

In the name of God

Service Level Agreement for Flight Announcement

Introduction:

Iran Airports and Air Navigation Company, as the sole provider of aviation and airport services across the country, is responsible for offering a flight announcement service, as per the directive from the Administrative and Recruitment Organization of the country, to the stakeholders.

Objective:

The objective of this agreement is to emphasize the provision of flight announcement services by all contracted airports and subsidiaries of the company, aimed at facilitating and managing operations within airport terminals, and providing guidance to passengers for easier access to their desired flights.

Responsibilities:

Iran Airports and Air Navigation Company is required to provide all flight announcement services, which include the dissemination of passenger flight details and flight status updates. These services must be accessible to the public, executive agencies, users, and service providers in the air transport sector in accordance with the company's statute, international ICAO regulations, and the Fifth Development Plan law. The service will be available through the company's portal, the 199 automated telephone system, SMS notifications, and flight announcement boards installed in airport terminals.

Mutual Obligations of the Service Recipient and the Executing Body:

Iran Airports and Air Navigation Company is committed to providing the flight announcement services in the best possible manner for the convenience of passengers and citizens. In case of unavailability of these services, the company is obligated to repeat the announcements, both verbally and visually, to guide passengers to their respective flights.

*This agreement remains valid unless amended or replaced.