

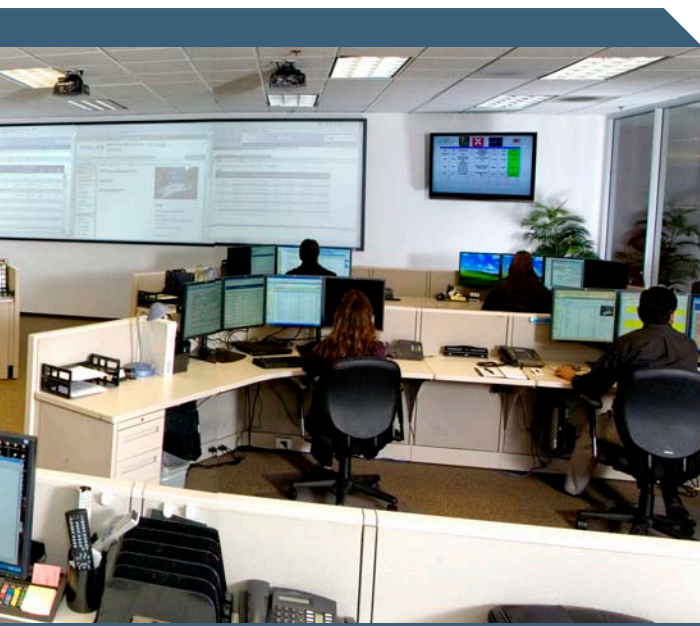


TopServices

Dedicated to Outstanding Global Support

TopServices

Thales has a service solution to meet a wide range of needs from a comprehensive turnkey solution to basic on-call assistance and supplemental training.



AIRLINE OPERATION CENTER

Center provides round-the-clock technical assistance on a wide range of customer support inquiries including emergency AOG support.

GLOBAL REPAIR AND SUPPORT NETWORK

Network includes major repair facilities in the United States, France, China, and Singapore. Support centers and regional on-site personnel are spread throughout the world to ensure product availability and to provide personalized service.

COMPREHENSIVE TRAINING SOLUTIONS

Cabin crew and maintenance personnel training programs are designed to maximize IFE system user efficiency and support. Programs are flexible in content, delivery method and duration.

Experience Inflight Satisfaction



TopServices. Customer satisfaction is our priority.

SERVICES

- **Airline Operation Center**

A state-of-the-art Thales operation built on a high tech infrastructure that supports the latest innovations for e-Enabled aircraft and provides global visibility of airline service programs.

- **System Performance Monitoring**

To ensure quality product performance, Thales offers throughout the entire product lifecycle system tracking services down to individual part numbers.

- **Inventory and Logistics Management**

Service options include guaranteed performance levels ranging from RSPL planning to complete stock provisioning. Lifecycle management programs ensure product availability while keeping cost minimized and predictable.

- **Repair Stations**

Provide comprehensive repair and warranty services including extended warranty programs, fixed rate repair solutions and per-flight-hour programs. Facilities use the latest in avionics grade test equipment.

- **Onboard Services**

Located at a growing number of airports around the globe, Thales provides on-site support including meet and greet services, maintenance support, content management and cleaning.



- **Field Support Engineering**

Technical teams are locally available to provide entry-into-service support to ensure the equipped fleet is available from first flight.

- **Classroom Training**

Instructor led courses are built on a foundation of clear measurable learning objectives derived from everyday tasks.

- **Web-based Training**

Available any hour of the day, courses are designed around industry standards such as SCORM and AICC. Training courses can be integrated with an airline's learning management system or hosted and managed by Thales.

- **Training Aids and Equipment**

From computer based programs to fully interactive training kiosks, training aids help crews master their skills.

THE THALES ADVANTAGE

What differentiates Thales in the IFE market is the company itself. Thales is a major worldwide electronics company that specializes in aerospace.

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