



Unrestricted

SAP #
HighQ #: BIS-IATA-770511

IATA SUPPLY AGREEMENT

AirportIS

This Agreement is made up of this Contract Front Sheet, IATA's General Supply Terms and the other contract documents listed below.

Parties



IATA and the Customer are each referred to as a "party" and collectively as the "parties" in this Agreement.

IATA Name	International Air Transport Association		
Country of Registration	An association incorporated by a Special Act of Parliament of Canada		
Registered Address	SS135-800 rue du Square-Victoria, Montreal, QC, H3C 0B4, Canada		
Customer's Name	JSC Lithuanian Airports		
Customer's Registered Number	120864074	Country/Territory of Registration	Lithuania
Customer's Registered Address	Rodūnios road 10A LT-02189 Vilnius, Lithuania		

Start Date and Term

Effective Date	The date of the last signature to this Agreement.		
Initial Term	1 year		
Automatic Renewal	Yes		
Renewal Period	1 year	Number of Renewal Periods	2

After the Initial Term, the Agreement will automatically renew for the Renewal Period shown above, and then it will continue to renew for the agreed Number of Renewal Periods, unless either party notifies the other that it does not wish to renew at least 60 days before the end of the Initial Term or the then current Renewal Period. Together, the Initial Term and any Renewal Periods are referred to as the "Term". The parties further agree that the Term shall not be extended by more than 5 Renewal Periods and at the expiry of the fifth Renewal Period the Agreement shall automatically terminate, without any further notice.

Product / Services



This section should describe the products and services that will be provided under this Agreement. If necessary, it can cross-refer to separate product or service descriptions (including the relevant version numbers where applicable).

Product or Service Name	Traffic & Schedules
Product or Service Description	The Product or Service description is attached as Schedule A to Part B of this Agreement.
Authorized Users	Customer , and as described in more detail in the relevant Product Terms or Service Terms.
Permitted Third Parties	There are no Permitted Third Parties under this Agreement.
Permitted Purposes	In accordance with the Product Terms.

Key Contacts



This section should include the key commercial contacts for each party. All routine commercial or operational matters should be raised with these individuals.

IATA DETAILS		CUSTOMER'S DETAILS
Contact Person	Marc Heinicke	Rugilė Tiškė
Position / Title	Assistant Director Travel and Tourism Economic BI CP&S-BIS-Business Intelligence Solutions	Senior Business Analyst
Contact Details		
Business or Team Email		

Formal Notices



All formal notices must be sent in writing to the relevant contacts details below. Formal notices for IATA must be copied to legalnotice@iata.org.

IATA DETAILS		CUSTOMER'S DETAILS
Email Address		info@ltou.lt
Postal Address	International Air Transport Association, SS135-800 rue du Square-Victoria, Montreal, QC, H3C 0B4, Canada	Rodūnijos road 10A LT-02189 Vilnius, Lithuania
Marked for the attention of		
With a copy to:	legalnotice@iata.org	

Fees and Payment

Fees	The Fees attached as Schedule A to Part B of this Agreement.
Timing of Invoicing	The Timing of Invoicing attached as Schedule A to Part B of this Agreement.
Payment Period	As set out in the General Supply Terms

Contract Documents



This section should list all the documents that form part of the Agreement, including the relevant Product Terms or Service Terms. Include the relevant version number where applicable.

General Terms	IATA General Supply Terms
Product Terms / Service Terms	Part B including all annexes thereto
Other Documents	Technical Specification, Tender

If there is a conflict between the different parts of the Agreement, they will take priority in the following order: (1) this Contract Front Sheet; (2) the relevant Product Terms or Service Terms (including any annexes, in order); and (3) the General Supply Terms.



Governing Law and Dispute Resolution

Dispute Resolution Method	Any dispute, arising out of or relating to this Agreement, shall be finally settled by arbitration in the Vilnius Court of Commercial Arbitration in accordance with its Rules of Arbitration. All procedural documents shall be served via mails. The number of arbitrators shall be one. The place of arbitration shall be Vilnius. The language of arbitration shall be English.
Governing Law	Lithuanian law

Signatures

	For and on behalf of IATA	For and on behalf of the Customer
Signature	<i>Marc Heinicke</i>	<i>Petras Akstinas</i>
Name	Marc Heinicke	Petras Akstinas (acting in accordance with Order No. 1R-74 of 09/06/2025)
Position / Title	Assistant Director Travel and Tourism Economic BI CP&S-BIS-Business Intelligence Solutions	Head of the Finance Department
Date of Signature	Nov 14, 2025	25/10/2025 <i>Petras Akstinas</i>

Electronic Signature The parties agree that this Agreement, including any amendments, variations or addenda, will be signed using an electronic signature platform (such as DocuSign) unless it is not permitted by applicable law.

PART A

IATA GENERAL SUPPLY TERMS

Version 1.4 | March 2025

Words or phrases that start with a capital letter are defined in the Contract Front Sheet or in clause 18 (*Glossary*) at the end of these terms.

1. Introduction

- 1.1 **Contract Documents.** This Agreement is made up of the Contract Front Sheet, these General Supply Terms and any other contract documents listed in the Contract Front Sheet, including the relevant Product Terms or Service Terms.
- 1.2 **Product Terms and Service Terms.** Each Product or Service has its own set of contract terms. The relevant Product Terms or Service Terms that apply to this Agreement will be listed in the Contract Front Sheet and included in Part B of the Agreement.
- 1.3 **Order of Priority.** If there is a conflict between the different parts of the Agreement, they will take priority in the following order: (1) the Contract Front Sheet; (2) the Product Terms or Service Terms; and (3) these General Supply Terms.
- 1.4 **Resolving Conflicts.** If the Product Terms or Service Terms contain provisions that relate to the same subject as these General Supply Terms, those provisions will apply in addition to the General Supply Terms. The Product Terms or Service Terms will only supersede the General Supply Terms if there is a direct conflict, and only to the extent required to resolve the actual conflict between the relevant provisions.
- 1.5 **Interpretation.** In this Agreement, unless the context otherwise requires:
- 1.5.1 section, schedule and paragraph headings are included for convenience only and shall not affect the interpretation of this Agreement;
 - 1.5.2 a person includes a natural person, legal person, and corporate or unincorporated body (whether or not having separate legal personality) and that person's personal representatives, successors and permitted assigns;
 - 1.5.3 a reference to a company shall include any company, corporation, or other body corporate, wherever and however incorporated or established;
 - 1.5.4 words in the singular shall include the plural and, in the plural, shall include the singular;
 - 1.5.5 a reference to 'writing' or 'written' includes email;
 - 1.5.6 the words 'including', 'in particular' or 'for example' (or similar) should not be given a restrictive meaning because they are followed by particular examples;
 - 1.5.7 references to legislation include that legislation as amended, extended, re-enacted, or consolidated from time to time.
- 1.6 **Rules of Construction.** Each of the parties acknowledges that it has been represented by legal counsel or has had the opportunity to retain legal counsel, and the parties agree that any rule of construction that would mean that ambiguities are to be resolved against the party that drafted this Agreement will not be applied when interpreting it.

