

	SERVICE LEVEL AGREEMENT	<i>Code No.:</i> SLA – 01 <i>Version:</i> ### <i>Date:</i> DD MMM YYYY
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SERVICE LEVEL AGREEMENT

Aeronautical Information Service

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	<i>Prepared by:</i>	<i>Reviewed by:</i>	<i>Approved by:</i>
	Name Title	Name Title	Name Title
<i>Date last update</i>	dd ⁿⁿ MONTH yyyy		

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Scope and Field of Application

The scope of this Agreement covers the provision of data by the **COMPANY NAME** Aeronautical Information Service (AIS) and subsequent management thereof, which involves:

- entering;
- editing;
- formatting;
- publication;
- storage;
- distribution; and
- provision.

aeronautical information/data through:

- the eAIP, with the corresponding amendments;
- the eAIP supplements;
- NOTAMs and Trigger NOTAMs;
- PIBs;
- AIC;
- AIRAC amendments;
- Checklists of valid NOTAMs; and
- Lists of valid NOTAMs (Summary).

This agreement applies to both the **Aeronautical Information Service (AIS)** and **NAME**.

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Control of changes

Document

Coding	AC		
Title	Service Level Agreement		
Version No.	1.0	Document status	Final
Owner	COMPANY NAME		
Location of the master copy	COMPANY NAME		
Date of last update <small>(dd/mm/yyyy)</small>	dd/mm/yyyy		

Control of modifications

<i>Date</i>	<i>Version</i>	<i>Reason for the modification</i>	<i>Responsible party</i>
dd MMM yyyy	V#.##		Title / Position

This Agreement will be updated whenever a new version thereof is produced.

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Record Sheet and List of Amendments

Amendments

Amendments to this Document must be made by page: replaced, added, deleted, or completely redrafted.

The personnel responsible for amending this Document must complete the following Record of Amendments.

Record of Amendments

<i>Amendment No.</i>	<i>Date of Amendment</i>	<i>Amended by</i>	<i>Date</i>

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Reference Documentation

Regarding the regulatory technical documents applicable to the AIS:

- ICAO Annex 4 – Aeronautical Charts
- ICAO Annex 5 – Units of Measurement to be used in Air and Ground Operations
- ICAO Annex 11 – Air Traffic Services
- ICAO Annex 14 – Aerodromes
- ICAO Annex 15 – Aeronautical Information Services
- ICAO Doc 7910 – Location Indicators
- ICAO Doc 8126 – Aeronautical Information Services Manual
- ICAO Doc 8400 – ICAO Abbreviations and Codes
- ICAO Doc 8697 – Aeronautical Chart Manual
- ICAO Doc 9674 – WGS-84 Manual (National regulations)

ICAO Doc ...

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Terms and definitions

The abbreviations contained in the State eAIP are adopted.

Definitions

- Service Level Agreement (SLA): is a written contract between a service provider and its customer to define the agreed level of quality of that service. For this Agreement, the “customer” will be considered to be the data originator, and the “service provider” will be considered to be the Aeronautical Information Service.
- Accuracy: A degree of conformance between the estimated or measures value and the true value.
- Integrity (aeronautical data): The classification is based on the potential risk resulting from the use of altered data. Aeronautical data are classified as:
 - a) Ordinary data: very low probability that the use of altered ordinary data will seriously jeopardize the safe continuation of the flight and landing of an aircraft to such an extent as to cause a catastrophe;
 - b) Essential data: low probability that the use of altered essential data will seriously jeopardize the safe continuation of the flight and landing of an aircraft to such an extent as to cause a catastrophe; and
 - c) Critical data: high probability that the use of altered critical data will seriously jeopardize the safe continuation of the flight and landing of an aircraft to such an extent as to cause a catastrophe.
- Metadata: Information about data (which shall be submitted to AIS whenever an amendment or new information regarding operational data is to be published in the eAIP, an AIC or eAIP SUP), or the set of features associated to any data. Therefore, metadata describe the content, quality, format, and other characteristics of a resource. In general, they respond to the following questions:
 - What: Title and description of a data set or service
 - When: When the data set or service, and the various updates, if any, were created. It may also indicate until when this data set is reliable.
 - How: How data was obtained and processed and how can it be accessed. In the case of service metadata, it must indicate how to access or use the service.

