

Pre-programmed System Downtimes

As you may be aware, ACCELYA needs to take the system down during previously agreed time windows throughout the year, therefore disabling users to access it, for various regular maintenance tasks or system upgrade reasons.

There is an agreement between IATA and ACCELYA on days and times when these necessary downtimes can be scheduled without previously informing users:

- **Every Wednesday from 04:30 to 07:30 (local time of each country)**
- **3rd Saturday of each month, from 16:00 to 16:30 (Madrid time)**

Please note that these downtimes will not necessarily happen nor will they necessarily be continuous, but this is to inform you and ask you to be aware and prepared should those agreed pre-programmed downtimes be used.

IATA and ACCELYA have also agreed on the following time window for additional downtimes needed for specific ad-hoc requirements:

- **Saturday from 14:00 until Sunday 02:00 (Madrid time)**

You will be informed duly in advance if this downtime window is used.