2. Start Date and Duration

- 2.1 **Start Date.** The Agreement will become binding on the Effective Date set out in the Contract Front Sheet. If the Contract Front Sheet does not include an Effective Date, the Agreement will begin when it has been signed by the last party to sign the Agreement.
- 2.2 **Term.** The Agreement will begin on the Effective Date and continue for the Term, as set out in the Contract Front Sheet.
- 2.3 **Extensions to the Term.** At the end of the Initial Term, the Agreement may be renewed or extended in accordance with the options set out in the Contract Front Sheet. If the Agreement is not extended or renewed it will automatically expire.
- 2.4 **Service Start Date.** The parties may agree to start a Service on a date that is different to the Effective Date. If so, the relevant Service Start Date will be set out in the Contract Front Sheet. For clarity, the Initial Term will always begin on the Effective Date even if the Service Start Date is different.

3. Supply of Products and Services

- 3.1 **Product and Services.** IATA will provide the Products and Services described in the Contract Front Sheet.
- 3.2 **Standard of Performance.** IATA will provide all Products and Services in accordance with:
- 3.2.1 the relevant Product Terms or Service Terms; and
 - 3.2.2 all applicable laws.
- 3.3 **Product and Service Warranties.** Each Product or Service will be provided with the benefit of the warranties set out in the relevant Product Terms or Service Terms.
- 3.4 **No Other Warranties or Conditions.** All other warranties or conditions that might be implied or incorporated into this Agreement by law are excluded (unless the law does not allow them to be excluded), including any terms related to the quality, performance or suitability of the Products or Services.
- 3.5 **Permitted Users.** If IATA has agreed for Authorized Users and/or Permitted Third Parties to use or benefit from the supply of Products or Services under this Agreement, the Customer will:
- 3.5.1 at all times be liable for its Authorized Users and Permitted Third Parties' use of or benefit from the supply of Products or Services; and
 - 3.5.2 indemnify and hold harmless IATA from any and all losses, expenses, costs (on a full indemnity basis), charges or other liability incurred or suffered by IATA that arises directly out of the Authorized Users and Permitted Third Parties' use of or benefit from the supply of Products or Services.

4. Fees and Payment

- 4.1 **Fees.** The Customer must pay the fees for the Products and Services set out in the Contract Front Sheet.
- 4.2 **Timing of Invoicing.** IATA will invoice the Customer for the fees as set out in the Contract Front Sheet.
- 4.3 **Payment Methods.** The Customer must pay IATA's invoices as follows (unless otherwise agreed in writing):
- 4.3.1 if the Customer is a member of the IATA Clearing House, IATA will claim payment of invoices through the IATA Clearing House in accordance with its rules and regulations;
 - 4.3.2 if the Customer is not a member of the IATA Clearing House (or has been suspended from it), the Customer must pay IATA's invoices by wire transfer to the bank account nominated by IATA within 30 days of the date of each invoice.
- 4.4 **Value Added Taxes.** If any taxes (including goods and services tax, or other value added taxes), levies, fees, charges or duties become payable in connection with the Agreement, the Customer will pay them in addition to any other payments due to IATA. If IATA pays such tax or assessment, the Customer will immediately reimburse IATA on demand for the payment(s).
- 4.5 **Withholding Taxes or Deductions.** All fees (or other amounts due) must be paid in full by the Customer without any set-off, counterclaim, deduction or withholding of taxes or governmental charges (other than deductions or withholding required by law). If any deduction or withholding is required by law in the country of the paying party, the Customer must pay the required amount to the relevant governmental authority, provide IATA with an official receipt or certified copy of other documentation reasonably acceptable in the industry evidencing the payment, and pay to IATA, in addition to the payment to which IATA is otherwise entitled under the Agreement, the additional amount as is necessary to ensure that the net amount actually received by IATA, free and clear of all taxes, equals the full amount IATA would have received had no deduction or withholding been required. If non-recoverable taxes are due, IATA agrees to provide all reasonable documents to the Customer to assist the Customer with its tax filings.
- 4.6 **Disputed Invoices (IATA Clearing House).** If the Customer pays invoices through the IATA Clearing House, any dispute about an invoice must be dealt with in accordance with the dispute resolution procedures of the IATA Clearing House.
- 4.7 **Disputed Invoices (Other Customers).** If the Customer does not pay invoices through the IATA Clearing House and it wishes to dispute an invoice, it must give its reasons to IATA in writing within 10 Business Days of the date of the invoice (sent to IATA's commercial contact person named in the Contract Front Sheet). If the notice is not sent within 10 Business Days, the full invoice will be due and payable. If the parties' commercial contacts cannot resolve the dispute, either party may refer the matter to be resolved in accordance with clause 17.12 (*Dispute Resolution*). If the dispute relates to part of an invoice, the Customer must pay the undisputed amount. IATA will either cancel the original invoice or issue a credit note and then issue a new invoice for the undisputed amount. Payment of the disputed amount will be deferred until the dispute is resolved. The Customer must not unreasonably dispute any invoice.

- 4.8 Interest on Late Payments.** Time of payment is of the essence. If the Customer does not pay any undisputed fees by 11.59pm on the relevant due date, then IATA may invoice for, and the Customer must pay, interest on the overdue amount at a monthly rate of the lesser of 1% (one percent) per month or the maximum rate permitted by applicable law on overdue fees, such interest to accrue on a daily basis and until full payment for the overdue amount has been made. The Customer must pay the interest together with the overdue amount.
- 4.9 Fees Are Non-Refundable.** Customer acknowledges and agrees that all fees due under this Agreement are non-refundable, unless stated otherwise in the Contract Front Sheet or the relevant Product Terms or Service Terms. The fees will be deemed to be fully due to IATA on the date the fees become payable and access to the Products or Services will not be granted, or may be suspended, until the applicable fees have been paid in full.

