

SERVICE LEVEL AGREEMENT

between

AISP Logo

AIS

(hereinafter “The AIS”)

and

Airport Operator Logo

(Name of entity providing the aeronautical data and aeronautical information)

(hereinafter “The Data Originator”)

Note. — Blue text is used to indicate where input is required, red text is used to indicate optional elements which need to be completed, if selected.

Edition	
Edition Date	
Status	

DOCUMENT APPROVAL

The following table identifies all management authorities that have successively approved the present issue of this document.

This agreement is subject to regular review and improvement as approved by the [Managing Director of the AISP Organization](#) and the [Managing Director of the Organization providing the aeronautical data and aeronautical information](#).

AUTHORITY	NAME AND SIGNATURE	DATE
Managing Director, AISP Organization		
Managing Director, Entity providing the aeronautical data and aeronautical information		

Foreword

Justification for this service level agreement is mainly twofold. ICAO Annex 15 to the Chicago Convention states under Para 2.1.5 that “Each Contracting State shall ensure that formal arrangements are established between originators of aeronautical data and aeronautical information and the AIS in relation to the timely and complete provision of aeronautical data and aeronautical information.”.

Notwithstanding this requirement, the need for collaboration between the entities involved also serves as a rationale for this service level agreement.

This agreement is therefore structured in a manner as to fulfil both justifications.

Structure of the Agreement

This document is divided into two parts; the objective is not only to meet the requirement for establishing a framework for data provision to the AIS, but also outline the parameters for effective performance monitoring and administration of this agreement. The two parts are described below:

- a) Part I – *Data Provision Agreement* explains the requirements for the supply of aeronautical data to the AIS.
- b) Part II - *Service Level Indications and Management Elements* defines the various performance indicators and other administrative arrangements covering the entire agreement

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SERVICE LEVEL INDICATIONS AND MANAGEMENT ELEMENTS **Erreur ! Signet non défini.**

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PART I
DATA PROVISION AGREEMENT

1. INTRODUCTION

1.1 Scope

This Data Provision Agreement sets out the terms and conditions for the supply of aeronautical data and aeronautical information (hereinafter collectively the “Data”) by the *Insert organization name* (hereinafter “the Data Originator”) to the Aeronautical Information Services of *Insert name of AIS Provider* (hereinafter “the AIS”).

1.2 Parties to the Agreement

The parties to this agreement, and their responsibilities, are as follows:

Party	Official address	Legal representative	Responsibilities
<i>The Data Originator:</i> <i>[name of entity providing the aeronautical data and aeronautical information]</i>		<i>Sign.....</i> <i>Date.....</i>	The Data Originator shall provide the Data to the AIS in accordance with this agreement.
<i>The AIS:</i> <i>[name of entity receiving the aeronautical data and aeronautical information]</i>		<i>Sign.....</i> <i>Date.....</i>	The AIS shall receive the Data in accordance with this agreement.

1.3 Regulatory Requirements

The following ICAO documents specify the regulatory requirements for the origination, collection, handling, storage, processing, transfer, and distribution of the Data:

- 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
- Procedures for Air Navigation Services — Aircraft Operations – Volume II (PANS-OPS, Doc 8168)

- Procedures for Air Navigation Services — ICAO Abbreviations and Codes (PANS-ABC, Doc 8400)
- Procedures for Air Navigation Services — Aeronautical Information Management (PANS-AIM, Doc 10066)
- Procedures for Air Navigation Services (PANS) — Aerodromes (PANS-Aerodromes, Doc 9981)
- Procedures for Air Navigation Services (PANS) — Air Traffic Management (PANS-ATM, Doc 4444)
- **[update list to reflect all applicable ICAO and national regulations]**

1.4 Entry into Force and Termination

1.4.1 This Agreement shall enter into force on the date of the later signature of the Parties.

1.4.2 This Agreement remains valid until superseded by a revised agreement mutually endorsed by the parties. Unilateral cancellation or deviation from this agreement is not foreseen.

