

# AIRWAYS

## AIRWAYS SERVICE FRAMEWORK

EFFECTIVE 1 SEPTEMBER 2025



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## Introduction

Airways Corporation of New Zealand Ltd (Airways) is New Zealand's air navigation service provider. Our job is to keep aircraft separated to ensure they reach their destination safely and efficiently; safe skies, today and tomorrow.

It's a huge task involving close to 500,000 aircraft movements within New Zealand's 30 million kilometres of airspace each year.

Recognising our key role in enabling safe operation of the aviation industry, we work closely with our customers to deliver safe, affordable and appropriate air traffic services and technology that deliver real value.

How we do this today is outlined in this Service Framework, which sets out:

- ▶ Our Commercial Framework
- ▶ Our customers
- ▶ Our Base Services
- ▶ Where and how we deliver our services
- ▶ How we measure our performance

The Service Framework will be reviewed periodically to ensure it reflects the changing needs of our customers.



## Who We Are

As New Zealand's air navigation service provider, Airways manages one of the largest airspaces in the world and provides air traffic management services that are safe, modern, technologically advanced, reliable and efficient.

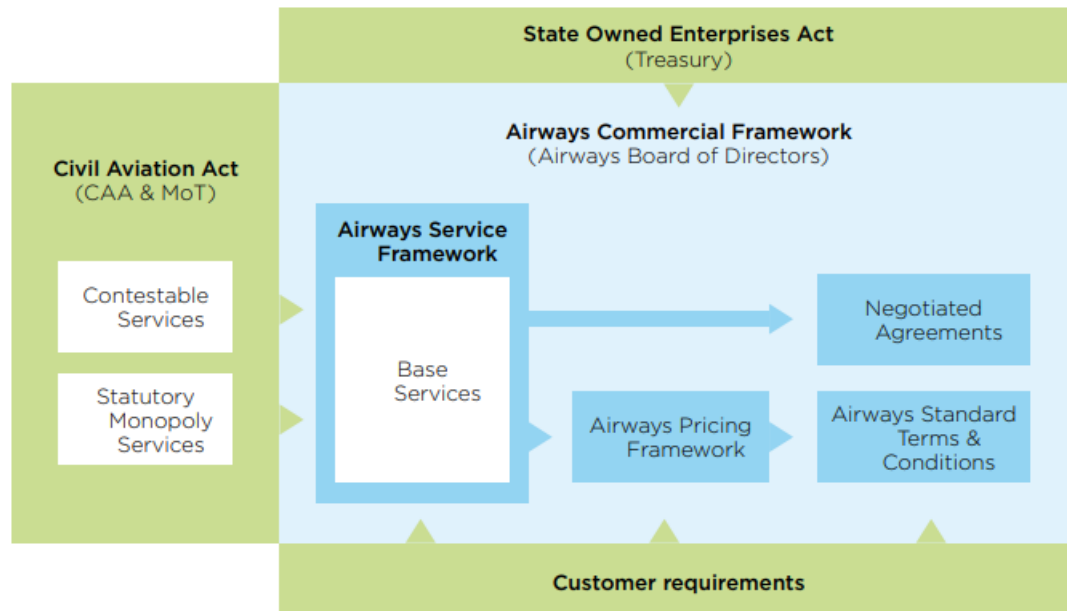
We have a single-minded reason for being – maintaining safe skies today and tomorrow. We work with our customers – including airlines, airports, commercial and private aircraft operators and the New Zealand Defence Force – to ensure all aircraft, passengers and cargo reach their destination safely.

Our team, located across 19 towers and two operating centres, safely guide as many as 490,000 flight movements through our flight information regions every year.

In addition, we are responsible for maintaining and investing in the country's aviation infrastructure to ensure we continue to deliver safe and efficient air traffic management now and into the future.



## Our Commercial Framework



We are required to operate in accordance with the State Owned Enterprises Act, which in summary is to be profitable and efficient, be a good employer, and exhibit a sense of social responsibility. We are also regulated by the Civil Aviation Act.

Airways is committed to its journey to customer centricity, with our Commercial Framework serving as a platform for understanding and maintaining line of sight to what our customers value. It comprises the following:

- ▶ this Airways Service Framework – sets out Airways Base Services and specifies the parameters and performance expectations of each service
- ▶ Airways Pricing Framework – sets out the methodology that Airways uses to calculate and allocate the cost of providing its Base Services
- ▶ Airways Standard Terms & Conditions – sets out the contractual terms on which Base Services are offered
- ▶ all negotiated Agreements – sets out the terms and conditions agreed between Airways and its customers for provision of services

## Our Customers

Airways has more than 4,000 customers of its air traffic services, comprising all modes of flying. Our customers fall into four segments as follows:

<b>Airlines</b> Domestic and international passenger and freight businesses operating scheduled flights.	<ul style="list-style-type: none"> <li>▶ <b>Commercial airlines</b> – passenger and freight carriers operating scheduled services</li> </ul>
<b>Airports</b> Businesses providing the land, infrastructure and airspace for aircraft, drones and rockets to take off and land safely	<ul style="list-style-type: none"> <li>▶ <b>Airports</b> – including main trunk, regional attended and regional unattended</li> <li>▶ <b>MoT</b> – contract us to provide air traffic control at Milford Airport</li> </ul>
<b>General Aviation</b> A broad mix of businesses and recreational flyers operating unscheduled flights	<ul style="list-style-type: none"> <li>▶ <b>General aviation businesses</b> – aeroclubs, charter companies, flight schools, rocket operators, flying doctors, fire &amp; rescue, ballooning, gliding, agricultural, GA events</li> <li>▶ <b>Recreational flyers</b> – flyers of private, non-charter aircraft</li> <li>▶ <b>Drone (aka UAV) operators and users</b> – transport operators, delivery operators and recreational users of manned and unmanned drones</li> </ul>
<b>Defence</b> Specialist defence operations at Whenuapai and Ohakea air bases	<ul style="list-style-type: none"> <li>▶ NZ Defence Force</li> <li>▶ NZ AirForce</li> </ul>