5. Protecting Confidential Information

- 5.1 Confidentiality Obligations.** Each party will:
- 5.1.1 not share the other party's Confidential Information with third parties unless the Agreement allows it to be shared;
 - 5.1.2 protect the other party's Confidential Information in accordance with Good Industry Practice;
 - 5.1.3 only use the other party's Confidential Information for the purposes (as set out in this Agreement) for which it was disclosed; and
 - 5.1.4 ensure that, where Confidential Information is shared, anyone that receives the information is bound by confidentiality obligations that are equivalent to those in these General Supply Terms.
- 5.2 Sharing with Representatives.** Each party may share Confidential Information with its Personnel or professional advisers (including those of its Affiliates) who need to know the information to exercise that party's rights or perform its obligations in the Agreement.
- 5.3 Sharing Required by Law.** Each party may share Confidential Information where it is required to comply with a Legal Requirement. If so, the relevant party must notify the other party (with a formal notice) as soon as reasonably possible (if allowed by the Legal Requirement) and only share as much Confidential Information as it is legally obliged to provide.
- 5.4 Confidentiality Exceptions.** The confidentiality obligations in this section do not apply to Confidential Information that:
- 5.4.1 was already known to the recipient before it was disclosed by (or with the permission of) the other party;
 - 5.4.2 becomes available to the recipient on a non-confidential basis via another third party; or
 - 5.4.3 comes into the public domain in a way that does not breach any confidentiality obligations.
- 5.5 Disposing of Confidential Information.** If requested by the other party, each party must promptly return, delete or destroy any Confidential Information it holds and confirm in writing that it has done so. This includes Confidential Information held by its representatives, but does not include information covered by clause 5.6 (*Keeping Confidential Information*).
- 5.6 Keeping Confidential Information.** Each party may keep Confidential Information that is: (a) securely stored in archives or computer back-up systems; (b) required in order to comply with a Legal Requirement; or (c) required as part of appropriate corporate governance record-keeping. Any Confidential Information that is retained for any reason will remain subject to the confidentiality obligations in these General Supply Terms.
- 5.7 Duration of Confidentiality Obligations.** The confidentiality obligations in this section will remain in force for the Term and for 5 years following the termination or expiration of this Agreement.

6. Protecting IATA's Content

- 6.1 Use of IATA Content.** The Customer's rights to use IATA Content are set out in the relevant Product Terms and Service Terms. The Customer must ensure that it, and all other Permitted Users, only use IATA Content within the scope of those rights and do not share IATA Content with anyone that is not a Permitted User.
- 6.2 Use of AI Technology.**
- 6.2.1 Except as expressly provided in this clause 6.2, Customer must not use (or allow others to use) IATA's Confidential Information and/or IATA Content in conjunction with any AI Tools including without limitation, to generate any outputs based on IATA Content (including copies, summaries, analyses, predictions, modifications or other derivative works).
 - 6.2.2 As an exception to the general prohibition in clause 6.2.1, Customer may use AI Tools to process IATA Content provided that such usage complies with each of the following conditions:



- a. **Closed Environment.** AI Tools must operate within a closed and controlled environment that is only accessible by Customer and that prevents unauthorized access to, transmission of, or sharing of, IATA Content. No IATA Content may be transmitted or stored in public or unsecured environments, including public cloud services;
- b. **Personal Data.** Without IATA's explicit prior written consent, Customer may not use any AI Tools to process and/or analyze any personal data, including within the IATA Content as applicable;
- c. **Purpose Limitation.** AI Tools may be used in conjunction with IATA Content only for the Customer's internal use. Any other use, including but not limited to, for generative artificial intelligence, machine learning model training, predictive analytics, or development of derivative works, is strictly prohibited without IATA's explicit prior written consent;
- d. **Security Requirements.** Customer will ensure that (i) the AI Tools used in conjunction with IATA Content comply at all times with applicable laws and regulations, and (ii) industry-standard security measures, including encryption, access controls, and activity logging, to safeguard the integrity and confidentiality of the IATA Content are implemented and maintained by the relevant AI Tools providers. Customer shall not allow AI Tools to connect with external databases, public APIs, or other systems in a manner that could compromise the confidentiality of the IATA Content;
- e. **Intellectual Property.** Any derivative works, improvements, analyses or insights derived from the IATA Content using AI Tools must be disclosed to IATA and are deemed the property of IATA unless otherwise explicitly agreed upon in writing between the Parties. Customer may use such derivative works, improvements, analyses or insights solely for Customer's internal use and within the scope of the Agreement; and
- f. **List of AI Tools.** Customer must provide a complete list of AI Tools intended for use by Customer (including their name, version, developer details, intended purpose, and processing scope and technologies) which will be included in the Contract Front Sheet. Any addition, modification, or replacement of these pre-approved AI Tools must be communicated in writing and approved by IATA prior to implementation.

6.2.3 Any breach of this clause 6.2 will be deemed a material breach pursuant to which IATA may suspend access to the IATA Content and/or terminate the Agreement in accordance with clause 11.2 (*Termination for Material Breach*).

6.3 **Indemnity.** The Customer will indemnify and hold harmless IATA, and its officers, employees, and representatives, from and against any and all claims, demands, actions, causes of action, damages, losses, judgments, costs, attorneys' fees, expenses and liability of any kind or nature which they may incur, suffer or be required to pay, which may result, directly or indirectly, from the breach of its obligations under this clause 6 (*Protecting IATA's Content*).

7. Records and Audit

7.1 **Records of Use.** The Customer will maintain written records of how it uses each Product and/or Service.

7.2 **Audits by IATA.** The Customer will provide IATA (or an auditor nominated by IATA) with reasonable access to its premises, systems and personnel so that IATA may audit and verify that it has complied with the Agreement.

7.3 **Conditions for Conducting Audits.** IATA will only conduct audits:

- 7.3.1 with at a least four weeks' notice;
- 7.3.2 having confirmed the scope of the audit with the Customer in advance;
- 7.3.3 during the Customer's normal business hours; and
- 7.3.4 no more than once per calendar year,

unless a more immediate audit is reasonably required to comply with a Legal Requirement or IATA reasonably believes that Customer is in breach of its obligations.

7.4 **Cost of Audits.** IATA will bear its costs of conducting an audit unless the audit reveals the Customer has breached this Agreement, in which case the Customer will reimburse IATA's costs (including its reasonable external and internal costs) for conducting the audit. Customer will bear its own costs of compliance with the terms of this clause 7 (*Records and Audit*).

