

BOMBARDIER

BACKGROUNDER

BOMBARDIER CUSTOMER SERVICES FOR BUSINESS AND COMMERCIAL AIRCRAFT A FULL SPECTRUM OF SERVICE AND SUPPORT

Bombardier Customer Services offers its operators a complete spectrum of comprehensive support and services for *Bombardier* business and commercial aircraft.

Parts

Parts and material support is available 24 hours a day, seven days a week. Bombardier is currently implementing a multi-pronged program to improve parts availability, shipping and tracking. Parts operations are centralized at two super warehouses in Chicago and Frankfurt, operated under contract by Caterpillar Logistics, along with six depots worldwide.

Chicago parts warehouse

- Direct shipments to the Americas, Europe, Asia-Pacific;
- 238,000 square feet (22,110 sq. m);
- Stores over 120,000 unique parts at full capacity;
- Operational June 2005; and
- Supplies Bombardier network of parts depots and service locations, shipping 1,500 lines daily

Frankfurt parts warehouse

- Direct shipments to Europe, Middle East, Asia, Africa;
- 50,000 square feet (4,650 sq. m);
- Capable of storing approximately 40,000 parts at full capacity;
- Operational August 2005; and
- 200 lines shipped per day

Parts depots

- Business Aircraft: existing facilities in Dubai, São Paulo, Singapore and Sydney; and
- Commercial Aircraft: existing facilities in Beijing, Sydney and Narita.

Aircraft-on-Ground (AOG) Response

- To provide round-the-clock AOG support, Bombardier operates four 24/7 Customer Response Centres; and
- Bombardier also offers an airborne parts delivery service – *PartsExpress* – in North America and Europe, which leverages a fleet of aircraft to transport technical support and parts to AOG business aircraft.

Service Facilities

Bombardier-trained technicians deliver a complete range of after-sales service, maintenance and modifications for its customers ranging from scheduled maintenance, inspections and refurbishment to fly-in repairs, mobile repair parties and aircraft-on-ground (AOG) service.

The service network for business and commercial aircraft comprises nine Bombardier-owned service centres operating 24 hours a day, seven days a week, one Bombardier-operated service centre joint venture, along with 47 independently managed third-party AOG/Line Maintenance facilities worldwide.

Company-owned Service Centres More than 1,000 technicians and specialists. Dedicated facilities exceeding 450,000 square feet of hangar space.

Locations:

- Hartford, CT;
- Fort Lauderdale, FL;
- Wichita, KS;
- Tucson, AZ (business and commercial aircraft);
- Dallas, TX;
- Macon, GA (commercial aircraft) – added in January 2010;
- Bridgeport, WV (commercial aircraft)
- Schiphol, Amsterdam (business aircraft) – first Bombardier Service Center in Europe – added in May 2010.

**Third-party Facilities
(Authorized and Recognized
Service Facilities)**

42 facilities for business aircraft and 5 facilities for commercial aircraft in over 20 countries; Line Maintenance Station located at the Ronald Reagan Washington National, Washington, D.C., USA.

Bombardier Joint Ventures

International support for business aircraft and commercial (CRJ training) is also available through one Bombardier-operated service-centre joint venture. Location:

- Berlin, Germany, in partnership with Lufthansa Technik and Execujet Aviation Group.

Regional Support Offices (RSO)

Bombardier Customer Support continues to build on the global expansion strategy launched in 2007. Bombardier has opened new RSOs for its commercial aircraft customers in Tokyo, Japan; Sydney, Australia; Shanghai, China and Munich, Germany, and has added dedicated service and support representatives in these regions.

In April 2010, Bombardier inaugurated a new RSO for business and commercial operators in Mumbai, India.

Customer Services Team

Bombardier business and commercial aircraft customers have 24/7 access to Bombardier's global support network through the Customer Services team.

Customer Response Centers (CRC) Single point of contact to resolve AOG situations.

- Business Aircraft: Located in Montréal (*Challenger* and *Global* aircraft) and Wichita (*Learjet* aircraft);
- Commercial Aircraft: Located in Montréal and Toronto;
- Offer round-the-clock support and expertise for all AOG and part-related issues; providing the quickest resolution possible for AOG customers.

Field Service Representative (FSR) First point of contact for technical and operational issues.