Airways' non-customer stakeholders include:

- ▶ **Passengers**, who are our customers' customer
- ▶ **Pilots** working for our general aviation business or commercial airline customers
- ▶ **MetService**, who is a strategic supplier to Airways<sup>1</sup>
- ▶ **Industry working groups**, e.g. Drone User Group

**Stakeholders** who have a non-customer interest and influence over Airways business, including: Civil Aviation Authority (CAA)<sup>2</sup>, Ministry of Transport, Treasury, NZALPA, PSA, AMEA, industry associations representing our customers (e.g. BARNZ, NZAA, IATA, ACAG, AOPA, QMUG, Aviation Federation NZ, Aviation NZ), stakeholders of our customers (e.g. Mayors, Councils, business chambers), the public.

<sup>1</sup> Noting that MetService procures non air traffic services from Airways to support the supplier relationship.

<sup>2</sup> Noting that CAA procures non air traffic services from Airways International Limited (AIL) to enable execution of its regulatory role.

## Our Base Services

Airways Services Objectives are:

- ▶ a modern, fit for purpose aviation system that delivers safety and efficiency
- ▶ alignment with the aviation industry's commercial imperatives
- ▶ productive relationships with our customers and stakeholders
- ▶ closer alignment between customer relationships and the provision of Airways services
- ▶ frameworks that incentivise innovation and quality outcomes.

We continue to review and develop our service framework to meet service levels and customer expectations.

Airways considers a service should be included in the Service Framework when:

- ▶ it contributes to a safe and reliable air traffic service,
- ▶ it ensures regulatory compliance with relevant CAA Rule Parts, and/or
- ▶ it aligns with Airways' other services and air traffic service expertise (e.g. it has greater synergy with Airways' capabilities than with airport company capabilities).

The relationship between the services and the CAA Rule Parts is defined in Schedule 9. While services are described in general terms in this document, the precise scope and nature of each service is as required under applicable CAA Rule Parts and is subject to any terms set out in the Airways' Standard Terms & Conditions or negotiated Agreements.



## Base Services

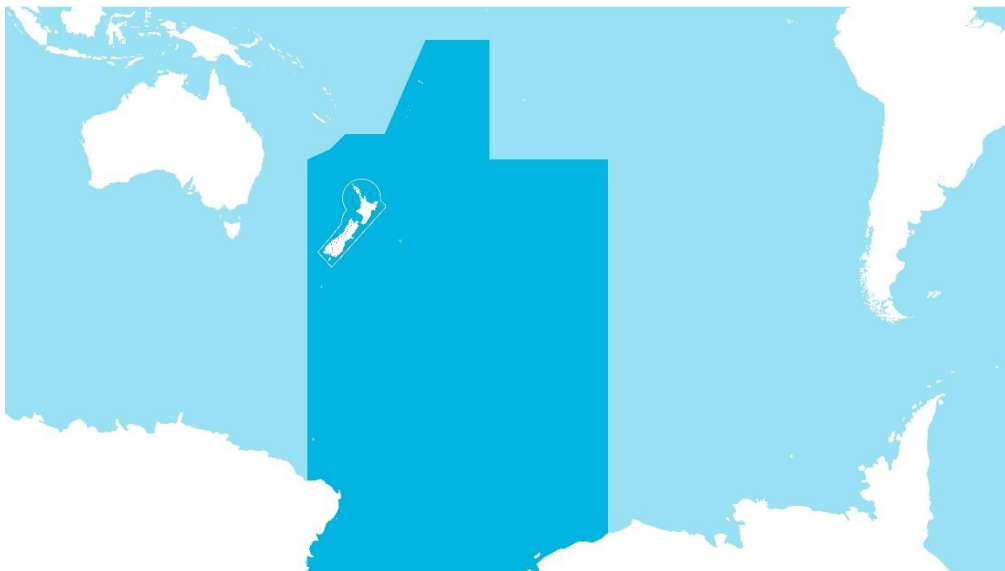
<b>Approach Service</b> (includes Flight Information Service and Alerting)	Services for arriving and departing aircraft, electronic navigations aids at attended and some unattended aerodromes	CA Rules 171, 172, 173, 174, 175	Service Description at Schedule 2
<b>En-route Domestic/ Oceanic Service</b> (aka Area Control Services – includes Flight Information Service and Alerting)	Control and navigation services for aircraft en-route between aerodromes, domestically and internationally	CA Rules 171, 172, 173, 174, 175	Service Description at Schedule 3
<b>Flight Information Service in Uncontrolled Airspace</b>	Provision of information to aircraft in uncontrolled airspace	CA Rules 171, 172, 174, 175	Service Description at Schedule 4
<b>Alerting Service in Uncontrolled Airspace</b>	Provision of alerting service to aircraft in uncontrolled airspace	CA Rules 171, 172	Service Description at Schedule 5
<b>Aerodrome Air Traffic Management Service</b> (includes Flight Information Service)	Control of aircraft arriving to / departing from an aerodrome	CA Rules 171, 172, 174, 175	Service Description at Schedule 6
<b>Aerodrome Visual Navigation Aid Service</b>	Provision and maintenance of airfield lighting and/or paint markings at airports	CA Rule 139	Service Description at Schedule 7



## Our Airspace

New Zealand's airspace is 30 million square kilometres; that's one of the largest areas of airspace in the world.