7.5 **Auditors will be subject to an NDA.** IATA will ensure that any auditor it appoints is subject to a non-disclosure agreement that prevents the auditor from improperly disclosing the Customer's Confidential Information.

8. Publicity

- 8.1 **Press Releases.** The parties may issue press releases about the supply of the Products or Services under the Agreement, but only where both parties have given prior written approval of the content of any such press release.
- 8.2 **Use of Logos.** Each party agrees that the other party may identify it as a customer or supplier and display its logo (unaltered) on the other party's website, in press releases and in marketing presentations, during the Agreement.

9. Limitations on Liability

- 9.1 **Exclusions of Liability.** Subject to clause 9.4 (*Liabilities Never Limited or Excluded*), neither party will be liable to the other for any:
- 9.1.1 loss of profits, revenue, sales, commercial opportunities, contracts or business;
 - 9.1.2 loss of savings, discounts or rebates;
 - 9.1.3 loss of, or damage to, equipment;
 - 9.1.4 loss of production (including business interruption);
 - 9.1.5 loss of use or corruption of software, systems, data or information;
 - 9.1.6 damage to goodwill or reputation; or
 - 9.1.7 indirect, incidental, special, exemplary, punitive, or consequential loss or damage.
- 9.2 **Financial Liability Caps.** Each set of Product Terms or Service Terms sets out the financial liability caps that apply to the provision of the relevant Product or Service. Each party's liability will be limited in accordance with those liability caps.
- 9.3 **Scope of Liabilities Covered.** The limitations and exclusions of liability in the Agreement apply to every type of liability that might arise in connection with the Agreement, except for those covered by clause 9.4 (*Liabilities Never Limited or Excluded*). This includes liabilities that arise from a breach of contract, tort (including negligence), breach of a statutory duty or for any other reason, even if the liability is foreseeable or the breaching party had been advised of the possibility of the loss or damage.
- 9.4 **Liabilities Never Limited or Excluded.** None of the limitations or exclusions of liability in the Agreement apply to:
- 9.4.1 liability for death or personal injury caused by a party's gross negligence or wilful misconduct;
 - 9.4.2 liability for non-pecuniary damage;
 - 9.4.3 liability for fraud or fraudulent misrepresentation;
 - 9.4.4 any obligation to pay fees properly due under the Agreement;
 - 9.4.5 liability arising under clause 5 (*Protecting Confidential Information*) or clause 6 (*Protecting IATA's Content*);
 - 9.4.6 any indemnities given by a party in the Agreement; or
 - 9.4.7 any other liability that cannot be limited or excluded by law.

10. Suspending Access to Products or Services

- 10.1 **Suspension for Non-Payment.** In addition to any other rights IATA may have in the event of non-payment by the Customer, if the Customer does not pay any undisputed fees within 30 days of the relevant due date, then, provided that IATA has sent the Customer a written reminder to pay, IATA may immediately suspend the Customer's access to the Products or its performance of the Services without any liability to the Customer until the overdue amounts have been paid in full (including any interest due on those amounts).
- 10.2 **Suspension for reasons other than Non-Payment.** IATA may elect to suspend or interrupt the Customer's access to the Products or IATA's performance of the Services without any liability to the Customer where, in IATA's opinion the suspension is necessary or appropriate due to a Legal Requirement or for any technical, operational or compliance reasons.
- 10.3 **Other Rights to Suspend Products or Services.** For the duration of any period in which IATA has the right to terminate the Agreement, it may instead choose to suspend the Customer's access to the Products or its performance of the Services.
- 10.4 **Notice of Suspension.** If IATA suspends the Customer's access to a Product or Service, it will send a formal notice to the Customer that explains its reason for the suspension.

- 10.5 **Suspension Does Not Prevent Termination.** If IATA chooses to suspend a Product or Service instead of terminating, this will not waive or limit its option to terminate the services later for the same reasons that led to the suspension.

11. Termination

- 11.1 **Termination for Non-Payment.** If the Customer does not pay any undisputed fees within 30 days of the relevant due date, IATA may send the Customer a reminder by email. If the Customer has still not paid within 10 days of receiving this reminder, IATA may terminate the Agreement by giving at least 30 days' notice. If the Customer pays the outstanding fees during this 30-day notice period, the termination notice will not take effect and the Agreement will continue.
- 11.2 **Termination for Material Breach.** Each party may terminate the Agreement immediately if the other party commits a material breach of its obligations that cannot be remedied or, if it can be remedied, has not been remedied within 30 days of receiving a formal notice of the breach from the terminating party.
- 11.3 **Termination following Suspension.** If IATA suspends or interrupts the Customer's access to a Product or Service in accordance with clause 10.2 (*Suspension for reasons other than Non-Payment*) and the suspension or interruption continues for a continuous period of more than 60 days, either party may terminate the Agreement by providing the other party with at least 30 days' written notice. If the Agreement is terminated pursuant to this clause by:
- 11.3.1 the Customer, or IATA in circumstances where the reason for suspension or interruption was attributable to the Customer, then the Customer will not be entitled to a refund of any fees; or
 - 11.3.2 IATA in circumstances where the IATA's decision to suspend or interrupt was not attributable to the Customer, then IATA's sole liability will be to refund to the Customer any fees paid in advance for the period after termination (on a pro rata basis).
- 11.4 **Termination for Insolvency.** Each party may terminate the Agreement immediately if the other party suffers an Insolvency Event.
- 11.5 **Termination for Customer Change of Control.** IATA may terminate the Agreement by giving at least 3 months' notice if the Customer undergoes a change of Control without IATA's written consent.
- 11.6 **Additional Termination Rights.** Each party may terminate the Agreement in accordance with any additional termination rights set out in the Product Terms or Service Terms that apply to the Agreement.
- 11.7 **How to Terminate.** If a party wishes to exercise its rights to terminate, it must send a formal notice to the other party. The notice must explain its reason for terminating and confirm the date of termination.

12. When the Agreement Ends

- 12.1 **Customer Responsibilities on Exit.** When the Agreement ends, the Customer must comply with its obligations in the relevant Product Terms or Service Terms that relate to ending the Product or Service. In addition:
- 12.1.1 all rights granted to the Customer to use the relevant Product(s) or receive the Services will cease with immediate effect;
 - 12.1.2 the Customer must immediately pay any sums due to IATA under the Agreement; and
 - 12.1.3 the Customer must remove the Product from all hardware and confirm in writing that it has done so.
- 12.2 **Accrued Rights Unaffected.** If the Agreement ends, this will not affect any of the parties' rights, obligations or liabilities that have accrued up to that point.
- 12.3 **Continuing Obligations.** Any provision that is intended to continue after the Agreement (whether expressly or by implication) will remain in force, including clause 5 (*Confidentiality*), clause 9 (*Limitations of Liability*), clause 17 (*General*) and the governing law, jurisdiction and venue provisions specified in the Contract Front Sheet.

