



Customer Information Letter

Sky Connect LLC

Letter Number: SC2007-001

Category: All units

Topic: Technical Support

Effective April 1, 2007 Sky Connect will be broadening its technical support hours to accommodate customers across the globe.

Changes being made – we have a new technical support email address to allow customers to reach any of the staff on duty during normal business hours, and a mobile phone to handle after hours calls.

techsupport@skyconnect.aero will reach any of the personnel at the Slidell, Louisiana office. This should be your primary email address to reach anyone for technical support. If you want to contact any of them directly, you may address the email above email address to Mike, Wes or Kent, or email them individually at;

Mike Freyder - mfreyder@skyconnect.aero
Wes Hastings - whastings@skyconnect.aero
Kent Morris - kmorris@skyconnect.aero

Emails will be returned the same business day or if sent after hours, the next business day. If there is an urgent question, please use the phone to contact Sky Connect after hours.

An "AOG phone has been assigned to one of the personnel above at all times. Calls after the normal business hours of 8am -5pm Monday thru Friday (Central Time zone) will still be handled through the 985-863-0954 number, and forwarded to the technician on call.

Calls after hours will be forwarded directly to the AOG phone. If we can not be reached directly, please leave a number and the call will be returned ASAP.

Calls after 10pm (Central Time) declared to be AOG in nature will be returned, but there will be an **AOG fee from 10pm to 8am central time USA**. The fee will be \$150 (US) and by leaving a call back number the caller agrees to pay this amount. Your call will be addressed ASAP after leaving the return phone number.