

SAN JOSE
INTERNATIONAL
AIRPORT

May 13, 2010

To All General Aviation Tenants:

In order to continue to serve our customers we have listed a few changes to the Badging process which will improve efficiency limiting unnecessary delays for our tenants. These changes went into effect on April 20, 2010.

Scheduling Appointments

Currently it takes on average two weeks to schedule an appointment with the Badging Office. Please call to schedule an appointment at least 2-3 weeks before the badge expires.

No appointment is needed for the following reasons:

- If the applicant finished the tests, they may come back to pick up their badge without an appointment. Proper ID is still required.
- Broken Badges

Due to the high volume of appointments in a day, we are **no longer able to assist customers on a walk in basis outside of the reasons listed above**. An Appointment is required for the following reasons:

- **New Badge-** New Applicants that need to start the Badging Process
- **Testing-** All bi-annual testing appointments.
- **Lost Badges-** To replace a Lost Badge. PRIORITY
- **Swapping Tenants-** To change the tenant sponsorship from one tenant to another.
- **Legal Name Change-** To legally change the name of the applicant on the badge

We do understand that specific types of appointments cannot wait until the next available appointment. Those appointments listed as Priority (see above) will receive precedence and we will do our best to schedule these appointments either the same or the following business day.

When scheduling an appointment please make sure to identify which type of an appointment is needed. Failure to communicate the proper information will lead to the applicant having to reschedule their appointment to the next available date.

To schedule an appointment please contact the Badging Office at 408-392-1100

Badging Office Hours and new location

We have recently changed our office hours and location. Our new location is

1701 Airport Boulevard, Suite B-1130
San Jose, CA 95110

Our new Business Hours are:

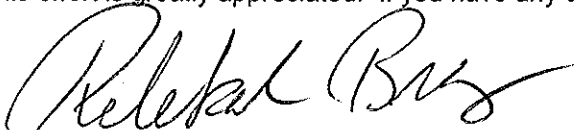
Monday, Tuesday, Thursday, and Friday 7:00 am-12:00 noon and 1:00-4:00
Wednesday 7:00-12:00

Applications

Please make sure that the application is completely filled out. Incomplete applications will be turned away and the applicant will be directed to their Authorized Signatory for assistance. The applicant will need to reschedule their appointment to the next available date.

It is important to make sure that the applicant has all appropriate forms of identification (see attached list of acceptable documents). We are unable to assist customers if they do not have the appropriate documents. Failure to provide the appropriate forms of identification each time they do business in Badging will result in the applicant having to reschedule to the next available appointment date.

Delays due to the reasons listed above costs money and time to both the airport and the tenants. In order to reduce costs to all, please communicate these guidelines to all. Your cooperation in this effort is greatly appreciated. If you have any questions, please feel free to contact me.



Rebekah Bray
Badging Office Manager
San Jose International Airport
408-392-1100