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- Where: The geographical area or extension covered by the data, based on latitude/longitude, x and y coordinates, or an administrative area described by its name.
- Data originator:
 - *Name the data originator(s) here...*
 - *i.e. Civil Aviation Authority of*;
- Data accuracy: The smallest difference that can be reliably distinguished by a measurement process.
- Data resolution: Number of units or digits with which a measured or estimated value is expressed or used.

Abbreviations

- AC : Advisory Circular
- AIC : Aeronautical Information Circular
- eAIP : electronic Aeronautical Information Publication
- eAIP SUP : electronic Aeronautical Information Publication Supplement
- AIS : Aeronautical Information Services
- AIRAC : Aeronautical Information Regulation & Control
- ARO : Air Traffic Services Reporting Office
- NOTAM : Notice To Airman
- NOTAMN : NOTAM New
- NOTAMR : NOTAM Replace
- NOTAMC : NOTAM Cancel
- SLA : Service Level Agreement
-

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1. Introduction

The **Service Level Agreement (SLA)** is a formal agreement between:

The **COMPANY NAME** and **NAME**;

that defines the services provided, the indicators associated to said services, acceptable and non acceptable levels, the responsibility of the data originator and the Aeronautical Information Service, and the measures to be adopted under specific circumstances.


The basic objectives of this SLA are as follows:

- Improve communication. It facilitates two-way communication between the parties. This communication starts at the beginning of the SLA process and continues throughout the life of the agreement. Both parties must get together in order to understand the needs, priorities, and concerns of their counterpart, and thus understand the consequences of not meeting their obligations.
- Protect against excessive expectations. The process facilitates the identification and discussion of expectations and the resources needed to meet them. Consequently, it helps to identify the service levels that are acceptable to both parties and that are attainable and achievable.
- Define mutually agreed standards. A standard is set against which performance can be measured. Customer expectations are identified, the boundaries of service provision are defined, and responsibilities are clarified. An SLA and the communication process involved in its establishment help to minimize conflicts between the parties and provide a means for conflict resolution should a problem arise.
- Measure service effectiveness. As the SLA defines the standards against which the service can be measured and assessed, it provides the basis for assessing the efficacy of the service.

The Agreement must ensure that both parties have a clear understanding of the bases on which data shall be provided, received and used.

This is especially important since most of such data will be part of the Integrated Aeronautical Information Package and will be disseminated to all the aeronautical community, both national and international.

An agreement of these characteristics is based on the fact that Annex 15 “Aeronautical Information Services”, 3.2, states the need to implement a Quality Management System in AIS which, in turn, means that data entering the system must have a level of quality that meets the requirements contained in that Annex.

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2. Service Description

A description follows of a set of rights and obligations of both the originator and the AIS, which they shall comply with in relation to the provision and handling, respectively, of the data involved.

2.1. Regulations applicable to the data originator

2.1.1. Data originator rights

- a) Request the information generated by the AIS, both in relation to the data specified in Chapter 3. and to any other contained in the Integrated Aeronautical Information Package, which may be delivered in printed or digital format; and
- b) Make all the changes to data specified in Chapter 3. as and when so required, provided the established deadlines are met.

2.1.2. Data originator obligations

- a) Provide the metadata and/or data established in Chapter 3. with the requirements and/or formats defined in this agreement in English (see “AIS obligations concerning data”);
- b) Introduce any changes to such data as promptly as possible, meeting the requirements and/or formats established in this agreement;
- c) For those cases in which data is directly related to operational changes (Annex 15, Appendix 4), its delivery shall be based on the AIRAC cycles. In order to know the dates and operation of the AIRAC system, refer to the current Aeronautical Information Circular (AIC) “Use of the AIRAC system”. The reported information will not be modified again at least up to 28 days after the effective date, unless the reported circumstance is of a temporary basis and does not prevail throughout the period (Annex 15, Ch. 6, 6.1 General specifications, 6.1.1).

