



# GENERAL RULES AND REGULATIONS

## 1. Registration

4.1.1 - The use of IVAO™ and IVAN services is reserved for registered users.

4.1.2 - Anyone wishing to join IVAO™ may register at [www.ivoa.aero](http://www.ivoa.aero) to become a "normal member." A normal member will receive a user ID and password to connect to the network.

4.1.3a - Each individual person is only allowed to have one registered account.

4.1.3b - Each organization is allowed to have one registered account subject to regulations detailed in 4.7.

4.1.4 - Membership registration must contain the member's real first and last name. A false user name will result in the account being removed.

4.1.5 - To remain as an active member of IVAO, members must logon as a pilot or ATC at least once every three (3) months. Observer connections do not count towards this requirement. Accounts with no activity will be removed after nine (9) months from the date of registration. If a member's account becomes inactive or has been removed, the member may contact the members department and request re-activation.

4.1.6 - Upon initial registration, members will be asked to choose a division that they wish to join. A member may request a division transfer at any time, however all transfers are subject of approval by the members prospective division and the Membership Department.

4.1.7 - Upon registration, you must provide a valid, working e-mail address to be used for communications about the IVAO™ network. It is the member's responsibility to make sure that the address on file is valid at all times.

4.1.8 - The minimum age for IVAO members is 13 years. Members have to confirm -upon registration- that they are 13 years or older when joining IVAO™.

General rules and regulations	Version 1.0	November 1, 2014	Page 1
© IVAO HQ training department	Training Documentation Manager Erwan L'hotellier		

## 2. Approved software

4.2.1 - Only approved software is permitted for connecting to the network and for voice communications.

4.2.2 - Approved software can be downloaded from <http://www.iviao.aero/network/so/>

4.2.3 - Online traffic can be monitored using approved software.

4.2.4 - For voice communications between pilots and ATCs, approved software is used.

## 3. Connecting

4.3.1 - When connecting to the network as pilot, ATC, or observer, members must use their real first and last name which must be the same as name used in the registration process. Nicknames or fake names are not allowed. Staff members may connect using their approved staff callsign, when performing their staff function.

4.3.2 - Members are required to use their registered account when connecting to the network regardless of location. Sharing of accounts or password is prohibited.

4.3.3 Members must not have more than ONE connection to the network at any given time. Exceptions are stated in the next point.

4.3.4 - Staff members are allowed to have temporarily two simultaneous connections to the network provided it is to perform a valid staff task. The reasons for the multiple connections must be clearly stated in the flight plan remarks section or ATIS. Valid staff tasks include software development or training/exam sessions. Supervisors may also have a double connection in order to temporarily perform a supervisor function provided no other supervisors are available to assist. Organizational account holders shall be permitted multiple connections as outlined in 4.7.

## 4. On-line

4.4.1a - Divisions located in a country without an approved ICAO language must use English.

4.4.1b - Divisions with an approved ICAO language must use English as the primary language. The official ICAO language may also be used as a secondary language provided both the ATC and pilot speak the language, however, the ATC must still be able to control in English.

4.4.1c - ICAO languages are English, Spanish, French, Arabic, Russian, and Chinese.

4.4.2 - Communication between Pilots and ATC may be in text, voice or both.

General rules and regulations	Version 1.0	November 1, 2014	Page 2
© IVAO HQ training department	Training Documentation Manager Erwan L'hotellier		

4.4.3a - Abusive and/or offensive communications, whether public or private and regardless of transmission means, which create an intimidating, hostile, or offensive environment will not be tolerated.

4.4.3b - IVAO believes that the protection of our children is a first priority. Users who are found to have engaged in any of the following conduct with minors, defined as users under the age of 18, may face sanctions up to an including a referral for criminal prosecution:

- Unwanted sexually explicit communications/interactions, including, but not limited to, sexual propositions, "grooming" behaviour, innuendos, etc.
- Dissemination/transmission of harmful information, including, but not limited to, pornographic images, pornographic websites, etc.
- Furthermore, reasonable attempts for parental notification of minor victims shall be made. Parental notification for minor suspects may be considered.

