LEONARDO   HELICOPTERS DIVISION

SERVICE INFORMATION LETTER

SIL N°	**S-GEN-21-003**
DATE:	**May 31, 2021**
REV.:	**/**

To:	Leonardo Helicopters products Owners / Operators / Service Centres

SUBJECT: **24/7 Fleet Operations Centre Italy Contact Center**

Helicopters Affected: All

Dear valued Leonardo Helicopters Customer,

With the present Service Information Letter (SIL), Leonardo Helicopters (LH) 24/7 Fleet Operations Centre Italy is pleased to introduce you the new Contact Center phone system.

In our continuous commitment on Customer proximity and responsiveness to your needs, the Contact Center will allow you to easily redirect the calls received by the 24/7 Fleet Operations Centre to the first available operator present in the control room of Sesto Calende (Italy) or in Smart Working.

The service has been designed to be user friendly allowing you to choose from the following main options:

- AOG Logistic and Spare Parts Support

- AOG Technical Support

With the Customer Portal that is allowing you to open easily via web the AOG Customer Service Request (CSR) Tickets and the newly 24/7 Fleet Operations Centre Contact Center, Leonardo aims to guarantee a higher standard of communication, to

improve the capability of sharing information and to enhance our proximity and responsiveness to all the Customers for the fastest resolution of the AOG requests.

Should you need any additional information, please do not hesitate to refer to your point of contact provided within the Customer Support & Training Worldwide Directory, available on Leonardo Portal or to directly contact the 24/7 Fleet Operations Centre:

Fleet Operations Centre ITALY
Italy only toll free: 800 160950
phone: **+39 0331 664444**
e-mail: **24.7fleetoperationscentre.aw@leonardocompany.com**

Thank you for operating our Products and using our Services!

Yours Sincerely,

Giovanni Cecchelli
Leonardo Helicopters
Vice President
Customer Support & Services - Italy

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