

In a rapidly changing aviation market, Jeppesen delivers the expertise and skillset flexibility that modern operators need to stay competitive. We solve aviation's most complex tasks by providing experts whose sole mission is to remove operational burdens.

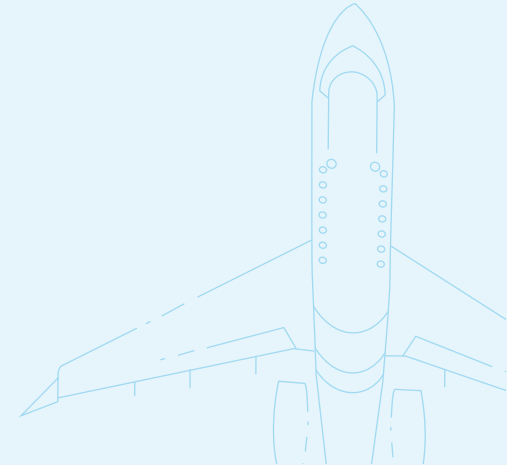


Flight Dispatch Services

Jeppesen Flight Dispatch Services

Flight Dispatch Services provide expert and personalized services for commercial airlines and corporate flight departments.

Jeppesen Flight Dispatch Services provide global flight planning support for all phases of flight that are regulatory compliant and customized to each customer's unique operation. Our 24/7/365 team works with you to fill any operational gap to enable your business to be more efficient and risk adverse. We bring decades of industry competitive expertise along with exceptional service delivery.



Dispatch Expertise and Risk Mitigation

- All dispatchers have extensive airline experience and hold FAA aircraft dispatcher certifications.
- Dispatchers follow structured regulatory compliant processes to mitigate risk while ensuring the safety of flights.
- A global staff efficiently handles complex route planning scenarios taking into account multiple operational factors.
- We offer proactive flight following services, including trending weather patterns, ETOPS calculations, aerial refueling procedures, orbit operations, drift down rates, re-clear processes, diversion coordination and other en-route surveillance elements.



Customized Best-in-Class Service

- Services are personalized, responsive and follow strict standards to deliver the unexpected touch.
- Dispatchers adhere to individual customer policies and statements of work. Operations documents are written for each operator specifying unique dispatch needs.
- Expanded services available through the International Trip Planning group for concierge, logistical and fueling needs.



Enhanced Resource Management Support

- Continuous flight dispatch support takes the burden off over-scheduled crew or operations staff required to multi-task. This can also result in reduced turnover and retraining costs.
- Operational efficiency is increased when dispatch services are outsourced as crew and pilots can concentrate on core functions instead of diverting attention to self-manage flight planning tasks and disruptions.
- Dispatchers are key decision makers for the operational part of the flight, streamlining the flight planning process and reducing the number of touch points.
- After-hours and back-up support ensures business continuity and only having to pay for what you need.
- Customers who buy this service do not need to purchase a flight planning solution or other dispatch related product thus reducing investment spending and operational costs.



Ease of Use and Transparency

- Users can effortlessly download/upload, email and fax trip information quickly from a central location to anywhere worldwide.
- Customer-specific web portals allow complete visibility to view and track flight status, enable communications and execute rapid self-service change control and customizations.
- Paperless flight release delivery provided by Jeppesen FliteBrief enables users to effectively manage the content and distribution of crew flight briefing packages, as well as flight status.



Partnership with World Fuel Services

- Gain the pricing power of the world's largest reseller of fuel
- Instant availability of fueling at over 3,500 airfields
- 24/7 fuel dispatch and pricing quotes
- All-inclusive pricing — no surprises on invoices
- Online ordering service using customer-specific pricing



Contact Information

For more information, contact a sales representative at the following email addresses depending on your market:

Business Aviation ba-customerservice@jeppesen.com

Commercial Aviation commercial.operations@jeppesen.com

Or contact the International Trip Planning team directly at comdispatch@jeppesen.com.