

Navigation and IFIS Database CD Service Discontinuance

Effective March 2019

Dear Valued Customer:

The Rockwell Collins Flight Database Services team has been shipping Navigation and IFIS databases on CD media for many years. Widespread internet availability and improved transmission speeds now offer customers more convenient access to their databases as well as providing an improved delivery schedule by downloading them directly from the Rockwell Collins web portal. The convenience of downloading databases from the Rockwell Collins web portal has caused a significant reduction in the number of customers requesting CD delivery. As a result, we have reached a point where it is no longer feasible to sustain this service for such a small number of customers. Therefore, Rockwell Collins will discontinue the CD delivery service of Navigation and IFIS databases effective March 2019. Database cycle 1904 will be the final cycle that databases will be delivered on CD.

After cycle 1904, all Navigation and IFIS database customers will be required to log into their Rockwell Collins web portal account to download their databases. The attached document provides step-by-step instructions on how to self-register on the Rockwell Collins web portal as well as how to access your company's portal account. Within this document you will also find a link that will take you directly to an instruction document that walks you through the download process. If you still desire to have your databases on a CD, you will be able to duplicate them onto a CD/DVD of your own.

CD shipping charges for the final year of CD service will be handled as follows. Any customer whose database subscription renews between April 2018 and September 2018 will only be billed for six months of CD shipping. Customers whose database subscription renews after September 2018 will not be billed for CD shipping. All CD customers will still receive full CD service through March 2019. You may also cancel your CD service early if you wish. If you have any questions about this, please contact our Database Subscription Customer Service group at 319-295-5000, option 3.

There are several advantages to using the Rockwell Collins web portal. Databases are available for download thirteen (13) days prior to the effectivity date. You can download your new databases while away from your base since the Rockwell Collins web portal can be accessed from any location in the world that has internet service (FBOs, hotels, etc.). You can review all of the additional resources Rockwell Collins provides with your database service while on the web portal (Flight Alerts, Procedure Exclusion Lists, Coverage Maps, Database Availability and Effectivity Schedule, etc.). To access your account and download your databases as well as review the resources mentioned above, navigate to www.rockwellcollins.com/fms.

Please contact the Rockwell Collins Flight Database Services team at 319-295-5000, option 1, option 2, option 1 or email us at collinsdatabasetech@rockwellcollins.com with any questions.