



## CUSTOMER SUPPORT PRODUCTS AND SERVICES DIRECTORY

**Alteon Training.** The world's premier aviation training provider for airline flight and maintenance personnel; 21 locations worldwide.

**AOG Incident Recovery and Repair Services.** Engineering, logistics, and maintenance experts available 24 hours a day for airplane recovery, repair, and modification anywhere in the world.

**Boeing Ground Support Equipment Licensed Suppliers.** Boeing-designed ground support equipment for unique requirements, licensed to leading suppliers worldwide.

**Component Repair Centers.** Boeing Service Centers around the globe, fully certified to repair, maintain, and modify airplane components.

**Field Service Representatives.** Boeing technical representatives located onsite with customers. Local representation with worldwide presence.

**FLEET TEAM™ Issues.** Online collaboration and information sharing through MyBoeingFleet; helps operators worldwide resolve technical issues and improve fleet performance.

**Industry Database Hosting.** Development, management, and Internet hosting of the International Airlines Technical Pool and SPEC 2000 ATA Aviation Marketplace, supporting airline business transactions around the globe.

**Material Management and Spares Distribution Centers.** Eight worldwide distribution centers linked by an advanced computer system, bringing spare parts closer to the customer for up-to-the-minute inventory control.

**MyBoeingFleet Web Portal.** Internet access to technical information, services, and applications, enabling airlines to operate and maintain their fleets more efficiently.

**Operations Center.** Customer's critical needs are resolved 24/7/365 through a fully staffed, state-of-the-art operations center.

**Rapid Response Center.** Fully staffed support team on duty 7 days a week to provide real-time technical assistance by phone, fax, e-mail, or our own Boeing Communication System.

**Service Engineering.** Highly trained technical experts working closely with operators around the globe to prevent in-service problems and resolve technical issues.

**Warranties.** Online access through MyBoeingFleet enabling operators to settle warranty claims quickly and with a minimum of paperwork.