Insert Logo Here Organisation 1 Insert Logo Here Organisation 2

Service Level Agreement between

Organization A

and

Organization B

[Organization and Entity supplying the Data] For Exchange of Terrain/Obstacle data

Edition	:		
Edition Date	:		
Status	:		

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B		
AFI_AIM_RBIS_TOD_SLA_TMP		Ed: 01 03/2023	Rev: 00 03/2023	Page 2 of 22	

This Service Level Agreement is entered BETWEEN

- (1) Aeronautical Information Management Provider [ORGANISATION A]; and
- (2) The company/Entity Name/ or a Department within the Directorate of Aviation Safety, Security and Regulation **responsible for supplying terrain/obstacle data** [*ORGANISATION B*]

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B		
AFI_AIM_RBIS_TOD_SLA_TMP		Ed: 01 03/2023 Rev: 00 03/2023		Page 3 of 22	

FOREWORD

The need for high-integrity Aeronautical data has never been greater and continues to increase, in particular, as new and improved navigation techniques are introduced. Accordingly, the International Civil Aviation Organization have set up clear requirements for an arrangement for the provision of source terrain/obstacle data to the Aeronautical Information Management (AIM).

ICAO Annex 15 to the Chicago Convention, Chapter 2. "Each Contracting State shall take all necessary measures to ensure that the aeronautical information/data it provides relating to its own territory, as well as areas in which the State is responsible for air traffic services outside its territory, is adequate, of required quality and timely. This shall include arrangements for the timely provision of required information/data to the aeronautical information service by each of the State services associated with aircraft operations").

This calls for clearly defined communication and working arrangements between the AIM, aerodrome operators and all departments that submit terrain and obstacles data for the publication of Aeronautical information Products which include terrain and obstacle data.

This Service Level agreement is geared at establishing a formal arrangement between AIM and the Entity responsible for acquiring, generating, processing and use terrain and obstacle data by providing guidance on how to share and submit the data to aeronautical Information Management. The SLA also covers the required scope and meets the required standard.

(Note; The SLA can be established between AIM and Aerodrome Operator; the entity responsible for approving mast and structures within the regulator; Companies responsible for construction of telecommunication Masts, Antennae, wind turbines etc.).

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B	
AFI_AIM_RBIS_TOD_SLA_TMP		Ed: 01 03/2023	Rev: 00 03/2023	Page 4 of 22

RECORD SHEET AND LIST OF AMENDMENTS

The following table records the complete history of the successive revisions of the present document.

Revision Number	Revision Date	Reason for Change	Revised by	Sections affected
00		New	-	All

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

LOGO ORGANISATION A

AFI_AIM_RBIS_TOD_SLA_TMP

Ed: 01 03/2023

Rev: 00 03/2023

Page 5 of 22

TABLE OF CONTENTS

1. INTRODUCTION	.6
1.1. SCOPE	.6
1.2. PARTIES TO THE AGREEMENT	.6
1.3. DEFINITIONS AND CONVENTION	.7
1.3.1. DEFINITIONS AND QUALITY ATTRIBUTES	.7
1.3.2. CONVENTIONS AND TIME	.7
1.4. REGULATORY FRAMEWORK	.7
1.5 ENTRY INTO FORCE AND TERMINATION	.7
2. EXCHANGE OF TERRAIN/OBSTACLE DATA	.8
2.1. RESPONSIBILITY FOR EXCHANGE	.8
2.2. FORMAL ARRANGEMENTS	.8
2.3. EXCHANGE MECHANISM	.9
2.4. EXCHANGE FORMATS	.9
2.5. MEANS FOR DELIVERING TOD	.9
2.6. TOOLS AND SOFTWARE	.9
2.7. ROLE AND RESPONSIBILITY INTO PUBLISHED TOD	10
2.8. DATA ERRORS AND INCONSISTENCIES	11
2.9. CONTINGENCY	11
2.10. DATA COPYRIGHT	12
3. QUALITY REQUIREMENTS	12
3.1. PROCESS	12
3.2. METADATA REQUIREMENTS	12
4. SERVICES AND SERVICE LEVELS	13
4.1. DATA TO BE PROVIDED	13
4.2. SERVICE LEVEL INDICATORS	19
5. MANAGEMENT ELEMENTS	21
5.1. NOTICES	21
5.2. DISPUTES	21
5.3. GENERAL	21
6. DOCUMENT APPROVAL	22

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B	
AFI_AIM_RBIS_TOD_SL	A_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 6 of 22

1. INTRODUCTION

1.1. SCOPE

This Service Level Agreement (SLA) documents the agreed provision of service for the supply of Terrain/Obstacles Data by *[organisation A]* (e.g: The Data Originator) to *[organisation B]* (e.g: The AISP) and the agreed standards to which the said information shall be published by the AISP.