- ▶ Our New Zealand Domestic airspace (or flight information region) covers the entire country and surrounding coastline with both 'controlled' and 'uncontrolled' airspace.
- ▶ Our Oceanic airspace (or flight information region) covers 26 million square kilometres of the Pacific and Tasman Oceans, extending from the South Pole to five degrees south of the equator. We are responsible for aircraft in this sector flying between 24,500 feet and 46,000 feet.
- ▶ Both include areas of uncontrolled airspace, where aircraft receive information and advice to ensure they can conduct their flights safely.



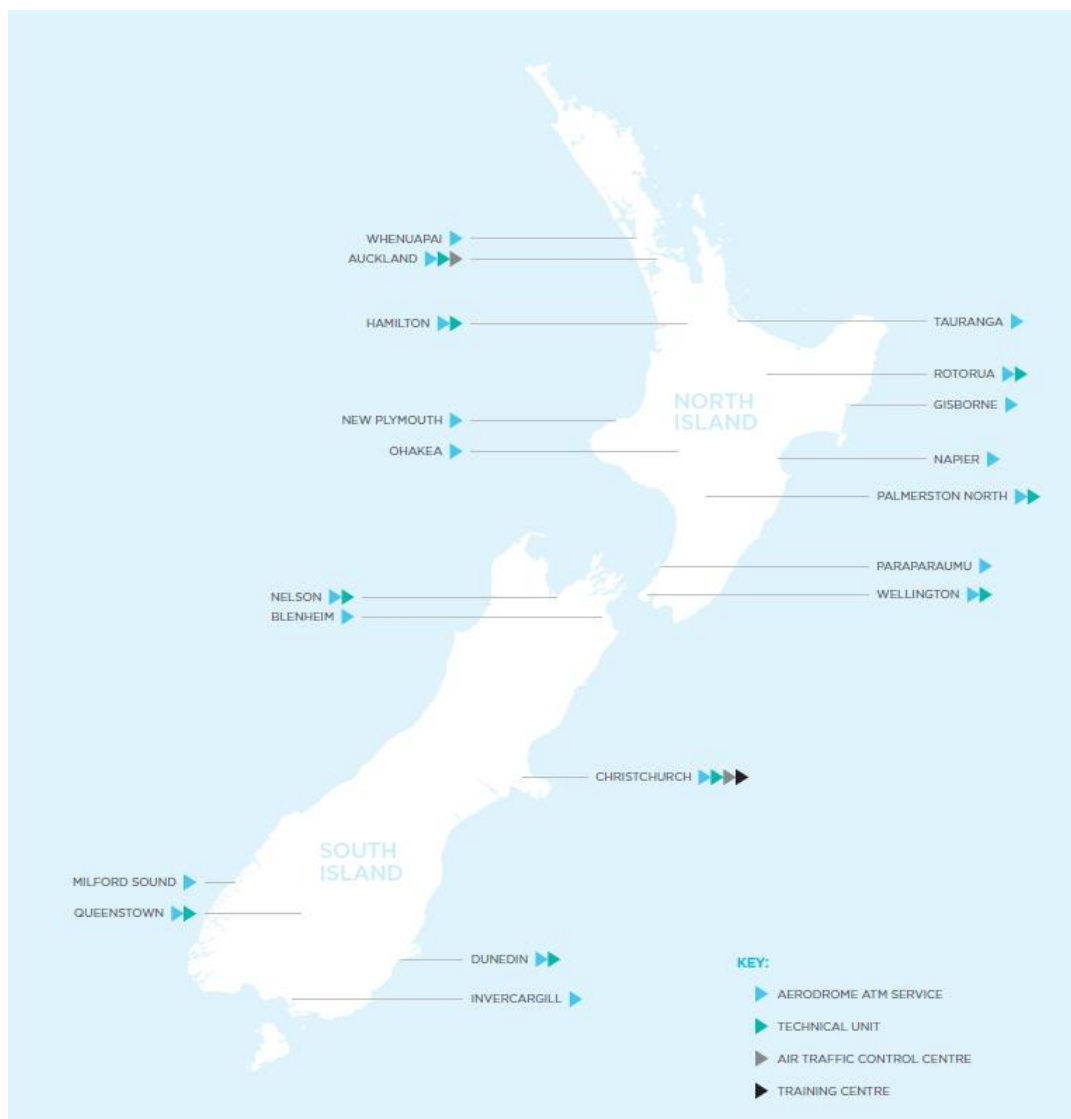
*Airways Oceanic and Domestic flight information regions*

Within New Zealand Airways operates Aerodrome Air Traffic Management Services at 19 locations throughout the country. All services have set operational hours which are reviewed from time to time and published in the Aeronautical Information Publication NZ (AIP NZ).

