



Charter Operations Enhancement Update

July 23, 2021

Attn: Station MCCs
Ground Operations

Greeting Leaders,

We wanted to thank you all for taking the time to participate in our Charter Enhancements Webinars over the past couple weeks. We appreciate your leadership in getting your stations prepared with the new information and materials you have been given.

Although we have given out the new materials, we are not entirely ready to launch with the new enhancements. There are some regulatory and procedural challenges that have our focus right now, but once we receive clearance, we will continue with enhancement rollouts.

We do want to share with you that we already have seen some improvement in Charter Operations following our webinar series. Take a look at the stats below **[insert Stats]** Thank you all for the hard work you've done so far, and we only anticipate more improvements to come after charter enhancements go live.

In the meantime, please look over and get more familiar with the new resources that were sent to you. You will continue to use the current equipment you have for your charter operations until we officially go live with the new enhancements. Also, keep an eye on your current charter operations and make a note of any challenges that may arise. We appreciate your dedication to making our charter operations more successful.

Sincerely,
The Charter Field Operations Team



CharterFieldOps-
DG@wnco.com