

002

GENERAL

SUBJECT: The Technical Support Priority, Response Policy and Communication Protocol

EFFECTIVITY: All Fokker Services Customers

Reason for revision

This revision is made to:

- Introduce changes to:
 - Enhance the Priority policy for Customers that have purchased one or more modifications based on an Engineering Bulletin (EB) from Fokker Services in the last five years (including the issue of the applicable EB).
 - Add customer category name: EB customers.
 - Adjustments to the Communication Protocol (ref. Paragraph 7).
- Effective date of the changes: **January 1st, 2020**.

1. Background

Fokker Services offers engineering support 24 hours/7 days per week with a dedicated team located in the Netherlands. The main channel of communication is the Q&A portal on www.myfokkerfleet.com (CASA) or www.myaircraftfleet.com (ESA/EB), hereafter called website, for details refer to paragraph 7 of this Service Letter. This support service guarantees the customer a response and in most cases an answer to the question within hours.

The response priority is different for specific customer categories:

- CASA customers
Customers operating Fokker aircraft and have a Continued Airworthiness Service Agreement (CASA) with Fokker Services.
- ESA customers
Customers operating other aircraft types* than Fokker aircraft and have an Engineering Support Agreement (ESA) with Fokker Services .
- EB customers
Customers operating other aircraft types* than Fokker aircraft that have purchased one or more modifications based on an Engineering Bulletin (EB) from Fokker Services in the last five years (including the issue of the applicable EB).
- Non-CASA/ESA/EB customers
Customers that do not comply with the profile 'CASA-, ESA- or EB customer' as defined above.

(*e.g. Airbus, Boeing, Bombardier, etc)

2. Introduction

Fokker Services has made a distinction in priority assignment applicable to requests for engineering support in order of urgency: AOG, CRITICAL, URGENT and ROUTINE. Subsequently, engineering support requests with AOG, CRITICAL and URGENT urgency will be charged with a Priority-fee.

For CASA/ESA/EB customers, the request for engineering support is divided in the following four priorities, in order of urgency (Note: Payment terms may apply):

- AOG - first contact within 1 hour and initial response within 4 hours
- CRITICAL - initial response within 1 working day
- URGENT - initial response within 5 working days
- ROUTINE - initial response as indicated by the customer after 5 or more working days

NOTE: Working days as applicable in the Netherlands.

For non-CASA/ESA/EB customers, the requests for engineering support is divided in:

- AOG - initial response within 4 hours (quotation process only)
- ROUTINE - initial response within 10 working days (including a quotation within 2 working days, and accepted considering the applicable payment terms)

NOTE: The **Accident and Incident** Response Policy and Communication Protocol is addressed in Service Letter SL-GEN-003.

3. Priority: identification of urgency

Requests for engineering support from CASA/ESA/EB customers are handled as 'ROUTINE' unless the customer indicates another priority (AOG, CRITICAL or URGENT). If Fokker Services receives such priority upgrade request, we will initially respond, from the moment of the upgrade, within the applicable timeframe as defined in paragraph 2 of this Service Letter. Moreover, a priority fee will be applicable.

To make clear what the urgency is, Fokker Services requests the following:

- In case of high priority the customer clearly identifies its request for engineering support by the word 'AOG', 'CRITICAL' or 'URGENT' in capital letters in the Subject Title. On the website, use the appropriate AOG, CRITICAL or URGENT tick mark to indicate the priority.
- In case a support request with priority level 'AOG' was initiated by telephone call, the AOG support request must be confirmed by e-mail.

NOTE: To facilitate the processing of AOG, CRITICAL or URGENT support requests, Fokker Services requests the customers to utilize the priority 'ROUTINE' whenever possible.

Thus, the following questions for engineering support are charged with the Priority-fee:

- Requests identified with the word/tick mark 'AOG', 'CRITICAL' or 'URGENT'.
- Engineering support requests sent to the Fokker Services B.V. AOG-desk (AOG priority fee will be applicable by default).

NOTE: For CASA/ESA/EB customers with advance payment terms and non-CASA/ESA/EB customers the above-mentioned procedure applies also, with the exception that Fokker Services will start the requested support after receipt of a written confirmation of the quoted costs and agreed payment schedule.

4. Upgrading

Upgrading a normal request for engineering support to the 'AOG', 'CRITICAL' or 'URGENT' priority must be performed by means of email message. This message should state that the question is 'AOG', 'CRITICAL' or 'URGENT' priority. In case of upgrade to priority level 'AOG', you must contact Fokker Services by telephone (refer to Paragraph 7, AOG communication).