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2.2. Regulations applicable to the AIS

2.2.1. AIS concerning data

- a) The data received may be converted to other formats (example: digital, electronic);
- b) All the information generated by the AIS may be placed at the disposal of users through printed, digital, and other media, included (*if applicable*) the AIS website;
- c) All the information generated by the AIS may be exchanged with other AIS that so request, in accordance with the conventions listed in Annex 15 (Chapter 3.4 and 3.5); and
- d) All data that, upon being sent to the AIS, does not meet the requirements and/or formats established in this agreement will be sent back to the originator and will not be used to generate any product of the Integrated Aeronautical Information Package until the established requirements have been met.

2.2.2. AIS obligations in relation to data

- a) Data received will be kept in its original format and/or according to ICAO standards Annex 15;
- b) All information generated by the AIS may be requested by the data originator, and may be delivered in printed or digital format;
- c) In the case of any changes or report of changes that affect the data indicated in Chapter 3. and that do not come from the originator, the AIS will primarily contact the originator and until such time that the latter does not send the new data with the requirements and/or formats established in this agreement, they will not be used to generate any products of the Integrated Aeronautical Information Package;
- d) When new data or modifications to existing data made by the originator are received, the AIS will conduct the corresponding verifications and will prepare a draft for its publication, which will be sent to the originator for approval, without which no changes to the data involved will be published; and
- e) In case the information is not received in English, the AIS will not proceed to its translation, and the originator will be asked for the translation. This is to avoid any modification of the terms or phrases used, and to prevent that the meaning of the information is the opposite of what it was intended.


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2.3. Validity

This Agreement will be valid during the following period:

<i>Start</i>	<i>End</i>

dd/MM/yyyy

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3. Level of the services to be provided

3.1. Quality requirements

The data and the quality requirements to be met by such data are listed below.

Data	Accuracy	Resolution	Integrity	Remarks
Textual	Specific, approved by CAA			MS Word; PDF
Charts	*Approved by CAA *Consult and inform AIS before starting with changes	High	Verified	PDF

3.2. Metadata

Data	What	When	How	Where
eAIP: GENERAL	Administrative, technical, contact and important textual information	By AIS Cut-off date	Digital – by: *Software *E-mail *CD	email@domain.org
eAIP: ENROUTE	Waypoints, Routes, Aerodrome information	By AIS Cut-off date	Digital – by: *Software *E-mail *CD	email@domain.org
eAIP: AERODROME	Waypoints, Routes, Aerodrome information	By AIS Cut-off date	Digital – by: *Software *E-mail *CD	email@domain.org
eAIP: SUPPLEMENTS	Operational information	By AIS Cut-off date OR agreed-on date	Digital – by: *E-mail *CD	email@domain.org
eAIP: AIC	Waypoints, Routes, Aerodrome information	By AIS Cut-off date OR agreed-on date	Digital – by: *Software *E-mail *CD	email@domain.org
NOTAM Data	Operational items Checklists Summary Trigger	Confirm with AIS	Digital – by: *AIM Program	email@domain.org

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3.3. Dates

All data will be provided by the data originator, in accordance with the following criteria and by utilizing designated request forms:

- **eAIP** data (AICs, AIP SUPs, and Amendments) **shall** include the effective date (“as of” date) and in the following format:
 - Date: Day Month Year (e.g. **dd MMM yyyy** “05 OCT 2015”)
 - Time: If a start time is applicable, the time shall be given in hours and minutes, and in UTC (*a day starts at 0000 UTC*)
 - Time: When no start time is given and/or applicable, the information will become effective on the stated effective date at 0000 UTC!

- **NOTAM** data **shall** include the effective date (“as of” date) and in the following format:
 - Date: Year then Month then Date **yymmdd** “151005”
 - Time: Hours and minutes, with no colon “:” in between, and in UTC
 - e.g.: **1510050828** UTC, or **151005ACTUAL**)
 - *if the start time is immediate, state “ACTUAL” instead of “hhmm”.*