13. Force Majeure

- 13.1 **Relief for Force Majeure.** Neither party will be liable to the other party, or deemed to be in breach of the Agreement, if it is prevented or delayed from performing its obligations by a Force Majeure Event.
- 13.2 **Notice of Force Majeure.** A Party prevented or delayed from performing its obligations due to a Force Majeure Event shall immediately notify the other Party in writing of the occurrence of the circumstances and their impact on the performance of the Agreement. Should the non-performing Party fail to provide this notice within a reasonable time after learning or being able to learn about the occurrence of the Force Majeure Event, that Party shall be liable for any damages incurred by the other Party due to the lack of notice.

13.3 **Consequences of Force Majeure.** If a party is prevented or delayed from performing its obligations by a Force Majeure Event, it will be entitled to a reasonable extension of time to perform its obligations. If the Force Majeure Event continues to impact its performance for three months, the parties will discuss the situation in good faith and agree to either: (a) implement a plan to mitigate the impacts; (b) extend the period for performance; or (c) terminate the Agreement (or part of it). If the parties cannot agree, either party may terminate the Agreement by giving at least 14 days' written notice to the other.

14. General Warranties

14.1 **Compliance with Law.** Each party represents and warrants that, at all times, it will comply with all applicable laws related to the performance of the Agreement and the provision of the Products and Services.

14.2 **Approvals and Consents.** Each party represents and warrants that, at all times, it has all necessary rights, approvals, permits and consents to enter into and perform the Agreement, and to grant the rights and licences referred to in it.

15. Compliance

15.1 **Anti-Slavery Laws.** Both parties will comply with all applicable laws related to anti-slavery and human trafficking, including, but not limited to, the provisions of the Criminal Code of the Republic of Lithuania concerning human trafficking and labour exploitation, and the requirements of Directive 2011/36/EU of the European Parliament and of the Council (with any further amendments thereof) on preventing and combating trafficking in human beings and protecting its victims.

15.2 **Anti-Corruption Laws.** Both parties will comply with (and ensure that their Associates comply with) all applicable laws related to anti-bribery and anti-corruption, including, but not limited to, the Law on the Prevention of Money Laundering and Terrorist Financing of the Republic of Lithuania.

15.3 **Data Protection Laws.** Both parties will comply with all applicable data protection and privacy laws and regulations related to the performance of this Agreement, including, but not limited to, the Law on Legal Protection of Personal Data of the Republic of Lithuania and Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation).

15.4 **Sanctions.** Both parties will comply with all relevant Sanctions and will not take part in any activity or transactions that would breach or seek to avoid Sanctions (whether directly or indirectly).

15.5 **Internal Policies and Controls.** IATA will maintain and enforce its own policies and procedures (based on Good Industry Practice) to ensure compliance with the Compliance Standards. This includes implementing a system of training for its staff as reasonably required based on their roles.

15.6 **Due Diligence.** IATA will conduct reasonable due diligence on its subcontractors and suppliers to ensure that there is no slavery, human trafficking or corrupt practices in its supply chains.

15.7 **Evidence of Compliance.** IATA will keep records of the measures it takes to ensure compliance, including, for example, copies of its internal policies, records of training and due diligence, and evidence of internal audits.

15.8 **Confirmation of Compliance.** Each party confirms that neither it, nor any of its employees or officers, have been:

15.8.1 convicted of an offence involving a breach of the Compliance Standards; or

15.8.2 so far as it is aware, subject to any investigations or enforcement activity by a regulator related to the Compliance Standards.

15.9 **Notice Obligations.** Each party will notify the other party immediately, by formal notice, if it becomes aware that it or any of its Personnel have breached or potentially breached any of the obligations in this clause 15 (*Compliance*). Such notice will set out details of the circumstances concerning the breach or potential breach.

15.10 **Provision of Compliance Information.** If requested, IATA will promptly complete the Customer's questionnaires related to the Compliance Standards and provide reasonable access to IATA's evidence of compliance.

16. Transferring the Agreement

16.1 **Consent Generally Required to Transfer.** Neither party may assign or transfer the benefit of the Agreement without the other party's written consent.

16.2 **Subcontracting.** IATA may, at its risk and expense, subcontract its performance of the Services (in whole or in part) to any third party, including any of its third-party data processors, as long as it provides written notice to the Customer.

16.3 **Notice of Change of Control.** The Customer must notify IATA (with a formal notice) as soon as reasonably possible if it expects to undergo a change of Control, unless it is not allowed to because of a Legal Requirement. The Customer must

notify IATA no later than when the anticipated change of Control is first made public, but should do so earlier where the Customer is able to tell IATA in confidence.