Alternatively:

1.4.1 This Agreement shall enter into force on the date of the later signature of the Parties and shall remain in force until terminated.

1.4.2 This Agreement may be terminated by written agreement between the Parties, or by written advance notice of **[add time period, e.g. x months]** prior to termination by either Party.

1.5 Definitions and Conventions

1.5.1 For the purpose of this agreement, the definitions in ICAO Annex 15 — *Aeronautical Information Services*, and *Procedures for Air Navigation Services — Aeronautical Information Management* (PANS-AIM, Doc 10066) shall apply, including the following definitions:

- ‘Agreement’ refers to this Service level agreement;
- ‘Data’ collectively refers to the aeronautical data and aeronautical information that the Data Originator is responsible to provide to the AIS under the terms of this Agreement;
- ‘Data Originator’ refers to the legal entity responsible for the provision of aeronautical data and aeronautical information as set out in the terms of this Agreement;
- ‘AIS’ refers to the legal entity responsible for receiving the aeronautical data and aeronautical information as set out in the terms of this Agreement; and
- ‘Parties’ refer to the Data Originator and the AIS.

1.5.2 For the purpose of this agreement, the parties shall apply the following date and time conventions:

- a) *Co-ordinated Universal Time (UTC)*, as described in ICAO Annex 5 — *Units of Measurement to be Used in Air and Ground Operations*, Attachment D; and
- b) the procedures for writing the date and time in all-numeric form as described in ICAO Annex 5 — *Units of Measurement to be Used in Air and Ground Operations*, Attachment E.

2. DATA PROVISION SERVICE

2.1 Service Description

2.1.1 The Data Originator shall provide the Data to the AIS, incorporating all data items listed in **Attachment A** to this Agreement.

2.1.2 In case the Data Originator provides complete aeronautical features (e.g., runway threshold) to the AIS, **Attachment A** shall describe all individual data elements that compose the aeronautical feature (e.g., latitude and longitude shall be listed separately)

2.1.3 The Data shall be provided in accordance with the data quality requirements described in **Attachment A** to this Agreement.

2.1.4 The Data shall be provided within the date and time limits described in **Attachment B** to this Agreement.

2.1.5 The Data shall be provided together with the metadata items described in **Attachment C** to this Agreement.

2.1.6 The Data shall be transferred between the Parties by the means described in **Attachment D** to this Agreement.

2.1.7 The Data shall be provided in accordance with the data exchange format described in **Attachment E** to this Agreement.

2.2 Data Management

2.2.1 The Data Originator shall follow the recommendations of ICAO Annex 15 — Aeronautical Information Services, Chapter 6.2 concerning the advance notice of changes to the Data. (for ATS providers refer to Annex 11 — Air Traffic Services, Chapter 2, section 2.22.4 and for aerodrome operators refer to Annex 14 — Aerodromes, Volume I, Chapter 2, section 2.13.4)

2.2.2 The Data Originator shall be responsible for the timely provision of the Data. The Data Originator accepts that the Data shall be subject to validation and verification by the AIS and that, if queries arise, this may delay final acceptance and hence publication in the aeronautical information products.

2.2.3 The Data Originator shall be responsible to submit the Data in sufficient time to meet the AIRAC publication cycle. The Data Originator acknowledges that if the Data is not provided on time, the Data shall not be released for publication. In exceptional circumstances, a NOTAM may need to be issued, if deemed necessary.

2.2.4 The Data Originator shall be responsible to maintain the validity of the Data. The Data Originator shall provide updates to the Data whenever required by *[organisation name]*, national regulations, or whenever a change is made that requires an update of the Data.

2.2.5 The Data Originator shall be responsible for documenting any changes made to the Data.

2.2.6 If any third party is involved in the origination of the Data, or parts of the Data, the Data Originator shall remain responsible to ensure that the third party documents any changes made to the Data.

