

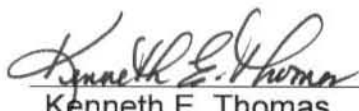
MIAMI AIR ROUTE TRAFFIC CONTROL CENTER AND NEW YORK ARINC, INC. LETTER OF AGREEMENT

SUBJECT: COMMUNICATION PROCEDURES

1. **PURPOSE:** The purpose of this Letter of Agreement (LOA) is to prescribe communication procedures to be used between Miami Air Route Traffic Control Center (ARTCC) and New York ARINC, Inc, Communications Center (ARINC).
2. **CANCELLATION:** This LOA cancels the LOA between Miami ARTCC and ARINC, subject: Relaying of Control Information between Miami ARTC Center and New York ARINC, Inc., dated June 5, 2008.
3. **SCOPE:** The procedures herein are supplementary to the procedures and responsibilities contained in the Federal Aviation Administration and ARINC contract.
4. **EFFECTIVE:** October 22, 2009
5. **RESPONSIBILITIES:**
 - 5.1 ARINC shall:
 - 5.1.1 Relay all messages relating to the movement of air traffic to the appropriate air traffic control (ATC) sector without delay. Relay ATC clearances, advisories, and requests verbatim as received from ATC. Obtain readbacks from aircraft for all ATC clearances and confirm delivery of ATC advisory and request messages.
 - 5.1.2 Relay clearances:
 - 5.1.2.1 Within 3 minutes of receipt, or
 - 5.1.2.2 Within 3 minutes after the specified delivery time, or
 - 5.1.2.3 By a specified cancellation time.
 - 5.1.3 Relay advisory and request messages:
 - 5.1.3.1 Immediately following delivery of all waiting clearances, and
 - 5.1.3.2 Within 5 minutes of receipt.

- 5.1.4 Inform ATC immediately via voice line of any aircraft that does not **acknowledge** an attempted clearance delivery.
- 5.1.5 ARINC shall request weather deviations **and send** reports of severe turbulence **via telephone** to the appropriate ATC sector providing aircraft call sign and information.
- EXAMPLE-**
“United 123, weather deviation.”
“United 123, reports severe turbulence”
- 5.1.6 Inform ATC when **unable** to deliver a clearance, request, or advisory within the time periods in paragraphs 5.1.2 and 5.1.3.
- 5.1.7 Immediately notify the appropriate Miami ARTCC Supervisor of any disruptions/outages to normal communications, and take corrective actions as necessary.
- 5.1.8 Notify the Miami ARTCC Supervisor of any pertinent expected **communications** problems (e.g., solar flares, scheduled outages, scheduled modifications).
- 5.1.9 Upon request from ATC, provide telephone patch availability, specifically for ATC operations, on a priority basis.
- 5.1.10 Relay all control information in the Relay Area depicted in Attachment 1.
- 5.1.11 Relay all control information only when requested to by ATC for that area depicted in Attachment 1 as the Non-Relay Area.
- 5.1.12 Effect communications transfer utilizing the points, appropriate frequencies and dial codes depicted in Attachment 2.
Exception: For communication transfer over SNAGY and SUMRS, use the following phraseology: (AID) contact Miami Center on (FREQ) 5 minutes prior to SNAGY/SUMRS/MIAMI FIR (as appropriate).
- 5.1.13 Request the following information from a flight that declares an emergency:
- 5.1.13.1 **Nature** of the emergency.
- 5.1.13.2 Pilot’s **intentions** and any assistance required (e.g., revised clearance, intercept, equipment standing by).
- 5.1.13.3 Present **position**.

- 5.1.13.4 **Fuel** on board.
- 5.1.13.5 **Number of people** on board.
- 5.1.13.6 **Estimated time of arrival (ETA)** at destination airport.
- 5.1.14 Contact the Miami OCEANIC Supervisor at (305) 716-1784 or -1588 with ARINC HF frequency assignments as changes occur.
- 5.1.15 Communicate with Miami ARTCC during telephone outages using back up procedures: AFTN address KZMAZQZX.
- 5.2 Miami ARTCC shall:
- 5.2.1 Provide traffic exiting the Miami FIR with the appropriate high frequency (HF) assignment provided by **ARINC** per paragraph 5.1.14.
- 5.2.2 Immediately notify the ARINC Shift Manager of any disruptions/outages to normal communications, and take corrective actions as necessary.
- 5.2.3 Notify the ARINC Shift Manager of any upcoming event signaling unusual traffic activity that may have an impact on ARINC staffing or equipment (e.g. significant military aircraft movement or exercise).
- 5.2.4 Notify the ARINC Shift Manager of any pertinent operational problems (e.g. scheduled outages, scheduled modifications to software and hardware, equipment problems) in a timely manner.
- 5.2.5 Communicate with ARINC Communication Center during telephone outages using back up procedures: AFTN address KNYCXAAG.