17. General

- 17.1 **Changes to the Agreement.** Any change to the Agreement must be agreed in writing and signed by both parties.
- 17.2 **Method for Sending Formal Notices.** Formal notices must be made in writing and sent to the relevant contact details set out in the Contract Front Sheet. Each party may amend its contact details by notifying the other party in writing from time-to-time.
- 17.3 **Timing of Notices.** Notices will be deemed to have been delivered as follows: (a) if delivered in person, on delivery; (b) if sent by email, the start of the next Business Day after sending; (c) if sent by first class post within the same country, two Business Days after posting; and (d) if delivered by international recorded delivery post or courier, five Business Days after posting. If a notice is delivered after 5pm it will be deemed to have been given on the following Business Day.
- 17.4 **Export Control.** The Products, Services, software and technology subject to the Agreement may be subject to export control laws and regulations of the United States, the European Union and other national or international regulations, including the Export Control Laws. Both parties will comply with all export control laws and will not re-export, or transfer any products, software, or technology subject to those laws. Neither party will disclose any software or technology to any person or territory contrary to those laws or regulations.
- 17.5 **Rights and Remedies.** The parties may seek injunctive relief or specific performance to enforce their rights under the Agreement. If a party exercises any of its rights or remedies (including a right to suspend or terminate) this will not limit or exclude any other rights or remedies which that party may be entitled to at law, in equity or under this Agreement.
- 17.6 **Waiver.** If a party delays in exercising a right or remedy under the Agreement, this will not waive that party's option to exercise that right or remedy in future, and nor will a single or partial exercise of any right or remedy prevent or restrict a party from exercising that right or remedy again.
- 17.7 **No Partnership or Agency.** The Agreement is not intended to create a partnership or joint venture between the parties, or to make one party an agent of the other. Neither party has the power to create any commitments on behalf of the other unless specifically stated in the Agreement.
- 17.8 **Entire Agreement.** The Agreement is the whole and only agreement between the parties relating to its subject matter and supersedes all prior agreements, arrangements or communications related to it and its subject matter. The parties agree that any ancillary terms that are not expressly incorporated into this Agreement will be null and void, including any terms contained in any invoice or purchase order documents.
- 17.9 **Severability.** If any part of the Agreement is unenforceable or invalid for any reason, the rest of the Agreement will remain in force and should be interpreted as if the offending part had never been included, but if any party becomes liable for any Losses which would have otherwise been limited or excluded, that liability will be subject to the other limitations on liability in the Agreement
- 17.10 **Third Party Rights.** No one has the right to enforce the Agreement except for the parties named on the Contract Front Sheet and any other parties that are specifically given the right to enforce it in the Agreement.
- 17.11 **Claims.** The parties agree that any claim for Losses incurred in connection with the supply of Products or Services to an Affiliate, Permitted Third Party or an Authorized User, may only be brought against IATA or the Customer, as applicable. This does not limit the parties' right to seek injunctive relief or specific performance against any third party to protect their rights.
- 17.12 **Dispute Resolution.** Any disputes or claims that arise in connection with the Agreement, or the provision of the services, must only be resolved using the Dispute Resolution Method set out in the Contract Front Sheet.
- 17.13 **Governing Law.** The Agreement, and all matters connected with it, are subject to the Governing Law set out in the Contract Front Sheet.
- 17.14 **Counterparts.** This Agreement may be executed in two or more counterparts. Each will be deemed an original and together they will make a single agreement. This Agreement may be executed and delivered by email in portable document format (.pdf), or by other electronic means that comply with applicable laws, and this will be deemed to have the same effect as if the original 'wet-ink' signature counterpart had been delivered in hard copy (but, for clarity, this doesn't apply if only the signature page has been emailed). None of the counterparts will be effective until each party has delivered their own fully executed counterpart to the other.

17.15 **Customer Obligation.** Customer shall at all times from the date of this Agreement, on being required to do so, at its own expense do or use reasonable endeavours to procure the doing by any Affiliate of all such acts as may be required to give full effect to this Agreement including the execution and delivery of any and all deeds and documents.

18. Glossary

Affiliate	means any entity that directly or indirectly Controls, is Controlled by, or is under common Control with another entity.
AI Tool	means any artificial intelligence technology, software, or algorithms used to generate content or data, including machine learning algorithms, neural networks or other similar technology. This includes tools developed by the Customer or provided by third parties.
Authorized Users	means the Customer's employees and individual contractors (and, where applicable, those of its Affiliates) who are permitted to use, or benefit from, each Product or Service supplied under the Agreement, as set out in the relevant Product Terms, Service Terms or the Contract Front Sheet. For clarity, Authorized Users do not include Permitted Third Parties.
Business Day	means a day other than a Saturday, Sunday or public holiday in the jurisdiction of the Governing Law specified in the Contract Front Sheet.
Control	means the direct or indirect power to direct the management and policies of an entity or the composition of its board of directors or equivalent body, whether through the ownership of shares, by contract, or otherwise.
Confidential Information	means information related to a party that is marked as confidential or would otherwise be regarded as confidential by a reasonable business person. This includes information about the party's Customers, suppliers, pricing, market opportunities, operations, products, technology, plans, know-how, designs or trade secrets.
Compliance Standards	means all the laws, policies and standards described in clause 15 (<i>Compliance</i>) with which the parties must comply.
Contract Front Sheet	means the contract front sheet for the Agreement that sets out the key contract details.
Export Control Laws	means the International Arms Regulations (ITAR) (22 C.F.R. Parts 120-130 (2010)), the Export Administration Regulations (EAR) (15 C.F.R. Parts 730-774 (2010)), U.S. anti-boycott regulations in the EAR Treasury Department and U.S. Department of The Treasury Regulations, the economic sanctions regulations and guidelines from the U.S. Department of Finance, the Office of Foreign Assets Control and the United States Patriot Foreign Goods Act (October 2001), Law on the Control of Strategic Goods of the Republic of Lithuania, Customs Law of the Republic of Lithuania, Law on International Sanctions of the Republic of Lithuania, the economic sanctions regulations and guidelines from the bodies of European Union.
Force Majeure Event	means an event or circumstance that is reasonably outside a party's control and prevents it from performing its obligations in the Agreement, including without restriction, acts of God, natural disasters, fire, earthquakes, floods, explosions, pandemic, terrorism, armed conflicts and wars not yet officially declared, civil unrest, strikes or industrial disputes, vandalism, pillage, port congestion, theft, adverse weather conditions, rejections or delays in obtaining export or import licenses, embargoes, acts or any regulations of any governmental authority, communication line failure or failure and significant and disruptive fluctuation of power supply and any similar events affecting third party suppliers as provided in the applicable legal acts of the Republic of Lithuania.
Good Industry Practice	means, for each party, the degree of skill, care and diligence that would reasonably be expected of a conscientious and skilled organisation engaged in the same activities as that party.
IATA Content	means all text, graphics, images, videos, data, software or other content provided by IATA to the Customer as part of a Product or Service (including materials created as part of the Services), including all intellectual property rights owned (or licensed) by IATA in that content.
Insolvency Event	means any of the following: <ul style="list-style-type: none"> a. where a procedure is commenced to wind-up, bankruptcy, restructuring or re-organise a party (other than for a solvent reorganisation) that is not dismissed within 10 Business Days; b. where a procedure is started to appoint an insolvency administrator for a party (or substantially all of its assets) that is not dismissed within 10 Business Days; c. where a party is unable to pay its debts as they fall due or enters into a composition or arrangement with its creditors (or any class of them), including a company voluntary arrangement or a deed of arrangement; or d. anything analogous to the events described above in any jurisdiction of the parties.
Legal Requirement	means any legal or regulatory obligation that a party must comply with, including the requirements of laws, or a court or regulator. It also includes requirements that arise from being listed on a stock market or securities exchange.