Airways has recently marked important milestones in the evolution of its digital and physical infrastructure. We have moved our air traffic management operations onto Skyline-X, a new, flexible, future-fit digital platform that will allow Airways to operate with greater resilience, standardise air traffic control functions for greater flexibility, and use advanced tools to optimize the system. In addition, Airways has moved its two air traffic control centres into new disaster-resilient (Importance Level 4) buildings. These two new centres are designed to remain operational and keep our skies safe during the most severe natural disaster. Our largest centre is in Christchurch where En-route Domestic, Approach Control and Flight Information Services are provided for the majority of New Zealand's domestic airspace. The other centre is based in Auckland and provides En-route Oceanic Services to aircraft over the South Pacific Ocean and Tasman Sea.

Our Corporate Head Office is located in Auckland.

## Where We Operate



## Service Reporting

One of the key objectives of the Service Framework is to enable Airways to report against Key Performance Indicators (KPIs) to enable ongoing service improvement.

Airways is committed to reporting to its customers annually on business performance against service levels and KPIs.

In the case of any breaches of these service levels, Airways will provide an explanation and outline action to be taken to return to targeted service levels.

## Service Descriptions

### Schedule 1: Airport Categories

Airways provides its services to a wide range of customers. Our flying customers operate aircraft ranging from wide body jets such as the Airbus A 380, which carry up to 853 passengers, to single seated gliders and other small recreational aircraft. Our airport customers range from the larger international airports that welcome 35,000 passengers per day to smaller regional airports with no daily commercial passenger flights. Because of our diverse customer base, their service requirements vary widely.

Airways uses a classification approach that groups larger airports by customers' operational requirements, enabling us to design and deliver our services to best meet the safety and efficiency needs of our customers.

The following criteria will be used as a guideline in categorising airports. These criteria are primarily based on the number and type of aircraft movements at an airport. When determining the service needs of individual airports, other factors will also be taken into account. These may include terrain, prevailing weather, existence and use of multiple runways, orientation of runways with respect to the primary direction of traffic flow, environmental restrictions (such as noise management/wildlife protection), use of procedural Approach Service, mix of operations and nature of IFPs (Instrument Flight Procedures) applying at the location or in the vicinity.

Note that there may be exceptions to a base service due to geographic or physical constraints at a location, historic operational requirements or regulatory obligations.



Aerodrome category	Aerodrome sub-category	Minimum number or nature of aircraft movements at an aerodrome	Maximum number or nature of aircraft movements at an aerodrome
Main Trunk Aerodromes	A	Auckland, Wellington, Christchurch No maximum – airports will be classified under sub category A if/when designated as an international airport by ICAO	No maximum
Attended Regional Aerodromes	B	Either >120,000 movements p.a., or >20,000 IFR movements p.a.	No maximum
	C	Either >80,000 movements p.a., or >15,000 IFR movements p.a.	Either 120,000 movements p.a., or 20,000 IFR movements p.a
	D	Either >50,000 movements p.a., or >10,000 IFR movements p.a., or >250,000 IFR passengers p.a., or if below above criteria and has International Jet Traffic	Either 80,000 movements p.a., or 15,000 IFR movements p.a
	E	Either >40,000 movements p.a., or >7,500 IFR movements p.a.	Either 50,000 movements p.a., or 10,000 IFR movements p.a., or 250,000 IFR passengers p.a., or if below above criteria and has International Jet Traffic
Unattended Aerodromes	F	>2,000 IFR movements p.a.	Either 40,000 movements p.a., or 7,500 IFR movements p.a.

### How the airport categories are used in practice

The categories are used as a guide when determining Airways' base services and service levels. An aerodrome's category is determined in full consultation with the airport company.

### How airports that do not fit into a category are treated

Airports that do not fit into a category will receive Airways' services based on individual needs agreed after consultation with the airport operator.

### How categories relate to the Civil Aviation Rules

Airways and its customers are required to comply with Civil Aviation Rules (CARs). For example, it is the Director of Civil Aviation who determines whether an Aerodrome Traffic Management Service is required. The airport categories will support ongoing compliance with CARs, as service definitions and service levels can be designed and periodically reviewed to ensure CAR requirements are met.



## Service Descriptions

### Schedule 2: Approach Service

#### (INCLUDES FLIGHT INFORMATION SERVICE AND ALERTING)

Airways provides an Approach Service that comprises a Navigation Service and/or an Approach Control Service.

The Navigation Service provides for the design of navigation procedures in accordance with Airways' National PBN programme and Air Navigation Plan.

Airport category	Airport sub-category	Approach control service	Navigation service	Hours of service	Target service level (continuity)
Main Trunk Airports	A	<p>Airways provides an Approach Control Service for arriving or departing flights within controlled airspace as specified below and in compliance with Civil Aviation Rule Part 172.</p> <p>The Approach Control Service is an air traffic control service for separating arriving or departing controlled flights. It provides ATC clearances, instructions and information, in accordance with the airspace classification and type of flight,</p> <p>for the purpose of preventing collisions between aircraft under the control of the unit and for expediting and maintaining a safe and efficient flow of traffic.</p> <p>Remote surveillance approach control will be provided for airports within surveillance coverage; airport-based procedural approach control will be provided for airports outside of surveillance coverage.</p>	<p>Using a VOR/DME and/or an Instrument Landing System (ILS) and Required Navigation Performance Authorisation Required (RNP AR Navigation Procedures, Airways will provide a Navigation Service to enable IFR Aircraft on instrument approach to access approach minima of 200 – 600ft AGL minimum descent altitude and visibility of 500M – 1500M.</p>	Approach Control Service and Navigation Aids will be provided 24/7.	99.93%

