



# CUSTOMER SERVICE BULLETIN



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## Jeppesen Notices, Alerts 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 may affect the Jeppesen products and services you rely upon.

Updates are posted online at [jeppesen.com](http://jeppesen.com) under “Notices & Alerts.” Here you will also find RSS feeds, which are an efficient way to monitor the latest information from Jeppesen.

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. Our Alerts contain the most critical changes and issues. The following is a brief description of our notification methods.

### **NavData Alert**

NavData Alerts are used to inform 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 Alert**

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 e-mail or our website as soon as they come to our attention.



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## **Airport Moving Map (AMM) Alert**

Airport Moving Map Alerts are published to advise users of significant issues in Jeppesen Airport Moving Map data that may affect aircraft ground operations. These Alerts are distributed to affected Airport Moving Map customers.

## **NavData Change Notice**

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 and 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 may also receive NavData Change Notices as part of their service.

## **Chart Change Notice**

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 you and are also posted on [jeppesen.com](http://jeppesen.com) under "Notices & Alerts." Each notice contains a narrative explanation of changes affecting the current Jeppesen chart. Most of these changes are either temporary in nature with a known duration, or are not considered operationally critical. 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 a significant change causes the chart to be reissued.

## **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 availability of data in their specific units.



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## Briefing Bulletin

Briefing Bulletins provide you with explanations of modifications to Jeppesen services 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 services.

## 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 Notices, Alerts and Bulletins defined above only refer to Jeppesen products and do not replace State published NOTAMs.

All communication channels listed above are posted on [jeppesen.com](http://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:

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Sincerely,

Jeppesen Standards and Product Management

**RETAIN THIS BULLETIN UNTIL ADVISED TO DESTROY**