

## CSI-328all-2014-04

### Title: Customer Services – Changes in Pricing Policy

#### Effectivity

Dornier 328 series

Type Certificate Data Sheet EASA.A.096

Serial No.: All Aircraft

#### General Information

328 Support Services' portfolio has expanded over the recent years and we are proud to be in a position that today a comprehensive technical service can be provided to our customers:

- > Technical Services
- > Spares and Material Support
- > Technical Publications
- > Maintenance Support
- > Aircraft Maintenance and Refurbishment
- > On-site support
- > Technical training according to Part 147
- > On-the-job training
- > Entry-into-service support

#### New Pricing

All of the aforementioned services are based on the Type Certificate Holdership (TCH). This TCH function and all related duties have been performed since the very beginning of 328 Support Services GmbH.

There has never been a specific fee or surcharge to cover all related costs, but with an increased burden all over the years, we regret that at least part of this burden has resulted in

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Note:

328 Support Services GmbH is TC-Holder of Dornier 328 aircraft series and authorized to provide necessary approved data. Any Dornier 328 approved data will be established and verified by 328 Design GmbH as authorized and responsible Dornier 328 Design Organization per EASA approval EASA 21J.438. For details in this matter please contact 328 Support Services GmbH or EASA authority.

Model: Dornier 328 series

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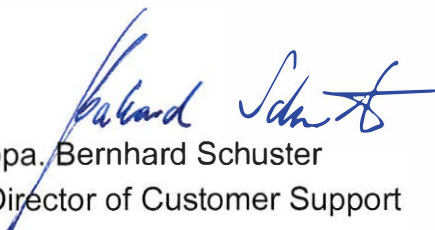
an increased charge for our services with effect of 01 July, 2014. As this is the first increment for many years we ask you for your acceptance and understanding.

The changes in detail:

	Price per event EURO		Price per hour EURO		Service included
	old	new	old	new	
<b>Global Support Centre</b>					
Notification or submittal of inquiry by SPR – e.g.	Free of Charge (FOC)	<b>Free of Charge (FOC)</b>	n/a		
- Part change					
- Indication of Discrepancy					
- Inquiry about Engineering Solution					
- Incident / Accident Reporting					
Basic Fee per Event	395 Euro	No change			2 hours Engineering
AOG* / Engineering Services (additional)	1250 Euro	<b>1500 Euro</b>			
Urgent* / Engineering Services (additional)	600 Euro	No change			
Standard Engineering Services			180 Euro	<b>195 Euro</b>	

\* As per SPR-classification refer to Customer Support Manual section 3.1.2

The Customer Support Manual is currently being revised and will be uploaded to our homepage in April, 2014.

  
ppa. Bernhard Schuster  
Director of Customer Support

  
i.V. Christian Besserer  
Head of Global Support Centre