- **NOTAM** data **shall** include the effectiveness period (“until” date), which may either be a specific date, an estimated date, or of a permanent nature:
 - Date
 - Year then Month then Date “**yymmdd**”.
 - Time
 - Hours and minutes with no “:” in between “**hhmm**” and in UTC (*a day ends at 2359 UTC*).
 - e.g.: For the 5th of October 2015 shall be written as follow:
 - Ending at 2359 UTC: 151005**2359** UTC,
 - Estimated that it is ending at 2359 UTC on the 5th of OCT: 151005**2359** UTC **EST**,
 - Of Permanent nature (*no date needed to be mentioned*): PERM
 - The “Permanent” (PERM) concept is data which will be incorporated in the eAIP according to procedures (pages 17 and 18);
 - The “Estimated” (EST) concept is used when the end date is not a 100% confirmed. This NOTAM type requires the later issue of a NOTAMR or NOTAMC.

- **AICs** or **eAIP SUPs** data may include an effectiveness period (“until” date), if applicable.

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- When delivering **eAIP Amendment** related data, the data originator must take the AIRAC Cycle's effective date (*see pages 16 and 17*) into account and submit the data at no later than the related AIS AIRAC Cycle Cut-off date. In addition, fill out the "eAIP Request form" (*page 19*) and submit the data timely, including all needed documents for proper publication.

- When delivering **AIC** and **eAIP Supplement** related data, the data originator must take the AIRAC Cycle's effective date (*see pages 16 and 17*) into account and **shall** submit the data at least 6 (six) weeks prior to the related AIRAC Cycle's effective date (*unless another date is agreed on with the AIS. Nevertheless, this date shall not be less than 30 days from the effective date*). In addition, the data originator **shall** fill out the "eAIP Request form" (*see page 19*) and submit the data timely, including all needed documents for proper publication (*see page 18*).

- When delivering **NOTAM** related data, the data originator must take the "NOTAM Request form" into account, sending the request form completely filled out, to email@domain.com (*see page 20*). Non-complete applications shall not be processed by AIS. If assistance is required, the AIS will provide this when requesting a NOTAM, in order to correctly carry out the publication.

- **ALL** data must be monitored by the data originator. Expired data, data to be cancelled or data to be replaced, remain the sole responsibility of the data originator. The AIS is not liable for any data (active or inactive), which should have been amended, cancelled or replaced, if the data originator has not timely submitted the information to be published to the AIS, in accordance to set procedures.

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3.3.1 Delivery of eAIP related data

The following AIRAC Cycle* are used by the AIS:

AIS Department AIRAC Schedule	2017	
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Cycle #	ICAO Effective Date	Normal Changes Published	Cut-Off Date: Normal Changes	Major Changes Published	Cut-Off Date: Major Changes
1701	05-Jan-17	17-Nov-16	03-Nov-16	03-Nov-16	13-Oct-16
1702*	02-Feb-17	15-Dec-16	01-Dec-16	01-Dec-16	10-Nov-16
1703	02-Mar-17	12-Jan-17	29-Dec-16	29-Dec-16	08-Dec-16
1704*	30-Mar-17	09-Feb-17	26-Jan-17	26-Jan-17	05-Jan-17
1705	27-Apr-17	09-Mar-17	23-Feb-17	23-Feb-17	02-Feb-17
1706*	25-May-17	06-Apr-17	23-Mar-17	23-Mar-17	02-Mar-17
1707	22-Jun-17	04-May-17	20-Apr-17	20-Apr-17	30-Mar-17
1708*	20-Jul-17	01-Jun-17	18-May-17	18-May-17	27-Apr-17
1709	17-Aug-17	29-Jun-17	15-Jun-17	15-Jun-17	25-May-17
1710*	14-Sep-17	27-Jul-17	13-Jul-17	13-Jul-17	22-Jun-17
1711	12-Oct-17	24-Aug-17	10-Aug-17	10-Aug-17	20-Jul-17
1712*	09-Nov-17	21-Sep-17	07-Sep-17	07-Sep-17	17-Aug-17
1713	07-Dec-17	19-Oct-17	05-Oct-17	05-Oct-17	14-Sep-17
Normal Changes published for Cycle by AIS Unit 7 weeks before effective date - Thursdays					
Cut-Off Date 2 weeks before publishing date for Normal Changes - Thursdays					
Major Changes published for Cycle by AIS Unit 9 weeks before effective date - Thursdays					
Cut-Off Date 3 weeks before publishing date for Normal Changes - Thursdays					

