



FAIR USAGE POLICY

This Fair Usage policy applies to all Services provided by AVIAVOX under the Maintenance & Support Subscription, and is based on Best Practice of Airport and Airline users of the AviaVox Announcement Systems worldwide.

Fair Usage will be determined by AVIAVOX. If we conclude that a service request does not reflect the service covered by the Subscription, we will inform the Customer that we feel the service request is unreasonable, and we will discuss the alternatives. This may result in a request to limit what we consider to be the "excess usage" or to accept additional charges.

Additional variable content: The development of additional content to an active script such as new destinations or airlines, passenger types or other variable content is included in the Subscription, and will be added automatically in the language of the airport of departure, in the language of the airport of destination and in English. Upon request these variables can also be added in any other language covered by the Subscription, provided the requirement for that language is plausible and fair.

Additional script content: The adding of new or the change of existing fields within the defined scripts is covered by the Subscription. Requests for a total rewrite of a script is considered to be excessive usage, and may be charged additionally.

Content changes: Once requests for content development are finalized and approved by the Customer they are taken into production and can no longer be altered. Requests for changes after finalization and approval of the Customer has taken place are considered to be excessive usage, and may be charged additionally.

Translations: The English language is the source language of the AviaVox system. All translations from other languages to English are at the sole discretion of AVIAVOX. Deviant translations are considered to be excessive usage, and may be charged additionally.

PA zone configuration: Changes in PA zone configuration are covered by the Subscription. A full switch-over to another PA system or a substantial expansion of an existing PA-system are considered to be a change of scope and will be quoted and charged separately.

AODB configuration: Changes in AODB configuration are covered by the Subscription. A full switch-over to another AODB or a substantial expansion of an existing AODB are considered to be a change of scope and will be quoted and charged separately.

Periodic reports: Customers with a valid Subscription can request a monthly, semi-yearly or yearly report of the system's functionalities and use statistics. The content and layout of this report are at the discretion of AVIAVOX, but will be in line with the needs of the Customer as much as technically possible.

System training: During initial installation system training is offered. Upon request, AVIAVOX offers a regular remote repeat training for system operators and gate agents.

Technical support: Technical and other customer support is covered by the Subscription under Fair Usage conditions. Our Customer Support Department can be reached 24/7 by email. Response will follow as soon as possible, but never later than the next workday. Live helpdesk support is available on workdays from 9am to 5pm Central European Time (CET).