5. Charging the fee

A request for engineering support will be charged as follows:

For CASA/ESA/EB customers:

AOG : Priority fee (AOG) + Engineering hour(s)
 CRITICAL : Priority fee (CRITICAL) + Engineering hour(s)
 URGENT : Priority fee (URGENT) + Engineering hour(s)
 ROUTINE : Engineering hour(s).

For non-CASA/ESA/EB customers:

AOG : AOG-plus fee + Engineering hour(s) (with a minimum of 2 hrs)
 ROUTINE : Engineering hour(s) (with a minimum of 2 hrs).

Please refer to Table 1 of this Service Letter and/or the pricing catalogue on the website for the applicable prices and fees.

6. Free of charge engineering support requests

The following requests will be handled without any charge to our customers:

- **Questions related to errors in publications issued by Fokker Services B.V.**
(For example AMM, IPC, SRM, SED, Service Bulletins, Engineering Bulletins, etc.)
- **Questions related to interchangeability of parts in those situations that Fokker Services B.V. is not able to provide a replacement part within a reasonable time frame to meet the requirements of the customer** (*Note: Removal of charges is subject to approval by Fokker Services on a case by case basis.*)
- **Questions related to a Warranty Claim applicable to a modification purchased from Fokker Services B.V. and based on Service- or Engineering Bulletin** (*Note: Acceptance of the Warranty Claim is subject to approval by Fokker Services on a case by case basis. In case of rejection of the subject Warranty Claim, applicable handling fees and engineering hours will be charged.*)
- **Flight Safety issues e.g. incidents/accidents** (refer also to Service Letter SL-GEN-003).

7. Communication protocol

- **General:**

Fokker Services uses the online Q&A portal on the website to handle all technical requests. Your request will be stored and controlled in Fokker Services' Customer Relations Management system (FS CRM), which is the basis of the Q&A database.

Q&A Technical Operational Issues

By entering your message via the Q&A portal, your message will automatically be assigned to the technical specialists of Fokker Services. Customers can view all their requests online including the current process status. Items that are stored in this database can be viewed by the individual customer. For CASA customers, it is also possible to allow public viewing by all other CASA customers to share generic issues and information (pls note that this feature is not applicable to ESA/EB customers).

When contacting Fokker Services, the preferred method is to send your request using the Q&A portal via the website. The priority service levels as described in this Service Letter are **only** applicable when using this method.

When contacting Fokker Services by **email** (Non-preferred process), your request will be manually uploaded in the FS CRM system by our support staff during office hours. **One (1) additional engineering hour will be charged** to cover the inherent administrative process costs. The priority service level will start from the time the request has been uploaded in the FS CRM system and as a consequence might exceed the guaranteed response times (ref. paragraph 2). The priority fee related to the requested priority level will however remain applicable.

NOTE: When replying to an email of Fokker Services Engineering concerning a request which is already in process, make sure to keep the references (CAS-number and tracknumber) in the email subject and to send it (in response) to the Engineering e-mail. In an automated process, it will be added to the CRM system and the technical specialist will be notified. Example of email subject of Engineering e-mail:

Subject: Reply for question: CAS-45694-X9NYYP (Access panel damage)
TRACKNUMBER:01524332

In order to process your message correctly we advise you to adhere to the following communication protocol (Refer also to Figure 1):

- **AOG communication:**

Q&A portal: Use the Q&A portal on the website. Set the 'AOG' tick mark to 'on' and your message will be automatically directed to:

- Fokker Services AOG desk
- Fokker Services Engineering



Caution: For verification of receipt of your **AOG message** you **MUST contact our AOG desk by telephone on +31 88 6280 888**. This contact will be the starting point of the initial response time of 4 hours. In case you do not contact the AOG desk by telephone, the AOG support request response time **cannot** be guaranteed by Fokker Services. The Fokker Services AOG desk is available 24 hours/7 days per week.

Non-preferred alternative

E-mail: Send your e-mail to:

- Fokker Services AOG desk e-mail: aogdesk@fokker.com

Call the Fokker Services AOG desk.

Note: One (additional) engineering hour will be charged to cover administrative process costs. The AOG caution also applies.