AIS Department AIRAC Schedule	2018	
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Cycle #	ICAO Effective Date	Normal Changes Published	Cut-Off Date: Normal Changes	Major Changes Published	Cut-Off Date: Major Changes
1801	04-Jan-18	16-Nov-17	02-Nov-17	02-Nov-17	12-Oct-17
1802*	01-Feb-18	14-Dec-17	30-Nov-17	30-Nov-17	09-Nov-17
1803	01-Mar-18	11-Jan-18	28-Dec-17	28-Dec-17	07-Dec-17
1804*	29-Mar-18	08-Feb-18	25-Jan-18	25-Jan-18	04-Jan-18
1805	26-Apr-18	08-Mar-18	22-Feb-18	22-Feb-18	01-Feb-18
1806*	24-May-18	05-Apr-18	22-Mar-18	22-Mar-18	01-Mar-18
1807	21-Jun-18	03-May-18	19-Apr-18	19-Apr-18	29-Mar-18
1808*	19-Jul-18	31-May-18	17-May-18	17-May-18	26-Apr-18
1809	16-Aug-18	28-Jun-18	14-Jun-18	14-Jun-18	24-May-18
1810*	13-Sep-18	26-Jul-18	12-Jul-18	12-Jul-18	21-Jun-18
1811	11-Oct-18	23-Aug-18	09-Aug-18	09-Aug-18	19-Jul-18
1712*	08-Nov-18	20-Sep-18	06-Sep-18	06-Sep-18	16-Aug-18
1813	06-Dec-18	18-Oct-18	04-Oct-18	04-Oct-18	13-Sep-18
Normal Changes published for Cycle by AIS Unit 7 weeks before effective date - Thursdays					
Cut-Off Date 2 weeks before publishing date for Normal Changes - Thursdays					
Major Changes published for Cycle by AIS Unit 9 weeks before effective date - Thursdays					
Cut-Off Date 3 weeks before publishing date for Normal Changes - Thursdays					

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TYPE OF CHANGES

Normal Changes Information

- Types: Part 1 + 2 (see ICAO Annex 15 appendix 4)
- **Publishing date is 7 (seven) weeks prior to the effective date**
- Last day to submit data/information to AIS is:
2 (two) weeks prior to publishing date → CUT-OFF DATE.

Example:

Effective date is
Publishing date is
Cut-off date AIS is

28 MAY 2015
 09 APR 2015
 26 MAR 2015



Major Changes Information

- Types: Part 3 (see ICAO Annex 15 appendix 4)
- **Publishing date is 9 (nine) weeks prior to the effective date**
- Last day to submit approved (by CAA) data/information to AIS is:
3 (three) weeks prior to publishing date → CUT-OFF DATE.

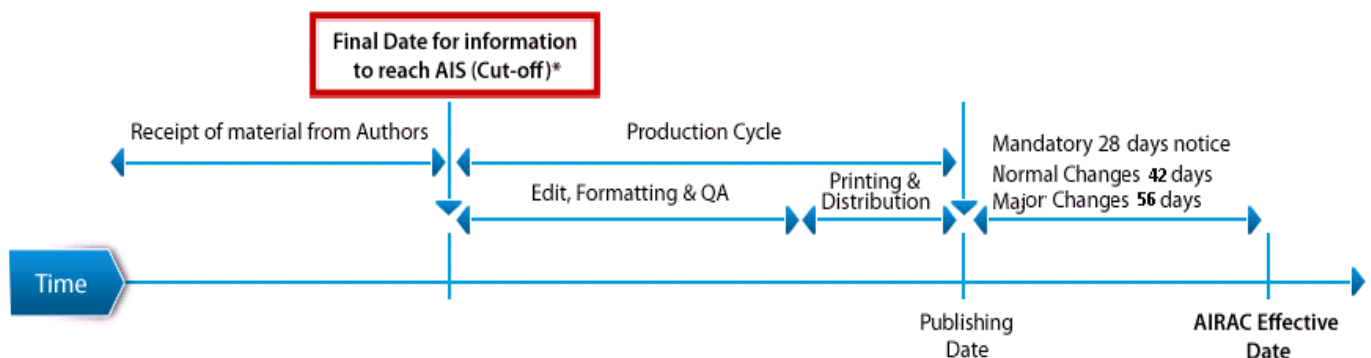
Example:

Effective date is
Publishing date is
Cut-off date AIS is

28 MAY 2015
 26 MAR 2015
 05 MAR 2015



PROCEDURAL HANDLINGS OF THE AIS DEPARTMENT



All data/information to be amended/inserted in the Dutch Caribbean eAIP **SHALL** be submitted to the AIS department together with an approval (e-mail/letter/hardcopy) from the concerning Civil Aviation Authority if applicable and/or applicable Metadata.

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Example: eAIP Revision Request Form

The following form serves as the AIP revision request form, which must be filled out and submitted together with corrections and/or new information to be added to the eAIP to the AIS department. The form is an electronic fillable PDF format document, which shall be sent to AIS department via email@domain.com.

AIS DEPARTMENT- eAIP REVISION REQUEST FORM					
CONTACT DETAILS					
Contact Person					
Title					
Contact Telephone					
Contact email					
eAIP REVISION INFORMATION					
REVISION TYPE <i>please select one</i>	eAIP AIRAC AMDT	eAIP AIRAC SUP	eAIP SUP	eAIC	
INFORMATION TYPE <i>please select one</i>	PERMANENT CHANGE		TEMPORARY CHANGE OF		
			LONG DURATION	SHORT DURATION	
eAIP PART <i>Please select one PART</i>	GENERAL	EN ROUTE	AERODROME		
eAIP PART- CHAPTER and PARAGRAPH					
Associated Page number(s)					
Information Details / Summary					
Is a approval from the concerned CAA required? <i>If yes, include approval with form*</i>			Approved by Authority (if applicable)		
			Name		
Final version document attached*			Amount of pages attached* <i>(Excl. request form)</i>		
Charts attached? (if applicable)			Chart(s) type/name		
Amount Charts attached (if applicable)					
Data delivered	Electronic	Paper	Digital	If digital, CRC 32-bit result:	
* Must be included with form					
AUTHORIZATION					
I declare that the information in this AIP REVISION REQUEST FORM is accurate and authorized for dissemination.					
NAME					
DATE of request					
ONLY FOR AIS	DATE START OF PROCESSING		ASSIGNED FOR AIRAC CYCLE:		

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Example: NOTAM Request Form

The following form serves as the (civil) NOTAM Request form, which must be filled out completely and submitted when requesting a NOTAM. Non-complete applications shall not be processed by AIS. If assistance is required, the AIS will provide this when requesting a NOTAM, in order to correctly carry out the publication. The form is an electronic fillable PDF-format document, which shall be sent to the AIS department via email@domain.com.

AIS DEPARTMENT – NOTAM REQUEST FORM					
CONTACT DETAILS					
Contact Person					
Title					
Contact Telephone					
Contact email					
NOTAM INFORMATION					
NOTAM TYPE <small>please choose one</small>	NEW	CANCEL	REPLACE	TRIGGER	
For Cancel or Replace NOTAM only , please include PREVIOUS NOTAM #				FORMAT: A####/YY	
A	Location (ICAO CODE)				
	Coordinates (WGS84) <small>Format: N1234 W012345</small>	Radius	NM		
B	Valid From Time			UTC	<small>Format: YYMMDDhhmm</small>
C	Valid To Time			UTC	
D	Daily Schedule <small>if applicable</small>				
E	NOTAM Details				
F	Lower limit			G	Upper limit
AUTHORIZATION					
I declare that the information in this NOTAM request is accurate and authorized for dissemination.					
NAME					
DATE OF REQUEST					
FOR AIS USE ONLY	NOTAM REQUEST CORRECT?	YES	IN	NOTAM # /	
		NO	OUT		
		OFFICER INITIALS & SIGN-OFF			

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Example: NOTAM MIL Request Form

The following form serves as the **Military** NOTAM Request form, which must be filled out completely and submitted when requesting a NOTAM. Incomplete applications shall not be processed by AIS. If assistance is required, the AIS will provide this when requesting a NOTAM, in order to correctly carry out the publication. The form is an electronic fillable PDF-format document, which shall be sent to the AIS department via email@domain.com.