Airport category	Airport sub-category	Approach control service	Navigation service	Hours of service	Target service level (continuity)
Regional Attended Airports	B	Same as Category A	Using either VOR/ DME and/or Required  Navigation Performance Standard Instrument Departures/Standard Arrivals (RNAV SIDS and STARS), Airways provides a Navigation Service to enable IFR Aircraft on instrument approach to access  approach minima of 400 – 700ft AGL minimum descent altitude and visibility of 1500M – 3000M.	Hours for the Approach Control Service correspond with the hours of service of the Aerodrome Control Service or the hours of service of the parent Air Traffic Control Sector. Navigation Aids will be available 24/7.	99.7%
	C	Same as Category A	Same as Category B	Same as Category B	99.7%
	D	Same as Category A	Same as Category B	Same as Category B	99.7%
	E	No Approach Control Service will be provided	Using GNSS navigation procedures, Airways provides a Navigation Service to enable IFR Aircraft on instrument approach to access approach minima of 600 – 1000ft AGL minimum descent altitude and visibility of 2000M – 5000M.	NA	NA
Unattended Airports	F	No Approach Control Service will be provided	Determined on a case-by-case basis as agreed between Airways, the Aerodrome Operator and the Aircraft Operators at the Aerodrome (see Note 2).		

Note 1: Target service level is 99.6% for those Aerodromes with Procedural Approach Control Service

Note 2: Where agreement is reached, the minimum service will include Navigation Service as per Category E

- ▶ The minimum descent altitude and visibility criteria listed in this table are indicative only. The actual minimum achieved will depend on nearby obstacles, terrain and the orientation of the runway.
- ▶ As at the date of publication, Electronic Navigation Aids are located at Airports as specified in Schedule 8.
- ▶ Some Electronic Navigation Aids are located off the Airport and are used in conjunction with Approach Control (and En-route Domestic, in some cases) as specified in Schedule 8.

## Flight Information Service

Airways provides advice and information to aircraft receiving an Approach Control Service intended for the safe and efficient conduct of flights. This includes available and relevant information on meteorological conditions, other atmospheric conditions, changes in serviceability of aerodromes and navigation facilities, known hazardous conditions, aircraft traffic information and other issues relevant to flight safety and traffic information.

## Service Availability

Service Availability is calculated based on the total actual hours of service availability on a 12-month rolling average. Exclusions: planned maintenance, Acts of God and faults caused by the action/inaction of third parties outside Airways' reasonable control will not be counted as service disruptions.

## Alerting Service

Airways provides an Alerting Service to aircraft receiving an Approach Control Service when the aircraft is known to need assistance or known, or believed, to be the subject of unlawful interference.

## Flow Management

Airways provides a Collaborative Flow Management Service that enables aircraft flying to Main Trunk Airports to manage their flights, maximise efficiency and minimise airborne delays during times of congestion. Airways does this by providing information on traffic profiles, density and flow rates, approach conditions and runways in use, enabling airlines and pilots to choose departure and arrival times and flight profiles which minimise airborne delays and reduce fuel burn. This service is available to Airlines flying into Main Trunk Airports, 24 x 7, 365 days.

## Not included in the base Approach Service

Aeronautical Information Service (CAR 175), Navigation Procedure Design Services outside of Airways' National PBN Plan and Electronic Navigation Aids outside of Airways' National PBN Plan.

## Service Descriptions

### Schedule 3: En-route Domestic / Oceanic Service

#### (AKA AREA CONTROL SERVICES – INCLUDES FLIGHT INFORMATION SERVICE AND ALERTING)

#### En-Route Domestic Service

Airways provides an En-route Domestic Service comprising an En-route Control Service and a Navigation Service for all flights within controlled airspace in compliance with Civil Aviation Rule Part 172.

The dimensions and class of En-route controlled airspace are determined by the Director of Civil Aviation and published in the CAA's Air Navigation Register. In general, En-route airspace encloses the flight paths between airports where an air traffic service is provided.

#### En-route Control Service

Airways provides an *En-route Control Service*, which is an air traffic control service for separating flights in the En-route phase of flight in controlled airspace. The service provides for the issue of ATC clearances, instructions and information, in accordance with the airspace classification and type of flight, for the purpose of preventing collisions between aircraft under the control of the unit, and for expediting and maintaining a safe and efficient flow of traffic.

#### Navigation Service

As part of the En-route Domestic Service, Airways provides a Navigation Service to enable aircraft flying IFR to navigate between the aerodrome of departure and aerodrome of arrival where such aerodromes have associated instrument departure or arrival procedures in place. As part of its Navigation Service, Airways also provides fit-for-purpose resilient communication and surveillance services.

Airways develops and maintains navigation procedures (Instrument Flight Procedures or IFP) to support the navigation systems network (as described in the Air Navigation Plan). These procedures facilitate an IFR aircraft's safe transition through every stage of flight.

From time to time, navigation procedures will be updated by Airways in accordance with Airways' National Performance Based Navigation Programme.

#### Flight Information Service

Airways provides *advice and information* to aircraft receiving an En-route Control Service intended for the safe and efficient conduct of flights. This includes available and relevant information on meteorological conditions, other atmospheric conditions, changes in serviceability of aerodromes, navigation facilities, known hazardous conditions, traffic information and other issues relevant to flight safety and traffic information as specified under the applicable CARs.