4.4.4 - Usage of the network, e.g. text messages, is limited to information and material concerning IVAO. Usage of the network to communicate information and material other than IVAO™ information, e.g. VA publicity, is prohibited and is subject to a suspension of membership privileges.

4.4.5 - On the IVAO™ network Hi-jacking, war simulation and all other forms of aggression are not allowed.

4.4.6 - Members are expected to behave in a friendly and respectful manner. Please be patient with new pilots and controllers.

4.4.7 - You are expected to be at your computer while online as a pilot or controller. Short breaks lasting no longer than 20 minutes are permitted. ATC shall provide service at all times. Under exceptional circumstances, an absence of maximum 5 minutes can be allowed if traffic permits.

4.4.8 - Users not responding to communications with ATC or to Supervisor's calls 20 minutes after the first attempt of communication will be disconnected from the network. This period of time could be reduced depending on the particular circumstances of the situation. In addition, a suspension of membership privileges could be issued and/or the flight/ATC hours of the day up until the suspension moment can be deleted.

4.4.10 - Within your ability, try to maintain an "as real as possible" attitude. New members are encouraged to add "newbie" to the remarks section of their flight plan or in the ATIS section as appropriate.

4.4.11 - Within your capabilities, try to execute the simulation "as real as possible".

4.4.12 - Users must follow the instructions of supervisors and administrators to ensure everyone can enjoy the simulation.

General rules and regulations	Version 1.0	November 1, 2014	Page 3
© IVAO HQ training department	Training Documentation Manager Erwan L'hotellier		

## 5. Suspensions

- 4.5.1 - During the period of an account suspension, the user will be unable to connect to the network.
- 4.5.2 - Suspensions are issued by Supervisors or Administrators, but are subject to review by Executive.
- 4.5.3 - Click [here](#) if you want to check the suspensions' table. Suspension durations for infractions which are not predetermined from the Suspension Table are reviewed by Executive.
- 4.5.4 - In addition, Executive can issue a ban from the forum should circumstances warrant.
- 4.5.5 - Only the IVAO forums are official forums

## 6. Ratings for Controllers and Pilots

- 4.6.1 - Ratings for pilots and controller shall be classified as "Basic Ratings", "Advanced Ratings", and "High-Level Ratings", by the Training Department.
- 4.6.2 - Practical examination requirements for controllers and pilots to achieve "Advanced Ratings" shall be described as "Unit Requirements" and "Pilot Requirements" within the Training Department website.
- 4.6.2.1 - For training and exams the member must be member of an active Division. ATC or pilot training and exams are not possible in non-active divisions.
- 4.6.3 - Ratings for Senior ATC Instructor (SAI) and Senior Flight Instructor (SFI) require the member to fulfill additional instructional responsibilities as defined by the Training Department. The Training Department reserves the right to downgrade a member if the additional requirements are not met. The ratings of Chief ATC Instructor (CAI) and Chief Pilot Instructor (CPI) are ratings reserved for past and present Training Directors and/or Training Assistant Directors. These ratings are designated by the Executive and as such, members can not apply for these ratings.
- 4.6.4 - Organization accounts shall have ratings fixed at the FS3 pilot level and OBS ATC level. The ATC level may be increased by the Training Director upon a show of cause. These accounts shall be ineligible for exams.

## 7. Organizational Accounts

- 4.7.1 - Organizational Accounts shall be granted to organizations who apply and meet the criteria for such account.
- 4.7.1.1 - Application for an Organizational Account shall be done via e-mail to the Membership Department. The application shall contain, at minimum, the legal and trade name of the organization, physical location (ordinary place of business), the nature of the organization including services provided, legal/taxation status (e.g. non-profit, corporation, etc), and how they wish to utilize IVAO services.

General rules and regulations	Version 1.0	November 1, 2014	Page 4
© IVAO HQ training department	Training Documentation Manager Erwan L'hotellier		

4.7.1.2 - Organizations shall provide contact information for at least two individuals considered to be managers. This information shall be made available to supervisory staff.

