



Agenda Item 6: Other Business, within the Terms of Reference of the AIS/MAP/SG

**INCONSISTENCIES OF A CUSTOMER'S CLAIM AND THE CONTENTS OF A NOTAM
ISSUED BY CUBA'S DATABANK**

(Presented by Cuba)

SUMMARY

This working paper identifies concerns by Cuba with regard to inconsistencies in the claim of a customer and the contents of a NOTAM issued by Cuba's databank.

References:

- AIS Procedural Handbook, Part I, Cuba
- Customer's claim
- Mail exchanged on views
- NOTAM published by Cuba's databank.

1. Background

1.1 Cuba has a NOTAM databank through which all the NOTAM exchange occurs, both on a national and an international basis, including national NOTAMs.

1.2 The NOTAM databank of the Havana NOF ensures the automatic processing of NOTAM information and it is designed in compliance with the standards, formats and abbreviations established by ICAO.

1.3 All the working processes performed through the databank are certified under a quality management system ensuring that available aeronautical information meets the accuracy, resolution and integrity required by ICAO.

2. Discussion

2.1 In November, Cuba received a claim by a customer expressing several doubts with regard to the contents of NOTAM A4417/06 issued by Cuba.

2.2 Immediately, all traceable information was gathered, including the original copy of NOTAM A4417/06 issued by the databank.

2.3 A thorough review of the NOTAM and claim was initiated in order to provide a fast and effective reply to our customer. During analysis of the information, we realized that the NOTAM published by Cuba and the NOTAM sent to us by the customer did not coincide. The contents of our NOTAM had been altered, which formed the basis of their complaint.

2.4 Among the main differences between both versions are the following:

Differences in the Contents of the NOTAMs

	Q Code	Scope	Upper limit	Items F and G
Notam published by Cuba	QXXXX	A	090	Cuba does not include them, as it is not a W NOTAM.
Notam in possession of the Customer	QRALW	AW	999	Items F)SFC G)UNL are added.

2.5 As shown in the **Appendix** to this working paper, the aeronautical information published in the NOTAM sent by the customer is inconsistent with the information published by Cuba as originator country responsible for this information.

2.6 All users that used this version of the NOTAM possessed erroneous information, which may have caused confusion and doubts while planning or performing a flight to our country.

2.7 The fact that the possibility of altering the contents of a NOTAM issued by a State may exist is of great concern to our AIS, and could jeopardize civil aviation safety, in addition to the fact that veracity and integrity of our information is being violated. Moreover, this information is published from its origin under a quality management system.

3. Suggested action:

3.1 The Meeting is invited to:

- a) note the contents of this working paper;
- b) urge IATA to alert its operators on the use of NOTAMs altered by other existing databanks, both at regional levels and at the operator's level, as this may lead to wrong decisions when planning their flights; and
- c) inform the ICAO Regional Office about this event, in order to take the relevant actions.

APPENDIX

**NOTAM PUBLISHED BY THE HAVANA NOF DATABANK AND NOTAM SENT TO CUBA
BY THE CUSTOMER**

NOTAM published by the Havana NOF databank:

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**** Hard Copy Thu Nov 09 2006 18:05:21 ****
**** RX ****
*****
ZCZC SWB029 091806
GG MULHYDYX
091805 MUHAYNYX
ATTE NC.

072143 MUHAYNYX
(A4417/06 NOTAMN
Q)MUFH/QXXXX/IV/NBO/A/000/090/2259N08225W020
A)MUHA B)0611081230 C)0611082100
E)ACFT WI RDD 20NM CENTRED VOR/UHA MUST FLT AT FL090 OR BLW)

NOTAM
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NOTAM sent to Cuba by the customer.

A4417/06 NOTAMN
Q)MUFH/Q**RALW**/IV/NBO/**AW**/000/**999**/2259N08225W020
A)MUHA
B)0611081230 C)0611082100
E)ACFT WI **RADIUS** 20NM CENTRED VOR/UHA MUST **FLY** AT FL090 OR BLW
F)SFC G)UNL

- END -