Kenneth E. Thomas,
Air Traffic Manager
Miami ARTC Center

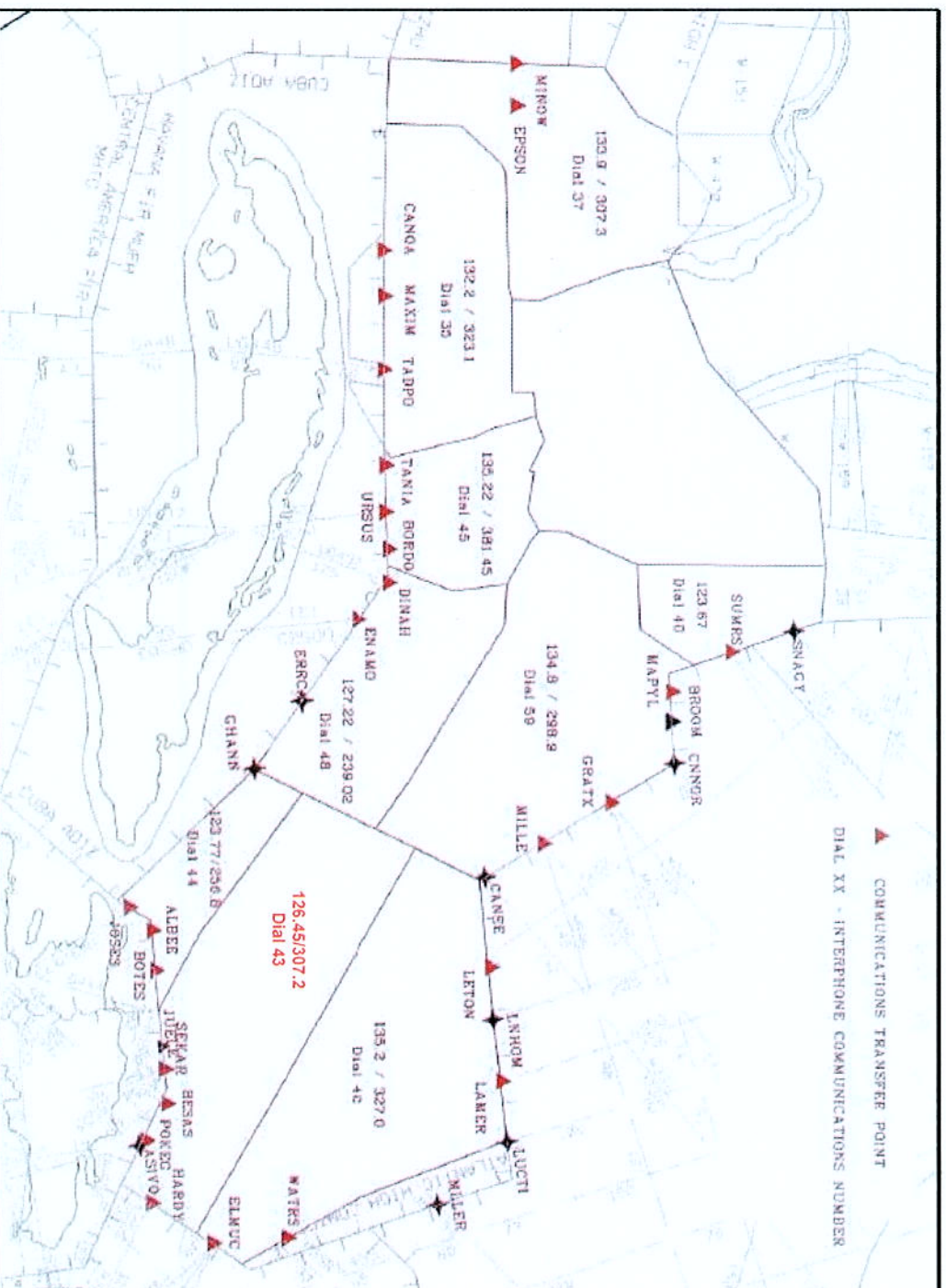
Duane W. Lighty,
Director-Eastern Region
New York ARINC, Inc.

Peter M. Vogt
WARP Acquisition Lead
ARINC & SITA Program
Manager/COTR

2 Attachments:

- 1) FIR & Relay Areas
- 2) FIR Communications Transfer Points, Frequencies, and Interphone Numbers

Attachment 2



FTR Communications Transfer Points, Frequencies, and Interphone Numbers