- Over 78 business aircraft FSRs and 49 commercial aircraft Area FSRs worldwide trained in operation, maintenance and service plans;
- Well-versed in technical publications and aircraft system configurations; and
- Assigned to a specific region.

Start-up Support

Commercial aircraft customers also benefit from a start-up support team that offers customized flight and maintenance support. This team provides advice and critical aircraft technical knowledge, ensuring customers have everything they need for a successful entry into service.

Regional Support Manager (RM) Front-line contact for maintenance and training requirements.

- 18 business aircraft RMs and five commercial aircraft RMs worldwide, meeting regularly with customers to evaluate their needs and develop customized solutions; and
- Assist customers with purchase and planning decisions, including budgeting and scheduling for maintenance events and training.

Customer Support Account Manager (CSAM) Primary customer advocate on all non-technical issues.

- 23 business aircraft CSAMs and 15 commercial aircraft CSAMs assigned to customers to ensure that all areas of customer support meet the highest standards;
- Direct line to Bombardier senior management; and
- Some CSAMs are located in RSO offices

Customer Service Representative (CSR)

Primary contact for ordering parts and expediting deliveries anywhere in the world.

Mobile Repair Teams

Located in the US and Europe, these teams provide quick initial response that can be dispatched on short notice to any location around the world for rapid return to service.

Smart Services

The Bombardier Business Aircraft Smart Services program offers a broad range of options for managing flight operations costs. Four plans – Smart Parts, Smart Parts Plus, Smart Parts Engine Coverage and the newly introduced Smart Maintenance Plus – provide customers with comprehensive cost-per-flight-hour protection to manage the risk of maintenance costs. Within our business aircraft customer base, over 1,000 customers are using our Smart Services offering. In fiscal year 2009, we launched a similar program for our Q400 aircraft, which now has 15 aircraft enrolled to date.

Customer Training

Bombardier is the only business jet manufacturer providing customized Level D training programs for *Bombardier Learjet*, *Challenger* and *Global* pilots and maintenance technicians. Customized training is also provided in other key disciplines, such as flight attendant, handling and security. Bombardier operates two flagship training facilities – in Montréal and Dallas – as well as facilities in the UK through an Authorized Training Provider (ATP) agreement with CAE.

Bombardier Flagship Training Centres

Montréal International Airport (YUL)

Challenger 604/605, Global 5000, Global Express/XRS, CRJ 200 / 700 and 900 aircraft;

Dallas/Forth Worth International Airport (DFW)

Learjet 31A, 40, 45, 60, Challenger 300 and Challenger 604/605 aircraft.

Bombardier-CAE ATP facilities

Morristown, NJ

Challenger 300;

Dallas / Fort Worth, TX

Global 5000, Global Express/XRS;

Dubai, United Arab Emirates

Global 5000, Global Express/XRS;

Burgess Hill, UK

Global 5000; Global Express/XRS;

Learjet 40/40XR; Learjet 45/45XR.

Technical Services

Online resources

Customers have immediate access to all technical support information at www.cic.bombardier.com or the newly launched commercial aircraft site www.iflybombardier.com (formerly www.racs.bombardier.com). The Customer Information Centre (CIC) Web site includes a password-protected area that provides technical support information such as Service Bulletins, manuals, newsletters and contact information. The new iflybombardier.com Web site also offers new and enhanced eServices, such as Aircraft Diagnostics Solutions (ADS) powered by CaseBank, Airline Performance Analytics, and On-Line Technical Requests.

Technical Publications

Sophisticated electronic publishing tools ensure that manuals are current, accurate and meet Air Transport Association of America (ATA) specifications. The new Digital Data Navigator allows airlines to merge customer-specific aircraft procedures and technical information with Bombardier manuals. Supplemental Type Certificates, standard operating procedures, and amendments can be automatically and **electronically** integrated into existing documents.

Customer Support Engineering

AME-certified technicians, engineers and specialists address aircraft maintainability and serviceability issues related to your day-to-day operations in order to improve aircraft reliability and performance.

Bombardier, Challenger, Challenger 300, Challenger 604, Challenger 605, CRJ, CRJ200, CRJ700, CRJ900, Global, Global 5000, Global Express, Learjet, Learjet 31A, Learjet 40, Learjet 45, Learjet 60, Parts Express, Q400, XR, and XRS are registered or unregistered trademarks of Bombardier Inc. or its subsidiaries.

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