AIRBUS

No. 4041-I-00

Information Notice

SUBJECT: **GENERAL**

Enhancement of technical support for Connected Services

For the attention of
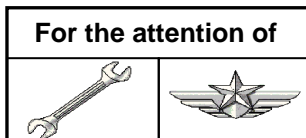
AIRCRAFT CONCERNED	Version(s)	
	Civil	**Military**
AS350	**B3**	
EC130	**T2**	
EC175	**B**	
H160	**B**	
MBB-BK117	**D-2, D-2m, D-3, D-3m**	**D-2m, D-3m**
EC135	**T3H, P3H**	

Based on operator feedback, it is understood how important efficient support is to ensure the success of aircraft operations.

Airbus Helicopters would like to inform operators that an improvement in the process for supporting technical requests related to **Connected Services** is being implemented.

Previously, support was divided between different generic email accounts and the **Technical request service** in AirbusWorld.

Now, to ensure more efficient processing and tracking of requests and to simplify the process - the single point of contact is to submit requests through the **Technical request service**.

Connected-services questions include subjects related to Wireless Airborne Communication Server (wACS) / Data flow manager (DFM), D-Box, Flight Analyser, Fleet Monitoring, Airbus Helicopters Data Loader (AHDL), Maintenance laptop and Aeronautical data service (ADS).

Simply create a TEchnical request (TE) and select the "Tech Support" domain name.

Please note that, for technical issues related to MGS, the "DR: Discrepancy Report" business domain shall be used.

For convenience, the user guide can be found here.