

**Newsletter June 2010**

I hope you are all busy as we are in the middle of high-season, and weather is goooood! We all know that a lot of things might happen when time flies and customers are eagerly waiting for your nice helicopter to arrive, so *please take care*.

If, by chance – you will have an incident with your helicopter, please feel confident that we are there for you, working to get you back up in the air as soon as possible. We will as usual be available 24 hrs every day during summer – please use support@ostnes.no for your enquiries.

Please keep in mind that we as per today have a few vital parts available in Oslo for immediate delivery. A list of parts is enclosed in the last page of this newsletter.

Customer Satisfaction Survey

All of your responses to the 2010 satisfaction survey have now been registered. This year, 23 of the companies contacted returned our questionnaire, and we would like to thank you for taking the time to participate in the survey.

Your comments are very important to us, as they guide us in our efforts to best meet your needs. Rest assured that we will pay the utmost attention to your remarks.

The survey findings are currently being analyzed, and the results will be communicated to you in September.

To show you our appreciation for you spending time on the Customer Survey, we have drawn a prize for one of the participants – and the winner is:

**Mr Pål B. Rustad - NLA**

Thank you for your confidence.

Eurocopter Nordic Operators Conference - ENOC

The 2010 main theme is SAFETY & TECHNOLOGY. Day one will be dedicated to technical, operational and management personell, with main focus on SAFETY. Day two will be more technically related, with focus on the different light- and medium sized helicopters, engines, logistic support and training.

Please hold the dates:  
October 19<sup>th</sup> and 20<sup>th</sup> – in Drammen, Norway.

Challenging lead times

As always, you will find a list of items for which there may be long lead times due to the limited supply which exists. This is based on our experience and knowledge, and of course there might be other parts having challenging lead-times. This list is meant as a courtesy to you, by sharing such knowledge we might avoid some difficult situations.

Eurocopter has specific actions in place intended to increase the availability of each of these items as soon as possible. Meanwhile, we encourage you to plan as much in advance as possible and/or provide forecasts for these items.

Part Number	Description	Models
All	Pyrotechnical Cartridges	All
K91B08-003	Fuel Return Hose	EC120
704A33-698-027	Sleeve	AS350, EC130, AS355
704A33-698-029	Sleeve	EC155, AS365
350A72044200	P2 Pipe	EC155, AS365

Equipment / Spare Parts

In order to improve your availability on equipment / spare parts, we are constantly working to purchase those part numbers mostly needed.

So, until next time, I wish you all the very best.

As an example, we have the following available for you:

<b>P/N</b>	<b>Description</b>	<b>Available for</b>
SC5084	Servo	Exchange, immediate delivery
SC5091-1	Servo	Exchange, immediate delivery
C621A1006101	M/R Blade	Exchange, Spare part, Rental, available mid May
C621A1006103	M/R Blade	Exchange, Spare part, Rental, available mid May

Yours sincerely,

Cathrine Dekko  
Managing Director, Østnes AERO AS