Optional: This SLA is overseen and managed by the [organisation name] (The Regulator) if AIS is not the Initiator of the Data.

1.2. PARTIES TO THE AGREEMENT

(*The following describes and names the legal entities and their representatives who have reviewed and approved this SLA*)

(A) **Organization A**, a statutory body established under the (*List the regulatory, establishing the Organization*), (*Postal addresses, physical address*) (hereinafter referred to as "("*Aeronautical Information Management Provider [ORGANISATION A]*")" on the one part

AND

(B) **Organization B**, a statutory body established under the (*List the regulatory, establishing the* Organization), (Postal addresses, physical address) (hereinafter referred to as "(*The* company/Entity Name/ or a Department within the Directorate of Aviation Safety, Security and Regulation responsible for supplying terrain/obstacle data [ORGANISATION B]; on the other part.

WHERAS:

(Describe the function of the two organization)

- A) Organization A.....
- *B)* Organization B.....
- (C) The two parties on a mutual basis wish to establish a framework for the exchange of Terrain/Obstacle data necessary for the safety, regularity and efficiency of air navigation services. The framework is established pursuant to ICAO standards and recommended practices and national regulations of both parties to facilitate seamless information exchange between the two parties.

NOW THEREFORE, Organization A and Organization B, hereafter referred to as parties agree as follows;

LOGO ORGANISATION A

AFI_AIM_RBIS_TOD_SLA_TMP

Ed: 01 03/2023 Rev: 00 03/2023

Page 7 of 22

1.3. DEFINITIONS AND CONVENTION

1.3.1. DEFINITIONS AND QUALITY ATTRIBUTES

In this SLA where the context admits:

- a) Agreement' refers to this exchange of terrain and obstacle data;
- b) Parties' refer to *Organization A and Organization B*;
- c) 'Regulator' means the entity responsible for overseeing the aviation domain within the states

Additionally, the definitions in ICAO Annex 15, Procedures for Air Navigation Services — Aeronautical Information Management (PANS-AIM, Doc 10066), and ICAO Abbreviations and Codes (PANS-AIM, Doc 8400) shall apply.

1.3.2. CONVENTIONS AND TIME

For the purpose of this agreement the parties shall apply the following date and time conventions;

- Date: Day Month Year (e.g. dd MMM yyyy "15 MAR 2023")
- Time: This SLA uses Co-ordinated Universal Time (UTC).

1.4. REGULATORY FRAMEWORK

The following ICAO and national documents specify the regulatory requirements for the exchange (transfer and distribution) of the TOD

[List the ICAO Documents specify the regulatory requirements for the exchange (transfer and distribution) of the terrain and obstacle data.]

[Add any State applicable regulation here]

Each party shall remain responsible for the aeronautical information/data provided for and on behalf of the state.

1.5 ENTRY INTO FORCE AND TERMINATION

1.5.1. The term of this SLA shall be as follows:

This agreement is valid from Start Date: [Insert start date here]

> End Date: [Insert end date here]

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B		
		E1.01.02/2022	D 00.02/2022	D 0 (22	
AFI_AIM_RBIS_TOD_SLA_TMP		Ed: 01 03/2023 Rev: 00 03/2023		Page 8 of 22	

Duration:

[Insert duration here]

Once agreed the *Organization A and Organization B* cannot withdraw from all or part of this agreement within the above dates.

[Add any other agreed constraints of / specification for the scope here.]

1.5.2. This Agreement upon signature shall remain in force for an initial period of 5 years and can be revised or terminated anytime upon request by one party.

(No of years can be decided depending on the Opinion of the State)

2. EXCHANGE OF TERRAIN/OBSTACLE DATA

2.1. RESPONSIBILITY FOR EXCHANGE

Each party shall:

- 2.1.1. ensure that terrain/obstacles necessary for the safety, regularity and efficiency of air navigation are made available to the other party in a form suitable for the operational requirements of the air traffic management (ATM) community, including:
 - (a) those involved in flight operations, including flight crews, flight planning and flight simulators; and
 - (b) the ATS unit responsible for flight information service and the services responsible for pre-flight information.
- 2.1.2. establish information management resources and processes that are adequate to ensure the timely exchange and delivery of quality-assured terrain/obstacles to the other party.
- 2.1.3. remain responsible for the terrain/obstacles provided to the other party. Terrain/obstacles provided for and on behalf of a State shall clearly indicate that they are provided under the authority of that State, irrespective of the format in which they are provided.