#### Alerting

Airways will provide an *Alerting Service* for all aircraft receiving an En-route Control Service when the aircraft is known by ATS to be in need of assistance or known, or believed, to be the subject of unlawful interference.



## En-Route Oceanic Service

Airways provides an En-route Oceanic Service for flights within the Auckland Oceanic Flight Information Region as specified below and in compliance with Civil Aviation Rule Part 172.

### En-route Oceanic Service

Airways' En-route Oceanic Service comprises the Oceanic Control Service and the Oceanic Airground Service. The Oceanic Area Control Service provides for separating IFR flights within the controlled airspace of the Auckland Oceanic Flight Information Region, except when responsibility is delegated to Mac Centre for flights within the McMurdo sector.

An Oceanic Airground Service shall be provided to ensure adequate communications are provided to all flights operating within the South Pacific 6 (SP6) Major World Air Route Area (MWARA) network area of responsibility (ICAO Annex 10).

### Flight Information Service

Airways provides advice and information intended for the safe and efficient conduct of flights, as specified under the applicable CARs, to all flights outside controlled airspace within the Auckland Oceanic Flight Information Region.

### Alerting

Airways provides an Alerting Service for all aircraft receiving an Oceanic Control Service when the aircraft is known by ATS to be in need of assistance or known, or believed, to be the subject of unlawful interference.

#### Hours of service and target service level for En-route Domestic / Oceanic Service

Hours of Service	24 hours, 7-days per week
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Target Service Level	99.93%
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Service Availability is based on the total actual hours of En-route Oceanic Service availability on a 12-month rolling average.

Exclusions: Acts of God and faults caused by the action/inaction of third parties outside Airways' reasonable control will *not* be counted as service disruptions.

#### Electronic Navigation Aids

A network of appropriate navigation aids will be provided by Airways in accordance with the New Zealand Air Navigation Plan and the Performance Based Navigation Plan and their subsequent amendments.

#### Navigation Procedures

Oceanic routes and procedures will be provided as published in the AIP NZ.

## Schedule 4: Flight Information Service in Uncontrolled Airspace

Airways provides Flight Information Services for all flights as specified below and in compliance with Civil Aviation Rule Part 172.

### Flight Information Service

For flights operating outside of Controlled Airspace, Airways provides advice and information intended for the safe and efficient conduct of flights, which includes available and relevant information on meteorological conditions, other atmospheric conditions, changes in serviceability of aerodromes and navigation facilities, known hazardous conditions, aircraft traffic information and other issues relevant to flight safety.

Airways provides flight information to VFR aircraft by way of a general broadcast on the appropriate RTF frequency as published in the AIP NZ. Airways also provides flight information to VFR (Visual Flight Rule) pilots on request.

Pilots operating IFR in uncontrolled airspace are required to request traffic information from Airways prior to departure or prior to entering IMC (Instrument Meteorological Conditions). Airways provides flight information to IFR aircraft directly to the pilot via telephone or RTF. Airways also provides flight information to IFR pilots either on request, or in accordance with Part 172 for the provision of a flight information service.

#### Hours of service and target service level

Hours of Service	24 hours, 7-days per week
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Target Service Level	99.93%
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Service Availability is calculated based on the total actual hours of Flight Information Service availability on a 12-month rolling average.

Exclusions: Acts of God and faults caused by the action/inaction of third parties outside Airways' reasonable control will *not* be counted as service disruptions.

Not included in the base Flight Information in Uncontrolled Airspace Service: Aeronautical Information Service (CAR 175).

## Schedule 5: Alerting Service in Uncontrolled Airspace

Airways provides an Alerting Service for all flights in uncontrolled airspace as specified below and in compliance with Civil Aviation Rule Part 91, Rule Part 172 and Airways' Standard Terms.

### Alerting Service

Airways provides an Alerting Service for all aircraft:

- ▶ operating under a flight plan submitted in accordance with Rule Part 91.307 (VFR) or 91.407 (IFR)
- ▶ otherwise known by ATS to be in need of assistance
- ▶ known, or believed, to be the subject of unlawful interference.

#### Hours of service and target service level

Hours of Service	24 hours, 7-days per week
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Target Service Level	99.93%
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Service Availability is based on the total actual hours of Alerting Service availability on a 12-month rolling average.

Exclusions: Acts of God and faults caused by the action/inaction of third parties outside Airways' reasonable control will *not* be counted as service disruptions.



## Schedule 6: Aerodrome Air Traffic Management Service

### (INCLUDES FLIGHT INFORMATION SERVICE)

Airport category	Airport sub-category	Description	Hours of service*	Target service level (Availability)
Main Trunk Airports	A	Airways will provide an Aerodrome Control Service as described in CAR 172 to provide for the issue of ATC clearances, instructions and information for the purpose of: <ul style="list-style-type: none"> <li>▶ preventing collisions between aircraft and aircraft on the maneuvering area and obstructions, vehicles and persons in that area;</li> <li>▶ maintaining runway and wake turbulence separation;</li> <li>▶ expediting and maintaining a safe and efficient flow of traffic.</li> </ul>	Airways' service will extend 24 hours per day, seven (7) days/week; coverage with up to three (3) positions.	99.98%
Attended Regional Airports	B	Same as Category A	Airways' base service will be around 14.25 continuous hours, comprising four shifts per day; 7 days per week.	99.9%
	C	Same as Category A	Same as Category B with three shifts per day	99.9%
	D	Same as Category A	Same as Category B with two shifts per day	99.8%
	E	Airways will provide an Aerodrome Flight Information Service as described in CAR 172 to provide for the issue of advice and information for the purpose of a safe and efficient operation of aircraft in flight; aircraft on the manoeuvring area and obstructions, vehicles and persons in that area.	Same as Category D	99.7%
Unattended Airports	F	Not required for Category F Aerodromes		

\* Users should consult the AIP NZ for the current hours of service at any airport.