2.3 Demonstrating Compliance

2.3.1 The Data Originator shall ensure that the Data is originated and processed in accordance with international best practices and guidelines, namely:

- ICAO Doc 8168 Procedures for Air Navigation Services - Aircraft Operations
- ICAO Doc 9674 World Geodetic System – 1984 (WGS-84) Manual
- Aeronautical Information Services Manual (ICAO Doc 8126)
- Aeronautical Chart Manual (ICAO Doc 8697)
- Regional Supplementary Procedures (ICAO Doc 7030)
- [update list to reflect all applicable standards, specifications, guidance material ...]

2.4 Data Errors or Inconsistencies

2.4.1 In the event of the AIS discovering a data error or inconsistency in the Data, and provided that the Data is still subject to validation and verification by the AIS prior to publication or distribution, the AIS shall **[describe the actions to be taken by the AIS when discovering a data error or inconsistency during validation and verification prior to publication or distribution]**.

2.4.2 In the event of the Data Originator receiving a notification from the AIS that the Data, which is still subject to validation and verification by the AIS prior to publication or distribution, contained a data error or inconsistency, the Data Originator shall **[describe the actions to be taken by the Data Originator when notified that the Data contains a data error or inconsistency detected during validation and verification prior to publication or distribution]**.

2.4.3 In the event of the AIS discovering a data error or inconsistency in the Data, and provided that the Data has already been published or distributed, the AIS shall **[describe the**

actions to be taken by the AIS when discovering a data error or inconsistency after publication or distribution].

2.4.4 In the event of the Data Originator receiving a notification from the AIS that the Data, which has already been published or distributed, contained a data error or inconsistency, the Data Originator shall **[describe the actions to be taken by the Data Originator when notified that the Data contains a data error or inconsistency detected after publication or distribution].**

2.5 Contingency

2.5.1 In the event that the Data Originator cannot guarantee the continuity of the provision of the Data, the Data Originator shall **[describe the actions to be taken by the Data Originator when the Data Originator cannot guarantee the continuity of the provision of the Data].**

2.5.2 In the event that the Data Originator cannot guarantee the continuity of the provision of the Data, the AIS shall **[describe the actions to be taken by the AIS when the Data Originator cannot guarantee the continuity of the provision of the Data] .**

2.5.3 In the event that the AIS cannot guarantee the continuity of receipt and processing of the Data, the AIS shall **[describe the actions to be taken by the AIS when the AIS cannot guarantee the continuity of receipt and processing of the Data].**

2.5.4 In the event that the AIS cannot guarantee the continuity of receipt and processing of the Data, the Data Originator shall **[describe the actions to be taken by the Data Originator when the AIS cannot guarantee the continuity of the receipt and processing of the Data].**

3. PROCEDURAL PROVISIONS

3.1 Entire Agreement

3.1.1 This Agreement forms the entire agreement and understanding of the Parties and supersedes all previous agreements whether written or oral between the Parties, including any previous agreement or understanding varying or extending the same. There are no further or other agreements or understandings, written or oral, in effect between the Parties with respect to the scope of this Agreement.

3.1.2 Any amendments and modifications to this Agreement may be made at any time by written agreement by both Parties.

3.2 Liaison

3.2.1 The Data Originator shall appoint an Accountable Manager and the AIS shall appoint an Accountable Manager for the implementation and operation of this Agreement. These nominated managers will act as points of contact for all issues regarding the implementation and operation of this Agreement.

3.2.2 The Data Originator Accountable Manager and the AIS Accountable Manager shall have the authority to take decisions regarding the operation and distribution of the Data on behalf of their respective organisations. All communications between the parties regarding the implementation and operation of this Agreement shall be coordinated by these managers.