2.2. FORMAL ARRANGEMENTS

- 2.2.1. This Service Level Agreement is geared at establishing a formal arrangement between the *Organization A and Organization B* for:
 - a) the supply of terrain/obstacles data;
 - b) harmonisation of close-border terrain/obstacles data.

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B	
AFI_AIM_RBIS_TOD_SL	A_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 9 of 22

2.2.2. Each party here designates AIM/AIS as the office to which all elements of aeronautical information products provided by other party is addressed. Such an office shall qualify to deal with requests for terrain/obstacles data provided by other party.

2.3. EXCHANGE MECHANISM

- 2.3.1. Terrain/Obstacle data shall be provided in formats listed in 2.4.1 or as agreed.
- 2.3.2. Receipt of the data shall be confirmed to the sending party.
- 2.3.3. Exchange of the terrain/obstacles and harmonization of close-border data shall follow the AIRAC cycle.

2.4. EXCHANGE FORMATS

2.4.1. The data shall be provided in any of the following formats:

- (a) Aerodrome Obstacle datasets in XLS, CSV, AIXM5.1, AIXM5.2
- (b) Terrain data data datasets in Geo TIFF, USGS DEM, DTED TIN, ESRI ASCII, GRID, Raw Binary, GPKG, Shape Files
- 2.4.2. The data provided in electronic format shall be accepted only if it is sent through the agreed means;

2.5. MEANS FOR DELIVERING TOD

2.5.1. The TOD shall be provided through the portal of each party or by airmail/email. TOD may be delivered through the following means:

• Through the portal :

Updates once made to the webportal of the party, an email shall be sent to the other party, notifying of a change in publication

• email/electronic:

Updates TOD may be provided through an official email address, clearly indicating the change and date of the change

• Airmail/printed:

Printed material is discouraged as it may arrive late or destroyed.

2.6. TOOLS AND SOFTWARE

2.6.1. Tools and software that allow exchange of data without altering the data shall be agreed by the two parties.

LOGO ORGANISATION A		SLA TEMPI	LOGO ORGANISATION B	
AFI_AIM_RBIS_TOD_SL	A_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 10 of 22

2.7. ROLE AND RESPONSIBILITY INTO PUBLISHED TOD

The state should clearly allocate responsibility and liability on terrain and obstacles to be published. It is beneficial for the sake of clarity to provide a list of the functions and roles required for terrain and obstacle data in the State in the national policy, as in the tables below.

For each area, functions for the collection, processing and provision of data need to be determined by naming the responsible entity.

Function/Terra	Originatio	V&V	Repositor	provisio	maintenan	regulatio	Oversig
in area	n	1	У	n	ce	n	ht
Area 1							
Area 2a (within							
AD boundaries)							
Area2: Take-off							
flight path area							
(within AD							
boundaries)							
Area2: area							
bounded by							
OLS (within AD							
boundaries)							
Area2: 10-km							
ARP area							
(within AD							
boundaries)							
Area2: between							
10 km to Inf							
(TMA/ 45-km)							
Area 2 within							
Prohibited area							
Area 3							
Area 4							

N.B Area 2 within Prohibited area must be collected and recorded in accordance with the area 1 numerical requirement.

¹ V&V: verification and validation

LOGO ORGANISATION A

SLA TEMPLATE

LOGO ORGANISATION B

AFI_AIM_RBIS_TOD_SLA_TMP

Ed: 01 03/2023

Rev: 00 03/2023

Page 11 of 22

Obstacle area/functio n	Originatio n	V& V	Repositor y	provisio n	maintenanc e	regulatio n	Oversigh t
Area 1							
Area 2a							
Area 2b							
Area 2c							
Area 2b							
Area 2c							
Area 2d							
Area 3							
Area 4							

2.8. DATA ERRORS AND INCONSISTENCIES

- 2.8.1. In the event of one party discovering a data error or inconsistency in the data provided by the other party, the party discovering the error or inconsistency shall;
 - (a) promptly take measures to notify the other party of an identified error;
 - (b) not use the erroneous data to provide briefing services.
- 2.8.2. In the event that one party receives a notification from the other party that the Data, which was published contained a data error or inconsistency, the party that sent the data shall in consultation with the originator of the data;
 - (a) Correct the data error or inconsistency as soon as practicable after becoming aware of that error or inconsistency.
 - (b) If the data is published issue an NOTAM or authorize issuance of a NOTAM to correct the error immediately, and initiate an amendment to the aeronautical information product in which the data error was discovered by the other party.

