

Gulfstream Customer Support

Gulfstream Customer Support encompasses those functions that maximize customer satisfaction post-delivery. Its growing portfolio of products and services creates an exceptional customer experience.

Gulfstream continues to maintain the largest company-owned product support network for business jets, with more than 4,700 professionals. No other business jet manufacturer offers a wider range of services, enhancements, spares, support functions and technical publications than Gulfstream.

Aircraft Ownership Service (AOS), introduced in the fall of 2017, is a turnkey maintenance and operations program for business-jet owners who want the convenience of private air travel as well as a simplified aircraft ownership experience. Gulfstream supports, operates and maintains aircraft for AOS enrollees from delivery through the jet's life cycle. Participants choose from a suite of offerings, tailoring the program to fit their specific needs and capabilities.

Gulfstream Customer Support also operates a 24-hour-per-day/365-day-a-year Customer Contact Center, a repair center exclusively for components, and 12 company-owned service centers worldwide with a combined area of more than 5 million square feet.

In concert with business-aviation services companies such as Jet Aviation and ExecuJet, Gulfstream has more than 20 factory-authorized service centers and authorized warranty facilities on five continents.

Gulfstream has more than \$1.6 billion worth of parts and materials available through distribution points around the world. Its team of more than 50 field service representatives provides technical support to operators and serves as their liaison to Gulfstream at strategic locations worldwide.

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Gulfstream Field and Airborne Support Teams (FAST) include dedicated technicians, dedicated flight crews and a manager based at Gulfstream Savannah. In the last year, the technicians, who travel on dedicated Gulfstream G150 aircraft, have made approximately 700 missions to deliver parts and/or people to Gulfstream operators within North America, Central America and the Caribbean. In Europe, the Middle East, Africa and Asia, FAST includes dedicated maintenance engineers. FAST also has rapid-response vehicles throughout the U.S. and in Europe.

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