3.2.3 The Accountable Managers and their respective administrative contacts are:

Party	Accountable Manager	Administrative Contact
<i>[Insert Data Originator details here]</i>	<i>[Insert Primary Contact details here, including name, job title, address, telephone and email]</i>	<i>[Insert Administrative Contact details here, including name, job title, address, telephone and email]</i>
<i>[Insert AIS details here]</i>	<i>[Insert Primary Contact details here, including name, job title, address, telephone and email]</i>	<i>[Insert Administrative Contact details here, including name, job title, address, telephone and email]</i>

Data Originator Accountable Manager:

AIS Accountable Manager:

Name

Title

Date

Signature

Name

Title

Date

Signature

ATTACHMENT A

1.0 AERONAUTICAL DATA AND AERONAUTICAL INFORMATION TO BE PROVIDED TO THE AIS

Example:

Refer to Procedures for Air Navigation Services — Aeronautical Information Management (PANS-AIM, Doc 10066),

Appendix 1:

- *Table A1-1 Aerodrome data;*
- *Table A1-2 Airspace data;*
- *Table A1-3 ATS and other routes data;*
- *Table A1-4 Instrument flight procedure data;*
- *Table A1-5 Radio navigation aids/systems data;*
- *Table A1-6 Obstacle data;*
- *Table A1-7 Geographic data;*
- *Table A1-8 Terrain data;*
- *Table A1-9 Data types; and*
- *Table A1-10 Information about national and local regulation, services and procedures.*

2.0 INFORMATION TO BE PROMULGATED BY NOTAM

NOTAM Requests to be received from the Data Originator for NOTAM Promulgation by AIS shall cover issues concerned in the list below that are under the legal jurisdiction of the Data Originator

1	establishment, closure or significant changes in operation of aerodrome(s) or heliport(s) or runways;
2	establishment, withdrawal or significant changes in operation of aeronautical services (aerodromes, AIS, ATS, communications, navigation and surveillance (CNS), meteorology (MET), search and rescue (SAR), etc.);
3	establishment, withdrawal or significant changes in operational capability of radio navigation and air-ground communication services. This includes interruption or return to operation, change of frequencies, change in notified hours of service, change of identification, change of orientation (directional aids), change of location, power increase or decrease amounting to 50 per cent or more, change in broadcast schedules or contents, or irregularity or unreliability of operation of any radio navigation and air-ground communication services or limitations of relay stations including operational impact, affected service, frequency and area;
4	unavailability of back-up and secondary systems, having a direct operational impact;
5	establishment, withdrawal or significant changes to visual aids;
6	interruption of or return to operation of major components of aerodrome lighting systems;
7	establishment, withdrawal or significant changes to procedures for air navigation services;
8	occurrence or correction of major defects or impediments in the manoeuvring area;
9	changes to and limitations on availability of fuel, oil and oxygen;
10	major changes to search and rescue facilities and services available;
11	establishment, withdrawal or return to operation of hazard beacons marking obstacles to air navigation;
12	changes in regulations requiring immediate action, e.g., prohibited areas for SAR action;
13	presence of hazards which affect air navigation (including obstacles, military exercises, displays, fireworks, sky lanterns, rocket debris, races and major parachuting events outside promulgated sites);
14	planned laser emissions, laser displays and search lights if pilots' night vision is likely to be impaired;
15	erecting or removal of, or changes to, obstacles to air navigation in the take-off/climb, missed approach, approach areas and runway strip;
16	establishment or discontinuance (including activation or deactivation) as applicable, or changes in the status of prohibited, restricted or danger areas;
17	establishment or discontinuance of areas or routes or portions thereof where the possibility of interception exists and where the maintenance of guard on the VHF emergency frequency 121.5 MHz is required;
18	allocation, cancellation or change of location indicators;
19	changes in aerodrome/heliport rescue and firefighting category provided (see Annex 14, Volume I, Chapter 9, and Attachment A, Section 17);