4.7.1.3 - Organizations agree that they shall not profit from the use of the IVAO services. (e.g. An organization which charges a fee to its clients for instruction time or use of equipment may do so, however, is prohibited from charging an additional fee for the use of any IVAO service.)

4.7.1.4 - The name listed on the account shall be the registered name of the company or organization.

4.7.1.5 - Organizations agree to promote IVAO through the use of a visible IVAO logo and URL on their website. IVAO agrees to promote the organization through the affiliate program.

4.7.1.6 - Virtual Airlines are not eligible for an Organizational Account.

4.7.2 - Managers of the organization shall be held responsible for client conduct while utilizing IVAO services.

4.7.3 - Organizational Accounts shall be listed as members of the division in which their primary place of business is located.

4.7.3.1 - Organizational Accounts may apply for Guest Controller Approval (GCA) to any division subject to the requirements in place.

4.7.4 - Organizational Accounts are not considered to be an individual and, therefore, are ineligible as staff, ineligible for any awards, and cannot be associated with a virtual airline.

4.7.5 - Organizational Accounts may have multiple connections to the network not to exceed the number of authorized connections per the individual agreement. This number shall be available in the staff comments of the account profile.

## 8. Rules and Regulations for the use of voice communications

7.1 - The use of voice communications is recommended due to the heightened sense of realism, however, there are numerous reasons why members do not use voice communications. As such, voice and text are both equally acceptable forms of communications and ATC services cannot be refused to a pilot using text communications. At the discretion of the controller, communications by text may be more efficient depending upon work load, language skills, or typing ability.

7.2 - Only approved voice software is permitted for voice communications.

7.3 - Password protected channels are not allowed.

7.4 - The use of IVAO™ voice servers is only allowed when you are also connected to IVAN with approved software. IVAO™ voice servers may be used for IVAO™ meetings without being connected to IVAN.

General rules and regulations	Version 1.0	November 1, 2014	Page 5
© IVAO HQ training department	Training Documentation Manager Erwan L'hotellier		

This manual is dedicated only for IVAO™ Network activities. This document must not be used in real aviation or in other networks

7.5 - As an exception, channels may be opened by registered virtual airlines as "company channels," by special operations groups for coordination purposes, and by staff members for staff meetings. Member virtual airlines are allowed to create a "registered" company channel on the nearest teamspeak server to the airline's division of registry. The channel shall be created in the format ICAO\_CC where ICAO stands for the three letter ICAO code of the airline. As an example, Netherline VA = NHL\_CC, Topic = <http://www.netherline.nl>, Description = (VA may include a short description here).

7.6 - ATC Services shall use their ICAO identifier of their airspace and position for their call sign as the voice channel and own connection, e.g. EBBR\_APP or KDFW\_TWR. The use of a frequency, e.g. 112.80 or 113.10, as a TeamSpeak voice channel for ATC Services, is prohibited.

7.7 - Users may create teamspeak channels on the cc.ts.ivao.aero server. However, users shall not create channels which are "registered", change the "max users" option, or "password" protect them. These options are reserved for supervisors, administrators, staff members, or as noted in the following rules.

7.8 - Deleting Staff Channels is prohibited.

7.9 - Pilots shall use the same call sign as they are connected with their Pilot Client.

7.10 - Playing of music and/or other broadcasting of sound not related to the simulation, is not allowed and will result in a suspension of 48 hours.

7.11 - Voice server administrators, at their discretion, may "ban" a member who has violated a rule in this section. The length of the "ban" shall be determined by Executive.

7.12 - For training purposes "debriefing " channels are not allowed to be password protected. However the "Max Users" can be restricted.

7.13 - When taking an ATC position you are allowed to create a "Registered" channel (Keep in mind that when another member taking over your ATC position to grant him your Channel Admin rights).

7.14 - Above all, be nice, speak clearly, and have patience with new members.

7.15 - Recording in Teamspeak will not be allowed under any circumstance except with the prior authorisation of the Executive in general and the Public Relations Director in particular for Public Relations related matters.

General rules and regulations	Version 1.0	November 1, 2014	Page 6
© IVAO HQ training department	Training Documentation Manager Erwan L'hotellier		