TEXTRON AVIATION ENHANCES 1CALL SUPPORT FOR EUROPEAN CUSTOMERS

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Textron Aviation announced it has strengthened its 1Call support offering to further meet the unique needs of its European customers. Now with increased capabilities during peak hours in Europe, the 1Call team has enhanced its multi-lingual support for customers who speak English, German, French and Spanish.

“Since launching just one year ago, customer response to 1Call has been extremely positive. The service has been so successful that customers who utilized 1Call over the past 12 months have seen a reduced duration of aircraft downtime by more than 60 percent,” said Kriya Shortt, senior vice president, Customer Service. “We continue to implement customized solutions that deliver value to our customers around the world. Strengthening the support 1Call provides our European customers is just the latest example of that commitment.”

Cessna Citation, Beechcraft King Air and Hawker customers around the world needing immediate support can contact the 1Call team 24/7 by dialing +1.316.517.2090. 1Call provides a single point of contact during unscheduled maintenance events and offers prioritized technical support, expedited parts ordering, alternative lift solutions or mobile service unit scheduling. Each AOG and

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unscheduled maintenance event is managed by AOG specialists through successful resolution.

Textron Aviation serves its European customers with six company-owned service centers, five line maintenance stations and a team of more than 400 employees, comprised of engineers, service technicians, field service representatives and sales representatives. In the last year, the company's focused investments in Europe have resulted in three dedicated support aircraft serving the region and a European parts distribution center located in Düsseldorf, Germany, which houses more than 225,000 parts.

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