20	presence or removal of, or significant changes in, hazardous conditions due to snow, slush, ice, radioactive material, toxic chemicals, volcanic ash deposition or water on the movement area. As of 5 th November 2021, the presence of water with depth 0-3mm on runway and associated with snow, slush, ice or frost or the presence of water with depth 4mm or above, to be promulgated by SNOWTAM after submission of a Runway Condition Report.
21	outbreaks of epidemics necessitating changes in notified requirements for inoculations and quarantine measures
22	observations or forecasts of space weather phenomena, the date and time of their occurrence, the flight levels where provided and portions of the airspace which may be affected by the phenomena;
23	an operationally significant change in volcanic activity, the location, date and time of volcanic eruptions and/or horizontal and vertical extent of volcanic ash cloud, including direction of movement, flight levels and routes or portions of routes which could be affected
24	release into the atmosphere of radioactive materials or toxic chemicals following a nuclear or chemical incident, the location, date and time of the incident, the flight levels and routes or portions thereof which could be affected and the direction of movement;
25	establishment of operations of humanitarian relief missions, such as those undertaken under the auspices of the United Nations, together with procedures and/or limitations which affect air navigation; and
26	implementation of short-term contingency measures in cases of disruption, or partial disruption, of ATS and related supporting services. Note.— See Annex 11, 2.31 and Attachment C to that Annex.

3.0 INFORMATION NOT TO BE PROMULGATED BY NOTAM

*Note: Not all data elements apply to the Data Originator. The Data Originator shall be responsible to provide data only for the **Highlighted** portions.

1	routine maintenance work on aprons and taxiways which does not affect the safe movement of aircraft
2	runway marking work, when aircraft operations can safely be conducted on other available runways, or the equipment used can be removed when necessary
3	temporary obstructions in the vicinity of aerodromes/heliports that do not affect the safe operation of aircraft;
4	partial failure of aerodrome/heliport lighting facilities where such failure does not directly affect aircraft operations;
5	partial temporary failure of air-ground communications when suitable alternative frequencies are known to be available and are operative;
6	the lack of apron marshalling services and road traffic control;
7	the unserviceability of location, destination or other instruction signs on the aerodrome movement area;

8	parachuting when in uncontrolled airspace under VFR, when controlled, at promulgated sites or within danger or prohibited areas;
9	training activities by ground units;
10	unavailability of back-up and secondary systems if these do not have an operational impact;
11	limitations to airport facilities or general services with no operational impact;
12	national regulations not affecting general aviation;
13	announcement or warnings about possible/potential limitations, without any operational impact;
14	general reminders on already published information;
15	availability of equipment for ground units without containing information on the operational impact for airspace and facility users;
16	information about laser emissions without any operational impact and fireworks below minimum flying heights;
17	closure of movement area parts in connection with planned work locally coordinated of duration of less than one hour;
18	closure or unavailability of, or changes in, operation of aerodrome(s)/heliport(s) outside the aerodrome(s)/heliport(s) operational hours; and
19	other non-operational information of a similar temporary nature.

ATTACHMENT B
TIMELINESS REQUIREMENTS

Example #1:

The timely submission of the Data shall be made in accordance with the requirements indicated in Annex 15 — Aeronautical Information Services, Chapter 6.

Example #2:

On initial provision of the Data, or where the Data is subject to a planned update, the following minimum Data submission periods apply:

Aeronautical information products

- a) AIP Amendments – xxx days in advance;*
- b) AIP Supplements – xxx days in advance;*
- c) Aeronautical Information Circulars (AICs) – xxx days in advance;*
- d) NOTAM – as required.*

Aeronautical charting products

- a) en-route chart – xxx days in advance;*
- b) instrument approach chart – xxx days in advance;*
- c) World Aeronautical Chart – xxx days in advance;*
- d) The Aeronautical Chart – xxx days in advance;*
- e) Standard Departure Chart – xxx days in advance;*
- f) Standard Arrival Chart – xxx days in advance;*
- g) etc.*

Digital data sets

- a) Aerodrome/heliport data – xxx days in advance;*
- b) Airspace data – xxx days in advance;*
- c) ATS and other routes data – xxx days in advance;*
- d) instrument flight procedures data – xxx days in advance;*
- e) etc.*

Example #3:

The Data shall be provided in accordance with the timelines given in the production and publication calendar of the aeronautical information product.