### Flight Information Service (FIS)

Airways provides *advice and information* to aircraft receiving an Aerodrome Control or Aerodrome Flight Information Service intended for the safe and efficient conduct of flights – Rule Part 1. This includes available and relevant information on meteorological conditions, other atmospheric conditions, changes in serviceability of aerodromes and navigation facilities, known hazardous conditions and other issues relevant to flight safety and traffic information as specified under the applicable CARs.



## Alerting

Airways provides an Alerting Service to aircraft receiving an Aerodrome Control Service or an Aerodrome Flight Information Service when the aircraft is known by ATS to be in need of assistance or known, or believed, to be the subject of unlawful interference.

## Aerodrome Data

For Aerodrome Categories A-E, Airways reports on total aerodrome movements on a monthly basis. Additional data such as billing, noise and detailed movement data required by the aerodrome operator may be provided under separate contract.

Airways will share safety-related data with the Airport in accordance with the terms agreed and specified in the applicable Airport Agreement. Such data may include bird and livestock hazard information, runaway incursion data and other operational data that enables the parties to work collaboratively in furthering safety and reducing risk.

## Service Availability

Service Availability is calculated based on the total actual hours of Aerodrome Air Traffic Management Service availability on a 12-month rolling average.

Exclusions: Acts of God and faults caused by the action/inaction of third parties outside Airways' reasonable control will not be counted as service disruptions.

## Flow Management

Airways provides a Collaborative Flow Management Service that enables aircraft flying to Main Trunk Airports to manage their flights, maximise efficiency and minimise airborne delays during times of congestion. Airways does this by providing information on traffic profiles, density and flow rates, approach conditions and runways in use, enabling airlines and pilots to choose departure and arrival times and flight profiles which minimise airborne delays and reduce fuel burn. This service is available to airlines flying into Main Trunk Airports, 24 x 7, 365 days.

Not included in the base Aerodrome Air Traffic Management Service: Aeronautical Information Service (CAR 175), apron management, management of road/rail security barriers.

## Schedule 7: Aerodrome Visual Navigation Aid Service

Airways currently provides an Aerodrome Visual Navigation Aid Service under contract to certain Rule Part 139 Certificate holders. The base service is specified in the table below:

Aerodrome category	Aerodrome sub-category	Visual slope guidance	Approach lights	Runway lights	Taxiway lights	Markings and other	Target service levels (Service availability)
Main Trunk Aerodromes	A	Slope guidance to assist aircraft to position for visual landing (PAPI)	High intensity approach lights	High intensity runway lights (includes edge, end, threshold, illuminated wind indicator), illuminated signage/ movement area signage.	Taxiway edge lights and/ or taxiway centreline lights, runway hold position lights, taxiway guard lights.	Runway and taxiway markings on the manoeuvring area (i.e. excludes the apron), standby power.	99.95%
Attended Regional Aerodromes	B, C & D	Same as Category A	Low intensity approach lights and/ or runway threshold identifier lighting	Low intensity runway lights (includes edge, end, threshold, illuminated wind indicator).	Taxiway edge or centreline lights, runway hold position lights.	Runway and taxiway markings on the manoeuvring area (i.e. excludes the apron), standby power.	99.9%
	E	A-PAPI	N/A	N/A	N/A	N/A	99.9%
Unattended Aerodromes	F	As agreed between Airways, the Aerodrome Operator and Aircraft Operators at the Aerodrome (see Note 1)					

