

PRESS RELEASE

ATR adds new offers to its customer support services

Toulouse, 18 July, 2018 – ATR, the world's leading turboprop manufacturer and a company well recognised for its Customer Services, is pleased to announce the introduction of further new offers to its portfolio of customer services

New e-Spares:

ATR has launched a brand new user-friendly e-Spares portal, making it easier and quicker for customers (operators and MROs) to order parts through automated processes. Via the new e-Spares portal, ATR will increase the speed and efficiency of parts ordering. In addition, ATR is also further developing its door-to-door service, with the aim of better serving customers being even more flexible, accessible and reactive. To satisfy a need from its customers, the new e-Spares service of the aircraft manufacturer now also provides the possibility of ordering serviceable equipment. ATR can provide these second-hand parts at very competitive rates, and thus reduce maintenance costs of the airlines, as it develops a commercial activity in the purchase and dismantling of first generation ATRs.

Customer Care:

ATR is equally upgrading its Customer Care frontline service. Already providing support on a 24/7 basis from its Customer Support offices in Toulouse, Miami, Bangalore and Singapore, the frontline is now able to provide service and solutions to requests beyond AOGs, with accurate and quick responses to critical and routine events, in less than 24 and 72 hours respectively. The new organization of the Customer Care service is based on the feedback provided by our operators. ATR has also expanded its network of Customer Support Directors and Field Representatives, assisting customers and providing the best possible support on their specific issues.

A-checks:

ATR is targeting certification to extend A-check intervals from 500 to 750 hours before the end of the year. The worldwide ATR fleet flies more than one million hours per year. With the shift of A-checks from three months to four and a half with a consequent reduction in maintenance costs, an ATR operator can offer up to 700 additional seats per aircraft every year.

“Providing a wide range of customer support services is part of the DNA of ATR. With a fleet of over 1,100 aircraft in service, we have to make sure to match our operators' expectations on time and on quality”, declared Tom Anderson; SVP Programmes and Customer Services of ATR. “We want to provide an optimal service to every single ATR aircraft flying all over the world. Today, we have Global Maintenance Agreements with some 40 operators, and we celebrated the signing of two additional global maintenance contracts with Brazil's Azul and with Sweden's BRA. We will further develop our support to aircraft already in service, this is why we are now also proposing to install in retrofit some of the newest innovations that we are introducing into the market, such as our new Neo Classic and Neo Prestige seats or our brand new Cabinstream in-flight entertainment system.”

ATR Customer Support & Services activities generate some US\$ 350 million per year, nearly 20% of the overall annual turnover of the aircraft manufacturer. With the further expansion of its support offer, ATR expects to increase its Customer Support & Services turnover by approximately 10% per year.



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About ATR:

European turboprop manufacturer ATR is the world leader in the regional aviation market. ATR designs, manufactures and delivers modern regional aircraft, with a customer base fleet encompassing some 200 airlines in nearly 100 countries. The ATR 42 and the ATR 72 are the best-selling aircraft in the market segment of 90 seats or less. With continuous improvement as a driving force, ATR produces cutting edge, comfortable and versatile turboprops that help airlines expand their horizons by creating more than 100 new routes every year. Compared with other turboprops, ATRs offer an advantage of 40% on fuel burn, 20% on trip cost and 10% on seat cost, whilst offering the lowest noise emissions. ATR is an equal partnership between leading aerospace firms Airbus and Leonardo and benefits from a large global customer support network allowing it to deliver innovative services and solutions to its clients and operators all over the world. For more information, please visit <http://www.atr-aircraft.com>.

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