400		400	400
	Maximum speed		mph / km/h	103	/ 165	96 / 155	103 / 165
	0-62 mph / 0-100 km/h		seconds	1:	2.7	12.4	12.8
	Fuel tank capacity		litres	3	32	32	30
Performance	CO ₂ emissions	(WLTP)	g/km	(SZ3) 110	(SZ-T & SZ5) 112	122	121
& Economy		Low	mpg (l/100km)	57.5 (5.0)	57.0 (5.0)	50.2 (5.7)	52.6 (5.4)
Ĭ	Fuel consumption	Medium	mpg (l/100km)	67.1 (4.3)	66.6 (4.3)	60.6 (4.7)	61.0 (4.7)
	Fuel consumption (WLTP)	High	mpg (l/100km)	66.0 (4.3)	64.9 (4.4)	61.5 (4.6)	59.8 (4.8)
		Extra High	mpg (l/100km)	49.1 (5.8)	47.8 (6.0)	43.8 (6.5)	44.1 (6.4)
		Combined	mpg (l/100km)	58.0 (4.9)	56.9 (5.0)	52.3 (5.4)	52.4 (5.4)



For more information or to book a test drive, visit: cars.suzuki.ie/ignis

Fuel economy and CO₂ results for the Suzuki Ignis range. Mpg (I/100km) (combined): 52.3 (5.4) to 58.0 (4.9). CO₂ emissions: 122 to 110 g/km. Figures shown are for comparability purposes; only compare fuel consumption and CO₂ figures with other cars tested to the same technical procedures. These figures may not reflect real life driving results, which will depend upon a number of factors including the accessories fitted (post-registration), variations in weather, driving styles and vehicle load. Specifications and equipment vary depending on engine, transmission and model grade. Please contact your local Suzuki Dealer for full details. All details correct at time of publication – June 2022. Vehicles shown throughout this brochure are for illustration only and may feature non-UK/ROI equipment. Suzuki GB PLC, Steinbeck Crescent, Snelshall West, Milton Keynes, Bucks MK4 4AE. Suzuki Customer Services 08085 011959 (UK) or 01 619 3671 (ROI). Calls may be recorded or monitored.