AIS DEPARTMENT – MILITARY NOTAM REQUEST FORM					
CONTACT DETAILS					
Contact Person					
Title					
Contact Telephone					
Contact email					
NOTAM INFORMATION					
NOTAM TYPE <i>please choose one</i>	NEW	CANCEL	REPLACE	TRIGGER	
For Cancel or Replace NOTAM only , please include PREVIOUS NOTAM #				FORMAT: A #### / YY	
A	Location (ICAO CODE)				
	Coordinates (WGS84) <i>Format: N1234 W012345</i>		Radius	NM	
B	Valid From Time		UTC	<i>Format: YYMMDDhhmm</i>	
C	Valid To Time		UTC		
	Daily Schedule <i>if applicable</i>				
D					
E	NOTAM Details				
F	Lower limit		G	Upper limit	
AUTHORIZATION					
I declare that the information in this NOTAM request is accurate and authorized for dissemination.					
NAME		DATE of request			
ADDITIONAL REMARKS					
FOR AIS USE ONLY	NOTAM REQUEST CORRECT?	YES NO	IN OUT	OFFICER INITIALS & SIGN-OFF	NOTAM # /

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3.4. Authorization list to deliver data

Person's Position/Title	Type of authorization
Function Title Only!	eAIP, NOTAM <i>(incl. emergency NOTAM request via phone)</i>

Refer to [Appendix A](#) of this SLA, for details on List of persons, codes and additional information to the data delivery.

NOTE:

The personal secret CODE will be assigned to each listed authorized person by the AIS. This code **shall** be used by the authorized person only, when placing a NOTAM request for an **emergency situation** via the phone. This personal secret code will be changed every 12 months by the AIS and shall only be evoked by the authorized person it has been given to.

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3.5. Means for delivering data

Data indicated in 3.1 and 3.2 may be delivered through the following means:

3.5.1. Digital

If able, data should be delivered with its corresponding value, with the indicated precision, and with the 32-bit cyclic redundancy check (CRC) resulting from the application of that algorithm to the new data.

In turn, such data shall be accompanied by the signature of the authorized person (which shall appear in 3.6) and the filled out “Request Form”.

To this end, the digital file(s) containing the data together with the 32-bit cyclic redundancy check (CRC) will be delivered in AIXM 5.1 format, with the .xml file extension.

3.5.2. Electronic

If data is delivered in electronic format, the file(s) shall be accompanied by the signature of the authorized person (which shall appear in 3.6) and the filled out “Request Form”.

To this end, the accepted document formats for electronic data delivery include:

- .pdf (*Charts are accepted only in this format*);
- .docx (*not for charts*);
- .xlsx (*not for charts*);
- JPEG (*not for charts*);
- Scanned PDF/JPEG (*not for charts*).

3.5.3. Printed

This will be the alternative format.

In turn, such data shall be accompanied by the signature of the authorized person (which shall appear 3.6) and the printed filled out “Request Form”.

To this end, the printed material or fax will be valid.

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3.5.4. NOTAM requests during **EMERGENCY SITUATIONS**

Normal Request Procedure: The data originator shall use a “NOTAM Request form” for all NOTAM requests, and send the request to email@domain.com or submit a NOTAM Request via the Data Originator web tool.

In emergency situation, where a NOTAM must be requested, and the above stated procedure is not possible due to urgency, only the person(s) listed in the appendix A to paragraph 3.4 with the following statement behind his/her name, are allowed to request an emergency NOTAMs **via phone**; “NOTAM (incl. emergency NOTAM request via phone)” . For this procedure a personal secret CODE (*Appendix A*) will be assigned to each listed authorized person by the AIS. This code **shall** be used by the authorized person only (and upon request), when placing an **emergency situation** NOTAM request via the phone. This personal secret code will be changed every 12 months by the AIS and shall only be evoked by the authorized person it has been given to.