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Losses	means all losses, liabilities, damages, costs, expenses (including reasonable legal fees) and the costs of investigations, litigation, settlements, judgment interest, penalties and fines.
Permitted Third Parties	means the Customer's subcontractors and/or third party suppliers that are permitted to use, or benefit from, each Product or Service supplied under the Agreement, in each case to the extent specifically set out in the relevant Product Terms, Service Terms or the Contract Front Sheet.
Permitted Users	means the Authorized Users and Permitted Third Parties under the relevant Agreement.
Personnel	means, for each party, its employees, officers, workers, agents and individual contractors, and those of its subcontractors.
Product	means each product to be supplied to the Customer by IATA under the Agreement, as set out in the Contract Front Sheet.
Product Terms	means the product-specific documents and contract terms that apply to each Product. This could include product descriptions, service level agreements, licence terms and pricing sheets.
Sanctions	means any trade, economic or financial sanctions, laws, embargoes or restrictive measures that apply in the countries where the Agreement will be performed, or otherwise apply to IATA or the Customer from time to time.
Service	means each service to be supplied to the Customer by IATA under the Agreement, as set out in the Contract Front Sheet.
Service Terms	means the service-specific documents and contract terms that apply to each Service. This could include service descriptions, service level agreements and pricing sheets.

PRODUCT TERMS

AIRPORT IS – TRAFFIC & SCHEDULES

Version 1.0 | March 2024

Words or phrases that start with a capital letter are defined in IATA's General Supply Terms or in clause 7 (*Glossary*) of these Product Terms.

19. Introduction

- 19.1 **Product Summary.** The Product is described in more detail in Schedule A (*Product Details*), which forms part of these Product Terms.
- 19.2 **Contract Terms.** These Product Terms apply to all agreements for the Product. They apply in addition to IATA's General Supply Terms, which also form part of the Customer Agreement.

20. Supply of AirportIS – Traffic & Schedules

- 20.1 **Delivery of Data.** IATA will deliver the Data to the Customer as described in Schedule A (*Product Details*).

21. Rights to Use

- 21.1 **Licence to Use.** IATA grants to the Customer a non-exclusive and non-transferable licence to use the Data solely for the Customer's internal business purposes and in accordance with the licence parameters set out Schedule A (*Product Details*). The Customer must not commercially exploit any part of the Product or the Data.
- 21.2 **Licence Duration.** The Customer's licence to use the Data will continue for the term set out in the Customer Agreement.
- 21.3 **General Usage Restrictions.** Unless specifically allowed by these Product Terms, the Customer must not:
- 21.3.1 modify, adapt or create derivative works of any part of the Product or the Data;
 - 21.3.2 reverse engineer, decompile or disassemble the Product (except to the extent that this cannot be restricted by law);
 - 21.3.3 make the Product available to anyone that is not permitted to have access to it under these Product Terms;
 - 21.3.4 use the Product outside the rights granted in these Product Terms or in any way that breaches the law;
 - 21.3.5 remove, alter or obscure any proprietary notices or trademarks included as part of the Product; or
 - 21.3.6 circumvent or remove any form of copy protection used by IATA to protect the Product.
- 21.4 **Export Control.** The Customer must not, directly or indirectly, export or transmit the Product (or any part of it) to any country where the transfer is restricted by Sanctions (or any other laws) without first obtaining all necessary consents from the relevant governmental authorities and notifying IATA in advance.
- 21.5 **IATA owns the Product.** IATA owns (or licences) all Intellectual Property in the Product. It is only licensed to the Customer and not sold.

22. Fees

- 22.1 **Fees.** The Customer must pay the fees for the Product set out in Schedule A (*Product Details*).
- 22.2 **Invoicing.** IATA will invoice for the fees as set out in Schedule A (*Product Details*) and IATA's General Supply Terms.

23. IMPORTANT DISCLAIMERS

- 23.1 **THE PRODUCT IS FOR INFORMATION ONLY.** THE PRODUCT IS PROVIDED FOR INFORMATION ONLY. IATA WILL NOT BE RESPONSIBLE FOR ANY ACTIONS OR DECISIONS THE CUSTOMER TAKES AS A RESULT OF USING THE PRODUCT OR ANY DATA.
- 23.2 **THE PRODUCT IS PROVIDED 'AS IS'.** THE PRODUCT IS PROVIDED ON AN 'AS IS' BASIS. IATA DOES NOT REPRESENT OR WARRANT THAT THE INFORMATION CONTAINED IN THE PRODUCT OR DATA IS COMPLETE OR FREE FROM ERRORS. IATA DISCLAIMS ANY LIABILITY FOR LOSS OR DAMAGE CAUSED BY ERRORS OR

OMISSIONS IN THE DATA, UNLESS SUCH ERRORS OR OMISSION WERE KNOWN TO IATA AT THE TIME OF CONCLUSION OF THE AGREEMENT AND WERE INTENTIONALLY CONCEALED OR FOR DELAYS IN PROVIDING THE DATA, WHETHER THEY ARE CAUSED BY NEGLIGENCE, ACCIDENT OR ANY OTHER REASON.

23.3 **NO OTHER WARRANTIES OR GUARANTEES.** ALL WARRANTIES OR CONDITIONS THAT MIGHT BE IMPLIED OR INCORPORATED INTO THE CUSTOMER AGREEMENT BY LAW ARE EXCLUDED (UNLESS THE LAW DOES NOT ALLOW THEM TO BE EXCLUDED), INCLUDING ANY TERMS RELATED TO THE QUALITY, MERCHANTABILITY, PERFORMANCE, FITNESS FOR PURPOSE, OR ANY WARRANTIES AGAINST INFRINGEMENT OF THIRD PARTY RIGHTS.

24. Limitations on Liability

24.1 **Financial Liability Cap.** IATA's entire liability under the Customer Agreement will not exceed the value of the fees paid or payable by the Customer under the Customer Agreement during the 12-month period preceding the event giving rise to the claim (or in case less than 12 months have passed, 12 times the average monthly fee calculated over the months that have passed). Customer's entire liability under the Customer Agreement will not exceed 200% of the value of the fees paid or payable by the Customer under the Customer Agreement during the 12-month period preceding the event giving rise to the claim (or in case less than 12 months have passed, 12 times the average monthly fee calculated over the months that have passed).

24.2 **Other Limitations and Exclusions of Liability.** For clarity, all the other limitations and exclusions of liability in IATA's General Supply Terms apply to the Customer Agreement and the supply of AirportIS.

