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FOR IMMEDIATE RELEASE

Pratt & Whitney Canada Brings Service Excellence to the Next Level

Longueuil, Quebec, October 1, 2008 – Pratt & Whitney Canada is integrating its customer service and support centre groups into a new Customer Service organization to further increase customer focus and value. Pratt & Whitney Canada (P&WC) is a United Technologies (NYSE: UTX) company.

“Bringing our aftermarket resources together into one single team is part of our strategy to bring our services to the next level and keep our customers flying with the very best support and service network in the industry,” said John Saabas, executive vice president, P&WC.

P&WC’s new Customer Service organization is aimed at delivering on a number of key benefits including:

- A simplified customer experience and point of contact with P&WC through new web tools and a Customer Program hub integrating P&WC resources worldwide
- Faster response to customers through increased availability of new, used and exchange parts, accessories, and rental engines around the world
- A significant reduction in the turn-around time (TAT) of engine shop visits

“Product performance, speed and simplicity are top values for our customers,” said Maria Della Posta, who has been appointed vice president of the new Customer Service organization. “The Customer Service organization is designed to deliver on these values by ensuring we are fully aligned with our customers’ needs and deliver a remarkable experience each time they do business with us and our network of service facilities. Our goal is to continue providing unmatched quality, responsiveness and consistency across all our services.”

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Over the coming months, P&WC will pursue the restructuring and integration of its service and support groups to create more synergy with its customer base and to offer a simplified experience. It builds on several initiatives taken over the past year to improve responsiveness and delivery times. These include the establishment of a Customer First Centre – an enhanced and world-class frontline service – which brings together the best expertise from across key support areas to resolve customer issues promptly and minimize aircraft return-to-service times. For instance, the centre has contributed to a 50-percent improvement in return-to-service performance after its first year of operation.

P&WC's global support to customers comprises over 30 P&WC-owned and designated service facilities, field representatives worldwide, mobile repair teams available around the clock, the largest pool of P&WC rental and exchange engines in the industry, and advanced diagnostic capabilities. P&WC's commitment to a stronger customer focus and operational excellence is backed by over one-half billion hours of in-service experience, industry benchmark reliability/dispatch availability.

In the last 12 months, P&WC has opened three new parts distribution centres (PDCs) in Amsterdam, Singapore and Australia, and plans to open an additional one in Brazil by next year to increase its global footprint and provide rapid parts deliveries to customers around the world.

In addition, the company has expanded its global network of mobile repair teams (MRTs) to provide faster support to its engine customers wherever they are located. It is also increasing its advanced diagnostics and engine trend monitoring capability to offer customers earlier analysis and better planning of their maintenance needs and costs.

Pratt & Whitney Canada, based in Longueuil, Quebec, is a world leader in the design, manufacture and service of aircraft engines powering business, general aviation and regional aircraft and helicopters. The company also manufactures auxiliary power units and industrial gas turbines. United Technologies, based in Hartford, Conn., USA, is a diversified company providing high technology products and services to the global aerospace and building industries.

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