

# **Customer Services**

## **Self-briefing stations at Entebbe**

AIM working stations assist the user in filing flight plans, consulting NOTAM, and retrieving Pre-flight Information Bulletins (PIB).

These workstations are at the disposal of the crews, and the flight dispatchers at the main briefing office in Entebbe.

## **Library**

The AIP and AICs of most European and African countries, as well as regulatory publications (Uganda Civil Aviation Authority, and ICAO) are available for consultation in the AIM library in the AIS Headquarters of Uganda Civil Aviation Authority.

Access is only possible after appointment with the AIS Headquarters by telephone (+256 312 352503).

## **Sales Office**

AIS Headquarters  
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### **Prices**

The AIP is available in both paper and electronic format. Per year 12 amendments are issued.

The price of the AIP and the amendment service is published via an AIC (*Aeronautical Information Circular*) entitled '*AIP Uganda - Price List*', which you can find in the eAIP

### **Order**

All orders have to be addressed to our sales office via mail, fax or e-mail, using the AIP Uganda purchase order form. Please note that via e-mail only scanned signed copies of the purchase order form are accepted.

### **Payment**

The customer can make the payment of his order following instructions published in the AIC on payments.

### **Delivery**

The purchased products can be delivered all over the world. Deliveries are carried out by mail to the address that the customer has stated in his purchase order.

The customer is responsible for verifying the package condition upon delivery, and has to notify non-conformities to the sales office by fax or e-mail within three days after having received the package.