

### Press Release

#### **Airbus Helicopters to enhance customer support through regional network of Premium Service Centers**

- Select service centers to receive incentives and training to increase local support and service capabilities

GRAND PRAIRIE, Texas (March 6, 2017) – Airbus Helicopters Inc. is taking additional steps to enhance customer support to its many, far-flung Airbus helicopter operators by creating a network of specially trained, stocked and equipped Premium Service Centers.

Premium Service Centers will be selected from the company's existing network based on their geographical coverage, reputation, and quality of services provided to their customers, as well as loyalty to Airbus Helicopters products and services.

"The goal of creating the Premium Service Center network is to improve the level of support we provide to Airbus helicopter operators," said Anthony Baker, Vice President of Customer Support for Airbus Helicopters Inc. "This network of high-quality regional centers can respond swiftly and provide commonly needed spare parts, repairs, and service capabilities now available only from Texas."

Service centers chosen to participate in the Premium Service Center program will receive financial incentives to increase spares stocks and will be measured and rewarded based on meeting agreed upon commitments. The service center managers and employees will receive additional training in Airbus Helicopters support and services offerings. They will be tasked with marketing Airbus Helicopters HCare support and services programs, previously available only from the OEM, to their customer base. They will also be incentivized to assist the Airbus Helicopters Inc. sales and marketing team in developing new customers and providing demo flights.

Airbus Helicopters Inc. representatives will be on hand throughout Heli-Expo 2017, March 7-9 at the Kay Bailey Hutchinson Convention Center in Dallas, Booth #7648 to answer questions on all product support subjects, including HCare warranty and support offerings, and the Keycopter online portal.

Several industry-leading Airbus helicopter models will be on display at the booth as well as a virtual reality experience demonstrating the capabilities of the H160 helicopter now under development.

Airbus Helicopters Inc., based in Grand Prairie, Texas is an affiliate of Airbus Helicopters and Airbus.

#### **About Airbus**

Airbus is a global leader in aeronautics, space and related services. In 2016, it generated revenues of € 67 billion and employed a workforce of around 134,000. Airbus offers the most comprehensive range of passenger airliners from 100 to more than 600 seats. Airbus is also a leader in tanker, combat, transport and mission aircraft, as well as Europe's number one space enterprise and the world's second largest space business. In helicopters, Airbus provides the most efficient civil and military rotorcraft solutions worldwide.

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