2.9. CONTINGENCY

2.9.1. In the event that one party cannot guarantee the continuity of the provision of the data, the party shall

LOGO ORGANISATION A		SLA TEMPLATE		LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_SL	A_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 12 of 22

- (a) notify other party without delay that it is no longer able to ensure the continuity of data supply,
- (b) take steps so that an organization approved by State can guarantee the continuity of the supply of data.

2.9.2 In the event that one party cannot guarantee the continuity of receipt and processing of the TOD, the party shall send a request to the party that sent data to appoint an organisation to ensure the continuity of data supply.

2.10. DATA COPYRIGHT

- 2.10.1. In order to protect the terrain/obstacle, each party shall ensure better control of their use and in accordance with their national laws.
- 2.10.2. All terrain/obstacle data which have been granted copyright protection by one party and have been provided to the other party shall be made available to a third party on condition that the third party is made aware that the product is copyright protected and provided that it is properly annotated that the product is subject to copyright by the party granting copyright protection.

3. QUALITY REQUIREMENTS

3.1. PROCESS

- (a) The order of accuracy for terrain/obstacle data shall be as specified in the aeronautical data catalogue Table A1-6, A1-8 and Table A1-9 (ICAO Doc 10066).
- (b) The integrity of terrain/obstacle shall be maintained throughout the data process from origination to distribution based on the integrity classification specified in the data catalogue.
- (c) The terrain/obstacle resolution shall be as specified in the aeronautical data catalogue Table A1-6, and A1-8 (ICAO Doc 10066).
- (d) Terrain/obstacle data traceability shall be ensured.
- (e) Timeliness shall be ensured by including any limits on the effective period with the data elements.
- (f) Completeness of the terrain/obstacle data shall be as specified in the aeronautical data catalogue (ICAO Doc 10066) and shall be ensured in order to support the intended use.
- (g) The format of delivered terrain/obstacle data shall be adequate to ensure that the data is interpreted in a manner that is consistent with the intent of the data.

3.2. METADATA REQUIREMENTS

The metadata to be submitted with the change request shall include, as a minimum:

- (a) the names of the organizations or entities performing any action of originating the data;
- (b) the action performed;

LOGO ORGANISATION A		SLA TEMPLATE		LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_SI	A_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 13 of 22
1. data ori	gination (in	cluding surveying and	l calculation methods,	. etc.);

- 2. amendments made to the data;
- 3. details of any algorithms and techniques (along with its parameters) applied to the data subjected to conversion or transformation; and
- 4. verification and validation of the data that has been performed; and
- (c) the date and time the action was performed.

4. SERVICES AND SERVICE LEVELS

4.1. DATA TO BE PROVIDED

The party will provide the terrain/Obstacle Data for which it is responsible as listed on Table 4.1a and 4.2b below:

LOGO ORGANISATION A		SLA TEMPLATE		LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_S	LA_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 14 of 22

Table 4.1a: Terrain data to be provided

	TERRAIN DATA TO BE PROVIDED
Data Entity	Description
	Terrain data sets shall contain the digital representation of the terrain surface in the form of continuous elevation values at all intersections
	(points) of a defined grid, referenced to common datum
	The coverage areas for terrain data shall be specified as below:
	1) Area 1
	Terrain data shall be provided for Area 1 covering the entire FIR and any other area that the state provides Air Traffic Services.
	2) Terrain Area 2;
	For aerodromes regularly used by international civil aviation, terrain data should be provided within Area 2 as follows:
	a) Area 2a;
	b) the take-off flight path area;
	c) an area bounded by the lateral extent of the aerodrome obstacle limitation surfaces;
	d) The area extending to a 10-km radius from the ARP terrain data shall comply with the Area 2 numerical requirements;

