



A Textron Company

What will Bell's new service level priorities be and how will we respond to each?

Priority service levels will be assigned based on a customer's return to service date for their aircraft:

- AOG Priority –48 hours or less
- Workstop Priority – 48 Hours to 6 Days
- Routine Priority – 7 Days or more

Estimated fulfillment time will be based on the following timetable once an event has been logged:

- *AOG Priority – 24 hours or less
- *Workstop Priority – 24 hours to 96 hours
- *Routine Priority – 5+ days

****Structural Repairs and Technical Requests could take longer.***

How will Bell define an AOG priority event?

'An AOG is defined as any event that causes a serviceable aircraft to become unserviceable and that same aircraft is required for flight within the next 48 hours following the grounding event.'

How will Bell determine service level priority?

Bell will use the following questions to determine service level priority. If the request is made through MyBell, the system will automatically prompt the Customer to answer the questions. If the service request is made verbally, the administrator will ask these questions.

1. Aircraft registration, serial number, current location, and aircraft total time
2. Are you hard grounded? (is your aircraft unable to fly due to the unserviceable event and not covered by the minimum equipment list?)
3. When is your next scheduled flight?
4. Do you require anything else for return to service?

To prepare for the transition to this new policy, over the next few weeks, Bell will be conducting a review of all current AOG orders to ensure the requests meet the new criteria set forth in this policy. For customers with AOG orders that are on credit holds and the parts are in stock, a 72-hour grace period will be given for the purchase of the one-line item required in order to get the grounded aircraft back into serviceable condition. After the 72 hours, the order will be downgraded to workstop or the appropriate priority level.

**New AOG Policy & Priority Service
Levels**

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