

SUKHOI SUPERJET 100 CUSTOMER SERVICES

superjet
INTERNATIONAL
An Alenia Aeronautica and Sukhoi Company

SUPERJET INTERNATIONAL (SJI) CUSTOMER SERVICES MISSION

Provide Customer Services superior to competition to support Sukhoi Superjet 100 (SSJ100) worldwide sales and exceed Customer expectations

SJI CUSTOMER SERVICES KEY SHORT-TERM COMMITMENTS

- ensure a smooth entry into service to launch Customers
- give evidence to the International market of the SJI ability in supporting the SSJ100 worldwide fleet



COMMUNICATION AND PROXIMITY TO CUSTOMERS

- Dedicated Customer Account Managers appointed to support Customers for the entire product life cycle
- Field Service Representative on site assistance during the first months of operations
- Mobile Repair Team on site support
- Maintenance, Spare Parts, Warranty and other representatives available on request

CUSTOMER CARE CENTER (CCC)

- Located at SJI headquarters at Venice Airport (Italy)
- A single point of contact to manage all incoming spares requests and technical/engineering queries
- Operational 24/7 and staffed with an International team of highly qualified specialists
- Able to provide response in English and other languages
- Directly connected to Lufthansa Technik Logistik (LTL) through SAP system for optimization of delivery lead time

All Operator's requests will be managed through the SJI user-friendly Web Portal which, supported by a dedicated Customer Relationship Management software, permits to:

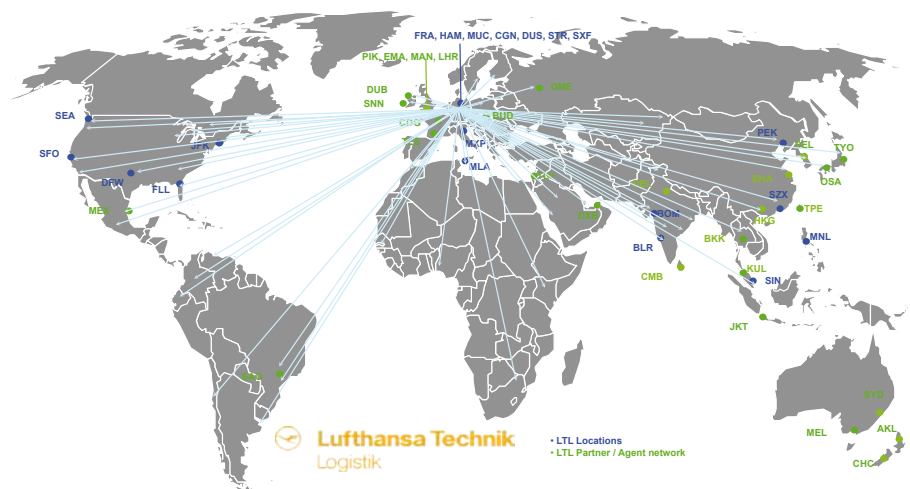
- Properly address and instantaneously track requests throughout the organization,
- Visualize Operator's technical and spares issues in real time,
- Save time by enabling Operators to manage their requests online.



SPARE PARTS SUPPORT

- Partnership with Lufthansa Technik Logistik (LTL), selected as a global logistics provider for warehouse management
- Easily accessible pool of LRU & GSE parts in Frankfurt (Germany)
- Brand new and fully automated logistics infrastructure allowing the shortest lead times
- Real-time "track and trace" and on-line access to technical and shipping documentation to enable enhanced service levels
- Standard exchange service with guaranteed parts availability
- On Site Stock for immediate availability of 'No-Go' and 'Go-If' items
- Structural / High Value parts rental for cost effective operations

LUFTHANSA TECHNIK LOGISTIK WORLDWIDE LOCATIONS AND NETWORK FROM FRANKFURT AIRPORT



MRO NETWORK

SJI Maintenance, Repair and Overhaul (MRO) strategy is to provide from day one worldwide Customers with top class line and base maintenance services, establishing partnerships with well recognized MRO organizations strategically located according to market needs. Authorized SSJ100 service centers will offer maintenance services as independent contractors and Operators will enter into a direct agreement with the selected service center. SJI will audit the authorized service centers on a regular basis in order to ensure the high level of service expected by our Customers.