25. Glossary

AirportIS Data	means O&D Data.
Agency Sales Data	means the agency sales reports package provided by IATA that consists of monthly agency sales report showing data at the travel agency locality (city names and zip codes) level of granularity.
BSP	means IATA's Billing and Settlement Plan.
CargoIS Data	means data provided as part of IATA's Cargo Intelligence Solutions Business Intelligence Package, which is described in Schedule A (<i>Product Details</i>).
Catchment Data	means the Catchment reports package that consist of a query tool that enables access to monthly mapping function, allowing to custom built multiple catchment areas for Agency Sales Data.
Customer Agreement	means the Customer's agreement with IATA for the supply of AirportIS, of which these Products Terms form a part.
Data	means the AirportIS Data and the Schedule Data, collectively.
Intellectual Property	means all rights in: (a) patents, trademarks, trade names, goodwill, registered designs, design rights, database rights, copyrights, computer software, domain names and other forms of intellectual property, whether or not registered or registerable, and including any applications for registration; (b) inventions, formulae and confidential information (including know-how or secret processes); and (c) any similar rights that exist now or in the future.
O&D Data	is the origins and destinations data that consists of monthly passenger flow data and statistics derived from IATA's BSP operations and other sources, with any associated media, materials and specifications related thereto.
Schedule Data	is the schedule reports owned (or licenced) by IATA which will be provided to the Customer as described in Schedule A (<i>Product Details</i>) below.

SCHEDULE A PRODUCT DETAILS

1. Introduction

This AirportIS Package is an Internet based Web Tool that provides access to AirportIS Data and Schedules Data as described below.

The number of Authorized Users who may access the Web Tool is set out in the AirportIS Pricing section below.

2. Package Description

a. AirportIS O&D Reports Package

Data Period	October 2025 – September 2026 In addition, historical data as of Jan 2011 will be delivered.	
Included Countries	Airports	or Global
Traffic Description	Reports	<p>The following reports: (1) Report per O&D and (2) Report per flight segment, enabling access to the O&D Data as described below:</p> <ol style="list-style-type: none"> 1. True O&D traffic flows start / end and connecting traffic at the included airports 2. Full itinerary including airline details per segment 3. Class of service data 4. Travel month data 5. Average fare information (per class) 6. Total passengers (full market-size estimates) 7. Forward ticketing data <p>Note: No Data provided under this Agreement shall contain data or information that derives from the global distribution system "Amadeus".</p>

b. Schedule Reports Package

Period/Data Coverage	The Schedule Data includes worldwide historical schedule data (10 years) plus 11 months of future schedules data	
Schedule Description	Reports	<p>Includes different analysis tools to abstract Schedule Data:</p> <ul style="list-style-type: none"> • Schedule Analyser • Connection Analyser • Mapper
Codes and Dates	The Web Tool section contains reference tables whereby users are able to search codes and information relating to airline, airport and equipment codes (Schedule Reports), and list of countries in a specific region.	

c. Data Delivery Schedule

i. AirportIS Data

AirportIS Data will be made available within fourteen (14) days of the effective date of the Customer's Agreement.

The AirportIS Data will then be made available six (6) weeks following the end of each month. If a delivery date falls on a weekend or holiday, delivery will be made on the following business day (Montreal, Canada).



ii. Schedules Data

Schedules Data will be made available within fourteen (14) days of the effective date of the Customer’s Agreement or as soon as the Web Tool access is completed. Future Schedule Data is updated weekly.

d. Report Types

AirportIS Web Tool reports are available in HTML, Excel and CSV Format.

3. Web Tool Access

a. Duration of Access

Access to the AirportIS Data and the Web Tool will start on the Effective Date of the Customer Agreement and end on 30 Sept 2026 (**Web Tool End Date**), unless otherwise agreed in writing by the parties.

b. Access and Minimum Hardware & Software Requirements

To access the AirportIS Web Tool, IATA will provide the Customer with a confidential user ID and password.

- **Operating Systems:** Microsoft Windows XP Service Pack 3, Windows 8 or newer 32-bit or 64-bit, all variants including Home, Professional, and Ultimate; Apple’s Mac OS X 10.5 (Leopard) or newer, Intel only.
- **Processor:** 1.5 GHz CPU or higher
- **Memory:** at least 1 GB RAM
- **Display:** WXGA (1280 x 800) or higher resolution monitor
- **Spreadsheet Software:** Excel 97, or newer
- **Internet Connection:** Cable Modem, DSL, or connection speed of T1 or faster (no dial-up modems)
- **Browsers:** all supported browsers must have Cookies and JavaScript enabled. Supported Browsers include: Google Chrome 30 or newer; Safari 6 or newer; Microsoft Internet Explorer 8, 9, 10, or newer with Compatibility Mode disabled; Firefox 30 or newer

4. Pricing

a. Pricing

The price for AirportIS Data and Schedules Data access through the Web Tool is:

EUR 69.000,00

The price includes up to 4 users for traffic data + 2 users for capacity data.

b. Invoicing and Payment

Invoices will be sent and payments will be due according to the following schedule:

PERIOD	INVOICE DATE	PAYABLE	AMOUNT
Oct 2025 – Sept 2026	At contract start	Within 30 days of invoice date	EUR 23 000,00
Oct 2026 – Sept 2027	At period start	Within 30 days of invoice date	EUR 23 000,00
Oct 2027 – Sept 2028	At period start	Within 30 days of invoice date	EUR 23 000,00

Invoices must be paid by bank transfer to the following:

Royal Bank of Canada, 1 Place Ville Marie, Montreal, Quebec Canada

Main Branch: 00001



Unrestricted

SAP #
HighQ #: BIS-IATA-770511

Bank ID: 00000003

Swift Code: ROYCCAT2

ABA: 021000021

USD Account: 404-903-7

IATA

5. Product Support

AirportIS Technical support can be requested through the IATA Customer Portal: <https://portal.iata.org/s/login>

One employee of the Customer shall serve as the Customer's contact point and shall be responsible for gathering all support questions related to AirportIS and liaise with IATA. The AirportIS team will liaise with this person for any technical and product support issues.

Please insert Customer representative contact information:

Name: Rugilė Tiškė

Title: Senior Business Analyst

Phone:

Email:

The AirportIS team shall use its best efforts to respond to support questions promptly within 3 business days.

IATA will promptly notify the Customer of any server maintenance issues that could potentially disrupt for a short period AirportIS web tool data access. Notification will be in advance to minimize data usage disruptions.

In the event of any server downtime, the AirportIS shall use all reasonable efforts to resolve those promptly within 24 hours of client notification.