ATTACHMENT C
METADATA REQUIREMENTS

Example:

The Data shall include, as a minimum, the following metadata items:

- a) the names of the organization or entities providing the data set;*
- b) the date and time when the data set was provided;*
- c) the period of validity of the data set; and*
- d) any limitations with regard to the use of the data set.*

ATTACHMENT D
DATA DISTRIBUTION

Example #1:

All Data shall be transferred between the Parties through distribution in digital format via electronic transfer or direct input into the AIM system.

Example #2:

All Data shall be transferred between the Parties via email, with special attention to the following:

- a) use of designated email addresses;*
- b) the Data is provided in an attached file;*
- c) copy and paste actions or the retyping of the Data is avoided;*
- d) receipt of the Data is confirmed to the Data Originator; and*
- e) the Data is encrypted with a digital data error detection technique, such as hash functions or CRC.*

Example #3:

1.1 All Data shall be transferred between the Parties via the following means:

- a) designated e-mail addresses (Data shall be attached) as follows:

No	Aeronautical Information Product	Designated e-mail
1	AIP Amendment and Supplements (AIRAC and Non-AIRAC), AIC	insert e-mail of AIS Unit responsible for AIP
2	NOTAM	insert e-mail of AIS Unit responsible for NOTAM

- b) AFS
- c) Hand delivery

1.2 All Data shall be transferred between the Parties through their respective Accountable Managers or their designated representatives.

1.3 The Parties shall confirm receipt of any Data transferred between them.

ATTACHMENT E
DATA EXCHANGE FORMAT

Example #1:

The Data shall be transferred in accordance with the AIXM x.x Extensible Markup Language (XML) schema.

Example #2:

The Data shall be transferred in CSV format, in accordance with the data catalogue [insert the name and version of the data set specification].

Example #3:

1.1 The Data shall be transferred in accordance with the data catalogue.

1.2 Except in the case of NOTAM information, the Data Originator shall as much as practicable, provide the Data in both editable digital format (MS word and/or MS Excel) and non-editable digital format (PDF) or printed hard copy.

1.3 The Data Originator shall fill out the following forms and submit together with the Data to the AIS:

- a) Aeronautical Information Revision Request Form

Insert photo of request form for AIP changes

- b) NOTAM Request Form

Insert photo of NOTAM request form

PART II
SERVICE LEVEL INDICATIONS AND
MANAGEMENT ELEMENTS

1 INTRODUCTION

This part of the SLA outlines the various performance indicators and other administrative arrangements covering the entire agreement.

2. SERVICE LEVEL INDICATIONS

2.1 The following measures or Key Performance Indicators (KPI) will be used by AIS to assess the performance of the data originator:

KPI	KPI Description	Assessment Method	Target
Data Scope	The data originator will provide data covering the required data entities as indicated in PART I Appendix A	Check-listing of provided raw data against required data entities.	50%-if half of required data is provided. 80%-If $\frac{3}{4}$ of data is provided. 100%-if All required data is provided.
Timeliness	The Data is delivered by the Data Originator to AIS within the timeframes specified in PART I Appendix B .	The number of occasions where the reception of information does not respect the agreed timelines. It will be measured as the number of days/hours AIS receives raw data prior to the effective date	50% if only half of the times, data is provided within agreed timelines. 75% if 75% of the times, data is provided within agreed timelines. 100% if 100% of the times, the data are provided within agreed timelines.
Quality of raw data provided	The Data is delivered by the Data Originator to AIS with the required quality levels shown under PART I Appendix A .	1. Validation 2. Peer review 3. Verification 4. Visual check of the data received against required Quality attributes.	ZERO if data does not meet the quality requirements 100% if data provided meets relevant quality requirements.

2.2 The following measures or Key Performance Indicators (KPI) will be used by the data originator to assess the performance of services of the AIS:

KPI	KPI Description	Assessment Method	Target
Timeliness of Publication	AIS will publish the data within the required period/Timelines in line with PART I Appendix B	The number of occasions where the AIRAC dates and other agreed dates are not followed is counted.	50% if 50% of publications are published within required timelines. 75% if 75% of publications are published within required timelines. 100% if all publications are published within required timelines.
Quality of Publication	An assessment of the number of times that the AIS publications fail to achieve the standard required in terms of: 1. Accuracy 2. Completeness 3. Format 4. Integrity 5. Resolution 6. Timeliness	The primary means of assessing the quality of the publications will be a manual review by the data originator to ensure that the requested information has been correctly incorporated and meets the necessary publication requirements.	50% if only half of the times AIS Products meet requirement. 75% if only 75% of the times AIS Products meet requirement. 100% if all AIS Products meet requirements.