TRAINING SERVICES

The SJI Training Center, made up of experienced International instructors, provides, through its Venice (Italy) and Moscow (Russia) locations, world class training to allow safe and profitable operations of SSJ100 aircraft and will be equipped with state-of-the-art training devices (FFS level D, FTDs, CEET, CBT stations and Virtual Aircraft tools).

In accordance with the highest International regulatory standards, certified by EASA and other Aviation Authorities, the SJI Training Center developed a wide and flexible range of courses for:

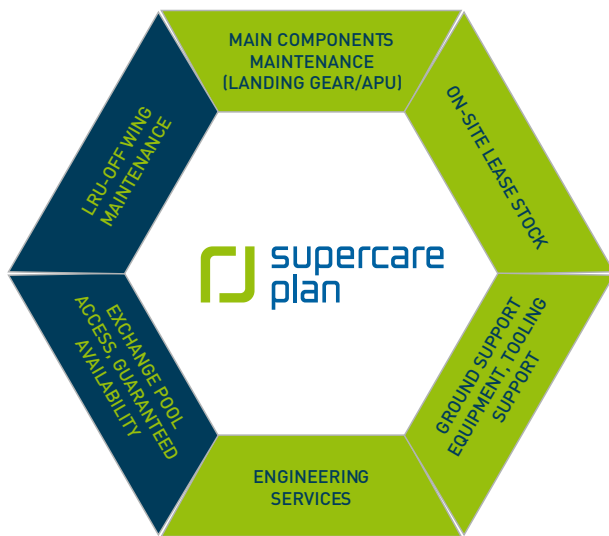
- Flight Crews (Type Rating and Recurrent)
- Cabin Crews (Type Rating and Recurrent)
- Maintenance personnel (Type Rating and Recurrent)
- Ground Operations personnel





SUPERCARE PLAN

SJI has developed a flexible plan of support services, namely the "SuperCare Plan" (SCP), aimed to maximize SSJ100 aircraft availability and minimize Customer's investments. Subscribing to this plan Customers may:

- take advantage of a modular structure with incremental services packages up to a full turn-key solution
- control budget through predictable costs based on fixed rates per flight hour
- customize SCP rates depending on fleet size, network assumptions, maintenance parameters, contract duration



 Basic SuperCare Plan

 SuperCare Plan Options



BASIC MODULE	ADVANTAGES
Line Replaceable Unit (LRU) Maintenance and Exchange Pool	Predictable costs of LRU scheduled and unscheduled maintenance
	No financial risk in case of unscheduled events
	Limited up-front investments reducing inventory costs
	Simplified interface through "One-window" concept
	Guaranteed LRU parts availability
	No hassle and paperwork to administer Vendors' warranty claims
Auxiliary Power Unit (APU) & Landing Gear (LDG) Maintenance	No ownership risk involved
	Predictable costs for scheduled and unscheduled APU and LDG maintenance via one point of contact
	Guaranteed spare LDG and APU availability
	Exchange for repairable sub-assemblies
	Immediate availability of 'No-Go' and 'Go-If' items
	Maximum aircraft dispatch reliability
On-Site Lease Stock	Full control of the costs through lease basis structure
	Reduced up-front investments
	Flexibility in stock composition
	Reduced up-front investments
Ground Support Equipment (GSE) and Tooling Pool	GSE and tools guaranteed availability
	Pay only for actual utilization
	Less engineering burden for Operators
	Compliance with continuous airworthiness requirements for safety improvement
Engineering Services	Records accuracy to protect aircraft residual value
	Aircraft configuration management support
	Customization of airline-specific maintenance program and reliability reports to reduce costs while minimizing aircraft downtime

The SJI SuperCare Plan has already been selected by SSJ100 launch and other Customers in order to ensure from day one of operations a cost effective and comprehensive tailored lifecycle solution.



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