LOGO ORGANISATION A		SLA TEMPLATE		LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_S	LA_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 15 of 22

 e) The area between 10 km and the terminal conternation that penetrates the horizontal plane 1 requirements; 	ntrol area (TMA) boundary or 45-km radius (whichever is smaller), data on 20 m above the lowest runway elevation shall comply with the Area 2 numerical
f) the area between 10 km and the TMA boun horizontal plane 120 m above the lowest run numerical requirements; and	dary or 45 km radius (whichever is smaller), terrain that does not penetrate the way elevation must be collected and recorded in accordance with the Area 1
g) The portions of Area 2 where the flight oper only be collected and recorded in accordance	ations are prohibited due to very high terrain or other regulations, terrain must e with the Area 1 numerical requirements.
3) Terrain Area 3:	
For aerodromes regularly used by international civ	il aviation, terrain data should be provided for Area 3.
4) Terrain Area 4:	
For aerodromes regularly used by international civit approach Category II or III operations have been ess them to assess the effect of terrain on decision height	l aviation, terrain data shall be provided for Area 4 for all runways where precision tablished and where detailed terrain information is required by operators to enable the determination by use of radio altimeters.
Terrain attributes	Terrain attributes
Area of Coverage	Vertical Reference System
Data Source Identifier	Vertical Resolution
Acquisition Method	Vertical Accuracy
Post spacing	Vertical Confidence Level
Horizontal Reference System	Surface Type
Horizontal Resolution	Recorded Surface
Horizontal Accuracy	Penetration level
Horizontal Confidence Level	Known Variations

LOGO ORGANISATION A	SLA TEMPLATE			LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_SL	A_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 16 of 22
	Integrity			

Horizontal Position Data	Integrity	
Elevation	Date and Time Stamp	
Database Units		
Elevation Reference		

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Table 4.1b: Obstacle data to be provided

	OBSTACLE DATA TO BE PROVIDED					
Data Entity	Description					
	Navigation Obstacle data/Aerodrome obstacles					
	The coverage areas for obstacle data shall be specified as below:					
	Obstacles in Area 1 Area 1 obstacles cover the entire territory (<i>State</i>). The obstacle data provided shall be higher than 100M above ground.					
	Detailed description of obstacles, including:					
	a. obstacle identification or designation;					
	b. type of obstacle;					
	c. obstacle position, represented by geographical coordinates in degrees, minutes, seconds and tenths of seconds;					
	d. obstacle elevation and height to the nearest metre or foot;					
	e. obstacle marking, and type and colour of obstacle lighting (if any);					
	f. if appropriate, an indication that the list of obstacles is available data set form, and a reference to GEN 3.1.6; and					

LOGO ORGANISATION A		SLA TEMPI	LATE	LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_S	LA_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 17 of 22
	diastice if			

g. NIL 1	ndication, if appropriate.
Obstacl	es in Area 2. These are obstacles;
ii)	within the vicinity of an aerodrome including 10km radius measured from the ARP or to the nearest TMA; or
iii)	All approved obstacles within the established Obstacle Limitation Surface (OLS) for an aerodrome; and
iv)	All approved obstacles within the established take-off flight path area.
Detailed d	escription of obstacles, including:
a. obsta	cle identification or designation;
b. type	of obstacle;
c. obsta	cle position, represented by geographical coordinates in degrees, minutes, seconds and tenths of seconds;
d. obsta	cle elevation and height to the nearest metre or foot;
e. obsta	cle marking, and type and colour of obstacle lighting (if any);
f. if app	propriate, an indication that the list of obstacles is available in data set form, and a reference to GEN 3.1.6; and
g. NIL i	ndication, if appropriate.
obstacles ii	n Area 3:
This is the line and 5	area bordering an aerodrome movement area that extends horizontally from the edge of a runway to 90 m from the runway centre 0 m from the edge of all other parts of the aerodrome movement area;
Detailed of	description of obstacles, including:
a) o	bstacle identification or designation;
b) t	ype of obstacle;
c) o	bstacle position, represented by geographical coordinates in degrees, minutes, seconds and tenths of seconds;
d) o	bstacle elevation and height to the nearest metre or foot;

LOGO ORGANISATION A	SLA TEMPLATE			LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_SLA_TMP Ed: 01 03/2023 Rev: 00 03/2023			Page 18 of 22	

e) obstacle marking, and type and cold	our of obstacle lighting (if any);		
f) if appropriate, an indication that the	e list of obstacles is available in data set form, and a reference to GEN 3.1.6; and		
g) NIL indication, if appropriate.			
Obstacle data provided should include the	following attributes:		
Obstacle attribute	Obstacle attribute		
Area of coverage	Elevation reference		
Data originator identifier	Vertical resolution		
Obstacle identifier	Vertical reference system		
Horizontal accuracy	Obstacle type		
Horizontal confidence level	Geometry type		
Horizontal position	Integrity		
Horizontal resolution	Date and time stamp		
Horizontal extent	Unit of measurement used		
Horizontal reference system	Operations		
Elevation	Effectivity		
Vertical accuracy	Lighting		
Vertical confidence level	Marking		

