



CUSTOMER SERVICE BULLETIN

Dissemination of Jeppesen Alerts Using Really Simple Syndication (RSS) Feed Technology

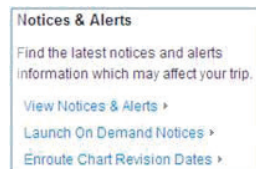
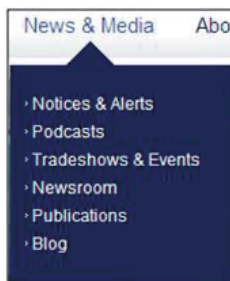
Jeppesen distributes issues related to our products and services using several standard notification methods. One of these notification methods includes issuing time-critical information using Jeppesen Alerts¹. Until now, Jeppesen Alerts have been distributed through emails to the individually affected customers. Additionally, Alerts are posted online at <http://www.jeppesen.com> under “Notices & Alerts.” Here you will also find RSS feeds, which are an efficient way to monitor the latest information from Jeppesen.

Beginning 01 November 2012, Jeppesen will only broadcast Alert notifications using RSS Feeds. Between now and 01 November 2012, Jeppesen will distribute Alerts using both Email Notification to Current Email Recipients and RSS Feed technology.

With our RSS feeds you can customize the information you receive and make sure you're always up-to-date.

To get started, follow these simple steps:

1. From www.jeppesen.com, navigate to the Notices and Alerts page from either the “News and Media” or “Notices & Alerts” on the lower left hand corner of the home page.



¹ Alerts are specific to certain Jeppesen Products including NavData Alerts, Chart Alerts (Paper and Electronic), AMM Alerts, Obstacle Alerts, and possibly other Alert Types in the future.



CUSTOMER SERVICE BULLETIN

- Using the Map on the Notices and Alerts page on Jeppesen.com, select your coverage area(s) (e.g., Region and Sub Region). If you want to get Alerts for all geographical areas, select All Regions using the dropdown at the bottom of the page.

Coverage Area		
Africa 78 Notifications	Atlantic 70 Notifications	Australia 82 Notifications
Canada & Alaska 103 Notifications	China 74 Notifications	Eastern Europe 92 Notifications
Latin America 74 Notifications	Middle East & South Asia 90 Notifications	Pacific Basin 103 Notifications
South America 84 Notifications	United States 148 Notifications	Western Europe & Mediterranean 139 Notifications

View Notices & Alerts for All Regions within :

Note: The production tab pertains to server maintenance, production issues and other items that may affect the products and services you receive from Jeppesen.

- Once your preferred Region/Subregion is selected, the RSS Feed Icon will display the region and sub regions selections as shown in the example here.

Aviation Notices & Alerts

Region : Subregion :

Publish Date :

NavData | Paper Charts | Electronic Charts | VFR Charts | Terrain Obstacles

Airport Moving Map (AMM) | Other

NavData Alerts (0) [RSS]

NavData Change Notice (0) [RSS]

NavData Notice - Jeppesen Customer (0) [RSS]

NavData Notice - Airframe/Avionics (0) [RSS]

CUSTOMER SERVICE BULLETIN



- In the example below, Germany was selected as the sub region to follow. A new webpage will open with all the Notices and Alerts information pertaining to that sub region, and the following box will appear at the top of the screen.



- Select "Subscribe to this feed" to receive another box which will give you an option to "Subscribe" to the RSS Feed.



Notice in both boxes above, you can select the "Learn more about feeds" and "What is a Feed?" options to get additional information on the subject of RSS Feeds, including an FAQ section.

There are other tools available, besides web browsers, to view RSS Feeds, such as email providers and RSS Viewers (readily available on the internet). To view RSS Feeds using other RSS Viewers, simply Cut and Paste the URL Address from this new page and paste it into the RSS Feed Viewer of your choice.

That's it! Now the RSS feed automatically shows you any new Notices and Alerts so you'll always have the latest information. And it's customized so you only get the information that matters to you.

In addition to Alerts, RSS Feeds can be used to view Notices. This includes the ability to customize the region that you would like to receive Notices for. In the future, Jeppesen may use RSS Feeds to eliminate the paper service we



CUSTOMER SERVICE BULLETIN

currently use to broadcast Notices. If/when that happens, additional information will be published on that subject.

We hope this bulletin clarifies the steps necessary to set up RSS Feeds. If you have any questions concerning the instructions contained in this Bulletin, please contact us at:

US Toll free: 1.800.732.2800
Direct: 303-328-4587
International: + 49 6102 508270
Email: pctechsupport@jeppesen.com

For questions concerning the contents of individual Alerts and Notices, please contact us at:

Phone: 303-328-4445
E-mail: navdatatechsupport@jeppesen.com

We welcome your feedback between now and 01 November 2012 on this subject. Your input may help us improve our RSS Feed capabilities and enhance our communication methods.

Sincerely,

Jeppesen Corporate Technical Standards and Aviation Product Management

RETAIN THIS BULLETIN UNTIL ADVISED TO DESTROY.