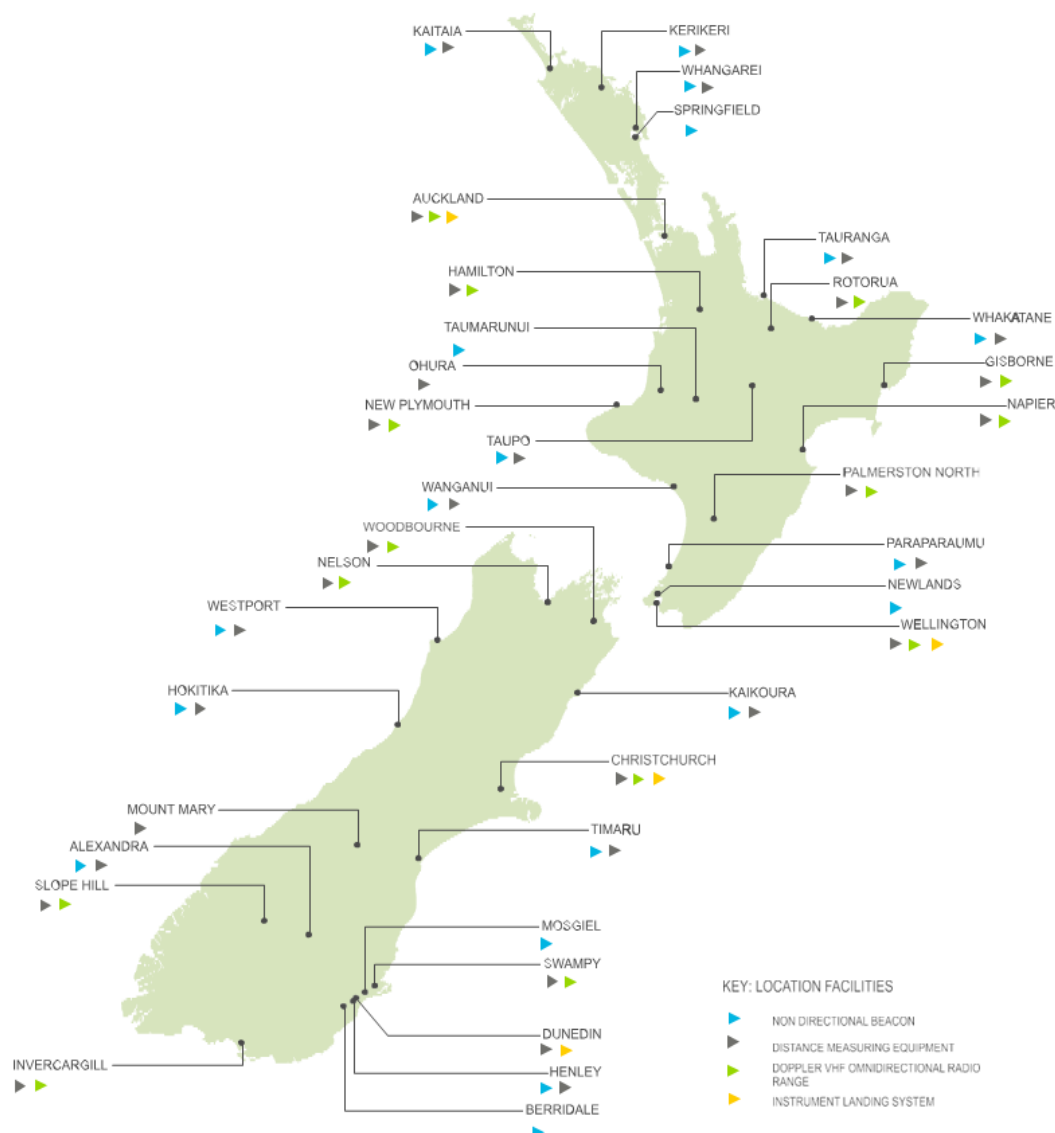
Service Availability Service Availability is based on the total actual hours of service availability on a 12-month rolling average. Exclusions: Acts of God and faults caused by the action/inaction of third parties outside Airways' reasonable control will not be counted as service disruptions. Temporary Works Airways does not cover costs associated with temporary works. This includes planning, installation, removal and making good, and any additional expenses arising from works within the operational area.

Airways is committed to a plan to sell its airfield power and lighting equipment (APLE) at airports around New Zealand. Airways has completed the divestment of APLE assets at some airports and is at various levels of engagement and discussion with remaining airports on the divestment of APLE assets.

Note 1: Where agreement is reached the minimum service will include visual slope guidance as per Category E

## Schedule 8: Other Navigation Aids

Airways operates ground-based Navigation Aids at 27 locations in the North Island and 21 locations in the South Island. Airways is currently rationalising its NDBs pursuant to the recommendations of the Panel, that the location and type of NDBs will change over time, and that users should consult the AIP NZ for the current position.



## Schedule 9: Rule Part Applicability for Airways Services

Airways is certificated by the Director of Civil Aviation under the following New Zealand Civil Aviation Rule Parts. Airways complies with these Rules when providing Air Navigation Services. This table shows the linkage between Airways' services and the relevant Rule Parts.

### Civil Aviation Rule Part

	<b>139</b> Aerodromes Certification, Operation and Use	<b>171</b> Aeronautical Telecommunications Services	<b>172</b> Air Traffic Service Organisations	<b>173</b> Instrument Flight Procedure Service Organisations	<b>174</b> Aviation Meteorological Service Organisations	<b>175</b> Aeronautical Information Service Organisations
Approach Services (includes FIS and Alerting)						
En-Route Domestic/ Oceanic Service (aka Area Control Services – includes FIS and Alerting)						
Flight Information in Uncontrolled Airspace						
Alerting Service in Uncontrolled Airspace						
Aerodrome Air Traffic Management Service (includes FIS)						
Aerodrome Visual Navigation Aid Service						



Airways is committed to providing services that meet the changing needs of stakeholders and welcomes your input into the future evolution of this Service Framework.

Contact our Customer Team:

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## Glossary of terms

An explanation of some of the terms used in the Service Framework:

ATC	Air traffic control
AIP NZ	Aeronautical Information Publication New Zealand
ANS	Air navigation service
ATM	Air traffic management
ATS	Air traffic service
CAANZ	Civil Aviation Authority of New Zealand
CAR	Civil Aviation Rules
DME	Distance measuring equipment
FIR	Flight information region
FIS	Flight information service
GA	General aviation
GNSS	Global navigation satellite systems
IFP	Instrument flight procedures
IFR	Instrument flight rules
PBN	Performance based navigation
RNP	Required navigation performance
RNZAF	Royal New Zealand Airforce
RTF	Radiotelephony
SOE	State-owned enterprise
VFR	Visual flight rules
VOR	VHF omni directional range finder