

Information update for customers of Skyport

Operations testing of the call forwarding system at the Customer centre

Dear customers,

The aim of our company is to permanently improve our services for our customers. Therefore, we have now decided to install in the Customer centre on the ground floor of the cargo terminal the call forwarding system. You would be familiar with this system as it is similar to the one from your local bank or post office. The call forwarding system will simply help you to follow a sequence in the queue by obtaining a numbered ticket during the clearance of the duties and collections at the import.

As a result, you will avoid any possible misunderstandings or confusion during the waiting time before your turn. You will also be able to proceed with any other tasks without any problems or stress, e.g. to make telephone calls etc.

The testing of the operations for this system will commence from 7 January 2009.

The procedure will be as follows:

- 1) Select the required type of service/s from the waiting tickets desk located at the front of the entrance:
 - Cash-desk
 - Trucks
 - Import
 - Export
 - Dangerous goods
 - Claims
- 2) Press the relating button
- 3) Withdraw the ticket with the sequence number
- 4) Follow the information display board in the Customer centre
- 5) When your number appears on the display, proceed to the relevant counter. Any newly served number will be followed by the beep signal as well.

PLEASE NOTE:

It is important that you follow the above procedure, as failing to do so would result in you not being served at the counter without a relevant number.

Consequently, I would also like to inform you that you do not have to wait for the collection of your imported goods any more in the cold area in front of the warehouse. You will now be informed about your collection on the same display board in the warehouse No.9!

Working hours for the call forwarding system will be the same as those of the Customer Service Centre.

Prague, 6th of January 2009

Ladislav Klimeš
Sales Director - Czech Republic