

CUSTOMER SERVICE BULLETIN



Jeppesen Alerts, Notices, and Bulletins; Dissemination of Product Related-Information

Jeppesen is committed to delivering the highest quality and most advanced products and services in the industry. Our ongoing commitment to quality includes using various communication channels to disseminate the latest information that affects the Jeppesen products and services you rely upon.

Updates are posted online at jeppesen.com under "Notices & Alerts." Here you will also find RSS feeds, which are an efficient way to monitor the latest information from Jeppesen. All Notices and Alerts mentioned in this service bulletin can be subscribed to using RSS feed technology. Issues related to our products or services are communicated using one or more standard notification methods. The method we use depends on the product or service as well as the criticality of the communication. The following is a brief description of our notification types:

NavData Alert¹

NavData Alerts are used to inform commercial NavData subscribers, including airlines, avionics equipment companies, and aviation service providers, of changes and issues related to databases distributed by Jeppesen. Alerts are intended to supplement the NavData Change Notices by disseminating time-critical information that could have a significant affect on flight operations. Alerts contain safety-of-flight or operationally significant information including but not limited to incorrect turn directions, altitudes, bearing changes, etc. This information typically affects Jeppesen's master database; however, each change or issue can be isolated to specific avionics equipment. To determine whether the change or issue affects your database, you should check with your individual avionics equipment manufacturer.

Chart Alert¹

Chart Alerts are used to quickly disseminate flight critical information that affects Jeppesen's Standard paper or electronic (JeppView) Airway Manual products. Occasionally, changes cannot be issued to customers through our normal paper or electronic production schedules prior to effectivity. Chart Alerts allow Jeppesen to immediately address these changes through either RSS or our website as soon as they come to our attention.

¹ Beginning November 2012, Alerts will only be distributed to our customers through RSS Feeds. To learn more about this subject, please see our 03 Aug 2012 Customer Service Bulletin.

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Airport Moving Map (AMM) Alert¹

Airport Moving Map Alerts are published to advise users of significant issues in Jeppesen Airport Moving Map data that may affect aircraft ground operations. AMM Alerts allow Jeppesen to immediately address these changes through either RSS or our website as soon as they come to our attention.

Obstacle and Terrain Alerts¹

Obstacle and Terrain Alerts are published to advise users of significant issues in Jeppesen Obstacle or Terrain datasets. Obstacle and Terrain Alerts allow Jeppesen to immediately address these issues through either RSS or our website as soon as they come to our attention.

Issues with obstacles and/or terrain that are displayed in individual products will be distributed in a product-specific alert. For example, an issue with obstacle or terrain data on an approach chart will be distributed in a Chart Alert and may not be distributed in an Obstacle and/or Terrain Alert.

NavData Change Notice²

NavData Change Notices are directed at customers who receive Jeppesen NavData for use in avionics equipment and flight planning systems, airline operations, and other systems that provide aviation information. They are published weekly on jeppesen.com under "Notices & Alerts" and in RSS feeds. They include updates and corrections to data and procedures that are not yet reflected in Jeppesen's navigation databases. NavData Change Notices contain narrative explanations of the changes that affect the data coded in Jeppesen's current NavData cycle. Customers who receive an Internet update service from Jeppesen will also receive NavData Change Notices as part of their service.

Chart Change Notice²

Chart Change Notices are directed at customers who receive Jeppesen Terminal and Enroute charts. They are included in the revision updates that are mailed to customers and are also posted on jeppesen.com under "Notices & Alerts" and RSS feed. Each notice contains a narrative explanation of changes affecting the current Jeppesen chart. Jeppesen Chart Change Notices highlight only significant changes affecting Jeppesen Charts. A Graphic Chart Change Notice may be issued to depict a more significant change to a Jeppesen Enroute or Area chart. A Chart Change Notice will remain in effect until the chart is to be reissued.

On-Demand Change Notice²

On-Demand Change Notices are available on Jeppesen.com in the Main page and under the Notices and Alerts page. They contain the same content that both NavData and Chart Change Notices contain. However, unlike NavData and Chart Change notices, On-Demand Change Notices are updated when our Change Notices Database is updated (near real-time). On-Demand Change Notices also allows the user the ability to search Change Notices for a single Airport or FIR.

¹Beginning November 2012, Alerts will only be distributed to our customers through RSS Feeds. To learn more about this subject, please see our 03 Aug 2012 Customer Service Bulletin.

²When Charts and/or NavData are intentionally omitted from Jeppesen Airway Manual or NavData respectively, Change Notices will include that information along with the respective revision/cycle that the information will be included.

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NavData Notice

NavData Notices are issued to airframe and avionics equipment manufacturers to announce additional database capabilities or new datasets that will affect the output of navigational data. NavData Notices are intended for Jeppesen's Original Equipment Manufacturer (OEM) partners only. Jeppesen's Product Management department may also issue notices highlighting any changes made to Jeppesen Internet update services, such as data content, modifications to data card sizing, or system-specific information issued by an avionics equipment manufacturer. End users of the data may contact their avionics equipment providers with questions regarding the availability of data in their specific units.

Briefing Bulletin

Briefing Bulletins provide you with explanations of modifications to Jeppesen products that are being implemented in response to changes suggested by customers or required by governing authorities. In particular, Briefing Bulletins explain how changes will affect Jeppesen's products.

Customer Service Bulletin

Customer Service Bulletins contain information that educates you on the content of our products and services. Additionally, Customer Service Bulletins may be issued to inform customers about major events where significant short-term changes or restrictions to flight operations will be in effect.

Please note that the Customer Notification Services defined above only refer to Jeppesen products and do not replace State-published NOTAMs.

All communication channels listed above are posted on jeppesen.com under the "Notices & Alerts" section.

We hope this bulletin clarifies the various product and service updates you may receive from Jeppesen. If you have any questions please contact your account representative or customer service at:

<p style="text-align: center;">The Americas 800.621.5377 E-mail: captain@jeppesen.com</p>	<p style="text-align: center;">Europe & Asia +49 6102 5070 E-mail: fra-services@jeppesen.com</p>
<p style="text-align: center;">United Kingdom, Middle East & Africa +44 1293 842404 0800 085 5377 (UK & Ireland) E-mail: uk-services@jeppesen.com</p>	<p style="text-align: center;">Australia +61 2 6120 2999 E-mail: customerservice@jeppesen.com.au</p>

Sincerely,

Jeppesen Corporate Technical Standards and Product Management

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