3. MANAGEMENT ELEMENTS

3.1 Reporting

3.1.1 Reports shall be issued by the AIS and the data originator **annually**.

3.1.2 The report from AIS to the data originator shall include, as a minimum:

- a) Number of requests for publication from the Data Originator in the reporting period;
- b) Average number of days' notice with which the aeronautical data/information was received;
- c) High-level details of the data originated during the period and the resulting publications;
- d) Performance of the service against the Key Performance Indicators (KPI);
- e) An analysis of any measure which has failed to achieve the prescribed level;

- f) Any other information considered to be of relevance;
- g) Comments and recommendations.

3.1.3 The report from the data originator to the AIS shall include, as a minimum:

- a) Number of publications received from AIS during reporting period;
- b) Performance of the service against the Key Performance Indicators (KPI);
- c) An analysis of any measure which has failed to achieve the prescribed level;
- d) Any other information considered to be of relevance;
- e) Comments and recommendations

3.2 Reviews

3.2.1 The SLA shall be reviewed by all parties annually. The review shall be conducted in line with the process applied for its creation.

3.2.2 The Accountable Managers of the AIS and the data originator shall be responsible for organizing the review meetings.

3.2.3 The review meetings shall be held at a venue agreed by both the data originator and the AIS.

3.2.4 The review meeting shall be conducted in accordance with a formal agenda which shall be issued to all attendees four (4) weeks prior to the meeting.

3.2.5 Any suggested amendments to the proposed agenda shall be submitted to the meeting organizers at least two weeks prior to the meeting.

3.2.6 The review meeting shall be chaired by the party that calls for the review.

3.2.7 Minutes of the meetings will be issued within two weeks of the review meeting. A copy of the minutes will be issued together with any updates to the SLA to the head of the AIS and the head of the organisation responsible data provision.

3.2.8 Upon approval by the heads of both entities, any updates to the SLA will be incorporated within four (4) weeks and will take immediate effect.

3.3 Change Process

3.3.1 Formal suggestions for change shall be accepted at any point.

3.3.2 Any suggested amendment shall be the subject of discussion by the nominated representatives of all parties and a decision taken as to whether the suggestion be incorporated.

3.3.3 Suggestions for change shall be submitted, in writing, either to the head of the AIS or to the head of the organisation responsible data provision.

3.3.4 All suggestions shall be accepted for consideration.

3.3.5 Any suggested amendment shall be the subject of discussion by the nominated representatives of all parties and a decision taken as to whether the suggestion be incorporated.

3.3.6 If all parties agree that the change should be incorporated then there will be no need for the change to be discussed at a meeting.

3.3.7 If all parties are not in agreement, then **the head of the AIS and the head of the organisation responsible data provision** shall decide whether the change will be discussed at the next scheduled review meeting or whether an additional meeting is required before the next scheduled review meeting.

3.3.8 Where changes are to be discussed at the scheduled review meetings, all suggested changes must be submitted at least ten (10) days prior to the review meeting.

3.4 Conflict settlement

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

- a) **the head of the AIS shall consult with the head of the organisation responsible data provision**, stating the difference and striving to jointly abide by the agreement;
- b) in case no solution is found, the problem will be referred to **the Managing Director of the AISP or the state ministry responsible for the AISP or to a committee**.
- c) **Where a committee is set up, the Committee shall 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 both parties. Until such time that the problem is resolved, the service involved will be kept in abeyance; and
- d) All parties shall abide by the decisions of such a Committee. The Committee must come to a decision within **fifteen (15) working days**.