- **CRITICAL, URGENT and ROUTINE communication:**

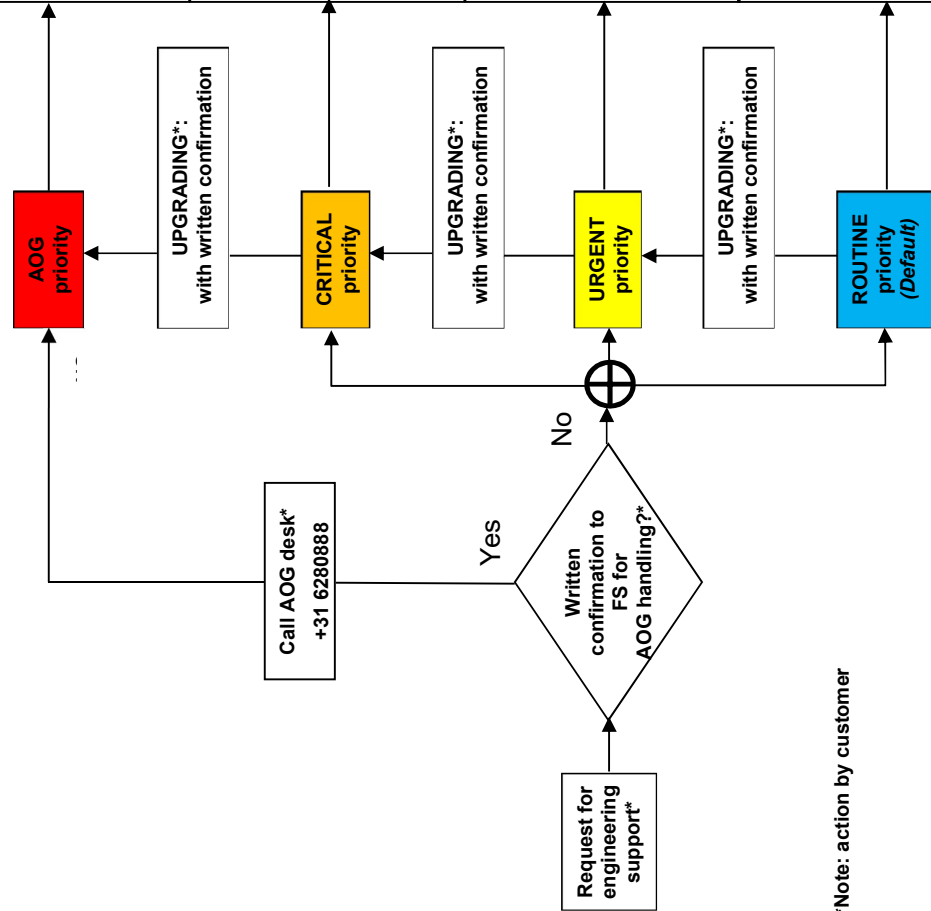
Q&A portal: Use Q&A portal on the website. Select the applicable tick mark (CRITICAL, URGENT or ROUTINE) and your message will be automatically directed to Fokker Services Engineering.

Non-preferred alternative

E-mail: Fokker Services Engineering e-mail: technicalservices@fokker.com

Note: One (additional) engineering hour will be charged to cover administrative process costs.

CASA/ESA/EB members	non-CASA/ESA/EB members
Initial response within: 4 hours Charge: Priority fee (AOG) + Man-hours	Initial response (quotation) within: 4 hours Charge: Priority fee (AOG) + Man-hours (minimum 2 hours)
Initial response within: 1 Working day Charge: Priority fee (CRITICAL) + Man-hours	Not applicable
Initial response within: 5 Working days Charge: Priority fee (URGENT) + Man-hours	Not applicable
Initial response after: >5 Working days Charge: Man-hours (no priority fee)	Quotation within: 5 Working days Charge: Man-hours (minimum 2 hours) (no priority fee)



The Technical Support Priority and Response Policy.
Figure 1

CASA/ESA/EB customers		
Priority	Response time	Applicable fee
AOG	Within 4 Hours	€1.800 + hourly rate
CRITICAL	Within 1 working day*	€1.030 + hourly rate
URGENT	Within 5 working days*	€ 260 + hourly rate
ROUTINE	More than 5 working days**	Hourly rate only
Non-CASA/ESA/EB customers		
Priority	Response time	Applicable fee
AOG	Within 4 Hours (Quotation)	€2.830 + hourly rate (minimum 2 hrs)
ROUTINE	More than 5 working days**	Hourly rate only (minimum 2 hrs)

**Technical Support priority response times and fees (Price level 2020)
Table 1**

Notes:

- * Based on working days as applicable in the Netherlands (excluding public holidays)
- ** Response time as agreed with customer
- Fees and rates are based on price level 2020 (applicable from Jan 1st, 2020 thru Dec 31st, 2020) and are subject to annual indexation.
- Actual fees and charges will be published on the Fokker Services Websites:
 - www.myfokkerfleet.com
 - www.myaircraftfleet.com
- Priority response times can only be guaranteed:
 - When the preferred communication protocol is adhered to (ref to Paragraph 7 of this Service Letter).
 - When the financial obligations have been fulfilled (e.g applicable to customers that are subject to 'Payment in Advance').