



Exhibit A - Services & Support

Services

This agreement, and thus the services, explicitly and exclusively covers the technical operation of the licensed product(s).

PR Aviation puts the product(s) into operation at their data centre and maintains them operational. PR Aviation operates the product(s) in its production software version.

PR Aviation provides the technical infrastructure (e.g. servers, network connections, bandwidth, and disk space) required to adequately support peak loads with acceptable end-to-end response times on average of 15 second or less.

PR Aviation's systems are operated to be available twenty-four (24) hours every day excluding maintenance time. The "guaranteed period of system availability" is from 07:00 to 24:00 CET, in which the system is available for users and no scheduled maintenance work takes place.

If an emergency outage is required for urgent maintenance work, such as the implementation of fixes to problems impacting PR Aviation's and/or Licensee's customers, Licensees will be informed at least 2 hours prior to the outage and about the expected length of the outage.

PR Aviation aims to provide 99% overall monthly product(s) availability during the "guaranteed period of system availability". A product or function is said to be unavailable when it becomes inaccessible to Licensee with the cause of this outage falling within the confines of PR Aviation's responsibilities.

The availability of the system is expressed in a monthly percentage, whereby 100% means that, during the 510 hours (30 days x 17 hours) of "guaranteed period of system availability" for a given month, the flight searches, selections and bookings could be performed without any outage or interruption. As such, 1% of system unavailability is equivalent to 5 hours and 10 minutes of outage during the "guaranteed period of system availability".

Elsy Arres is monitored automatically via software and inquiries are constantly made to the system to ensure its availability and quality. If a check fails, the failure is logged and a PR Aviation engineer is warned.

PR Aviation performs a backup of its database automatically every night, in order to allow a fast new set-up of the System should any component fail and lead to data loss.



Support

Support on system availability, technical questions and any other licensed product aspect, either by telephone or email, will be available during regular PR Aviation's business hours, Mondays through Fridays from 09:00 to 18:00 o'clock CET (Central European Time = GMT+1), except on official public holidays in the Netherlands and Germany.

If after regular PR Aviation's business hours, the system is not available for more than 30 minutes without prior warning to Licensee, a special telephone number will be available for emergency calls.

All time spent by PR Aviation's employees on support under this agreement will be registered. If the time spent on support is more than 10 hours a month, PR Aviation will invoice Licensee for the additional time against a flat fee of € 95,00 per hour.

If travelling to licensee is required, the T&L costs will be paid by licensee.