LOGO ORGANISATION A	SLA TEMPLATE			LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_S	LA_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 19 of 22

4.2. SERVICE LEVEL INDICATORS

The following Key Performance Indicators (KPIs) will be used to assess the performance of the agreed services:

<u>KPI</u>	KPI Description	Assessment Method	Target
Scope of data	The data originator will provide data covering the required data entities as indicated in Tables 4.1a & 4.1b.		50%-if half of required data is provided.
		Check-listing of provided obstacle/terrain data against required data entities.	80%-If ³ 4 of data is provided.
			100%-if All required data is provided.
			50% if only half of the times,
Timeliness	The obstacle/terrain Data is delivered by the Data Originator to AIS within the agreed time frames.		obstacle/terrain data is provided within
		The number of occasions where the reception	agreed timelines.
		of information does not respect the agreed	
		timelines. It will be measured as the number	75% if 75% of the times, obstacle/terrain
		of days/hours AIS receives obstacle/terrain	data is provided within agreed timelines.
		data prior to the effective date	
			100% if 100% of the times, the
			obstacle/terrain data are provided within
			agreed timelines.
		1. Validation	ZERO if no metadata on quality is provided
Quality of obstacle /terrain data		2.Peer review	and if obstacle/terrain data does not meet
	The obstacle/terrain Data is delivered	3. Verification	any of the quality requirements
	by the Data Originator to AIS with the		
	required quality levels.	required Quality attributes.	50% if some of the obstacle/terrain data
provided			provided does not meet requirements
		Note:	

LOGO ORGANISATION A	SLA TEMPLATE			LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_S	LA_TMP	Ed: 01 03/2023	Rev: 00 03/2023	Page 20 of 22

Statistics recorded will also provide an	100% if all obstacle/terrain data provided
assessment of the number of errors identified	meets relevant quality requirements.
per hundred data items.	

 AFI_AIM_RBIS_TOD_SLA_TMP
 Ed: 01 03/2023
 Rev: 00 03/2023
 21 of 22

5. MANAGEMENT ELEMENTS

5.1. NOTICES

5.1.1 All notices under this Agreement shall unless otherwise notified, be served on the following addresses:

Name of the Organization A: *[Insert name here]*

Postal address, physical address: [Insert address here]

Email address: [Insert email here]

Name of the Organization B: [Insert name here]

Postal address, physical address: [Insert address here]

Email address: [Insert email here]

5.1.2 All notices shall be in writing and may be delivered personally, by email, by courier or by registered mail and shall be deemed to be properly given or served.

5.2. DISPUTES

5.2.1. The parties shall endeavour to resolve all the differences by mutual consultation.

5.3. GENERAL

- 5.3.1. This agreement is made in two (2) original copies, and shall enter into effect upon its signature by both parties.
- 5.3.2. Each party will do all things necessary including executing all documents necessary to give effect to the intention of the parties in relation to this agreement.
- 5.3.3. This agreement may only be revised or any provision waived if such revision or waiver is in writing and signed by a duly authorised representative of each party.

LOGO ORGANISATION A	SLA TEMPLATE			LOGO ORGANISATION B
AFI_AIM_RBIS_TOD_S	LA_TMP	Ed: 01 03/2023	Rev: 00 03/2023	22 of 22

- 5.3.4. The parties shall endeavour to keep each other informed on any material change in their working environment including a technological change that may affect their working relationship.
- 5.3.5. This agreement is drawn-up in the English language (local official language), which language shall govern all document, notices, communications and meetings relating to its implementation.

6. DOCUMENT APPROVAL

IN WITNESS WHEREOF the undersigned, being duly authorized by their respective authorities, have affixed their signatures to this SLA in two original copies, both text being equally authentic.

Name of the CEO

[Organization Name A] Date.....

In the presence of [Name of the Legal officer]

[Organization Name A] Date.....

Name of the CEO

[Name of the Organization B] Date.....

In the presence of [Name of the Legal officer]

[Name of the Organization B] Date.....