Procedure

The emergency situation NOTAM request procedure is as follow:

1. Requestor contacts the AIS/ARO via phone number: **(+###) # ### ## ##**
 - Data Originator states:
 - i. The NOTAM request emergency situation; and if asked
 - ii. The CODE
2. NOTAM will be created & Published;
3. Requestor must send an official filled out NOTAM Request Form within 24hrs to AIS via email@domain.com (unless other wise agreed on during placing of NOTAM request).

THE EMERGENCY PHONE NUMBER SHALL BE USED FOR EMERGENCY SITUATIONS ONLY!

Examples of emergencies:


- *Aerodrome closed due to aircraft collision on Aerodrome premises;*
- *Bomb threat evacuation (not a drill);*
- *Fire at the Aerodrome with operational significance;*
- *Sudden Natural disasters (earthquake, flood, tsunami, hurricane, etc.).*

3.5.4. NOTAM Processing AIS/ARO

Once NOTAM Request has been received at the AIS, a confirmation of receipt or a correction petition will be sent/replied to the Data Originator / Requestor.

Once NOTAM info is accepted for processing by the AIS/ARO, NOTAM will be processed within 10 minutes to a maximum of 60 minutes.

During an emergency situation, once NOTAM is accepted by AIS/ARO, NOTAM will be processed immediately.

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3.6. Service level indicators

In order to assess service performance, the following measurements will be used:

<i>Measurement</i>	<i>Description</i>	<i>Objective</i>
Quality of the data	Data are delivered by the originator with the required quality levels	100 %
Terms	Data will be delivered by the originator to the AIS within the stipulated terms	<ul style="list-style-type: none"> • 100%: before the date of publication for data affecting safety, in accordance with Annex 15, Appendix 4. (See current AIC “Use of the AIRAC system”). • 100%: during the seven days prior to the effective date, for data not affecting safety (i.e. minor corrections on already submitted data; agreed on with AIS for pending receipt data; or SUPs and AICs).
Format	Data will be delivered by the originator to the AIS without errors in accordance with the format established in this SLA Chapter 3.5	95 %
Draft for publication	The AIS will deliver to the originator the draft publication for validation within the established timetable	<ul style="list-style-type: none"> • 95%: on the four days prior to the effective date, for data not affecting safety. • 100%: one day before the effective date, for data not affecting safety.
Publication	The AIS will publish the information on the stipulated deadlines, preferably using the AIRAC cycle	95 %
Quality of the publication	The Integrated Aeronautical Information Package will be provided in accordance with the applicable standards	95 %

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4. Management of the Agreement

4.1. Conflict settlement

In case of differences with respect to that established in this SLA, the following procedure will be followed:

- a) the person responsible for the Aeronautical Information Service will consult with the persons authorized to send data, stating the difference and striving to jointly abide by the agreement;
- b) in case no solution is found, the problem will be referred to a committee. The Committee will consist of a representative of each party, and the parties will appoint an independent person or organization who will chair the committee, within ten (10) working days. the Committee is created as regulator in those cases in which conflicts cannot be resolved between the parties to the SLA.

Until such time that the problem is resolved, the data involved will be kept in abeyance; and

- c) Parties are abided to the decision that the Committee has come with. The Committee must come with a decision within fifteen (15) working days.


4.2. Revision of the Agreement

This Agreement will be in force for the following period: **dd MMM yyyy thru dd MMM yyyy**, after which it will be reviewed.

During the effective period of this Agreement, the parties may not unilaterally modify it totally or partially.

In the event any of the parties deems it advisable to review it before that period, a meeting will be held between the parties to analyze the changes and then, if agreed, to include them in a new SLA to be signed by both parties that shall supersede the existing one.

After the validity period, the Agreement must be reviewed by both parties, modified (if necessary), or endorsed by signing a new Agreement, which will be valid for no more than 2 years.

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5. Signatures

COMPANY NAME	
<i>Name:</i>	
<i>Position:</i>	
<i>Signature:</i>	
<i>Date:</i>	

On behalf of NAME	
<i>Name:</i>	ORIGINATOR
<i>Position:</i>	
<i>Signature:</i>	
<i>Date:</i>	

On behalf of the AIS	
<i>Name:</i>	
<i>Position:</i>	
<i>Signature:</i>	
<i>Date:</i>	

