

# AIR NAVIGATION CHARGES SERVICES THAT EUROCONTROL CAN PROVIDE

**Any State**, not just EUROCONTROL's Member States, can draw on our expertise in air navigation charges for:

- **calculating charges** for each flight made in an air navigation service provider's airspace
- **billing** of these charges
- **collecting** the money due
- processing **claims** from users
- **accounting**
- **reporting**
- **recovery**

All that is needed is  
a **bilateral agreement**

## THE PACKAGE

### 1- Calculating

**Route** charges, plus **terminal** charges as well if requested, are **calculated per flight**.

### 2- Billing

A **single bill** is prepared for airspace users for route and terminal charges (if this option has been selected) for all their flights in your airspace.

We can send billing documents electronically through a **secure Internet connection**.

**Information** on tariffs and charges is easily accessible on our Internet pages.

### 3- Collecting

We **closely monitor all payments** and make every effort to ensure that the charges are collected **on time**.

### 4- Claims

Should the airspace user disagree with the charges billed, their **claims** are handled quickly and professionally by our expert staff.

### 5- Accounting

We provide full **accounting** and **treasury** services, including no-risk **short-term investment** for funds collected.

We can send funds to **third parties**, such as financial institutions.

We can also help conclude **loan agreements** with financial institutions.

### 6- Reporting

We provide comprehensive **financial** and **operational** reports on **billing** and **debt recovery** through our **secure Internet connection**.

### 7- Recovery

Thanks to excellent cooperation with States, air navigation service providers and airspace users, we have **an excellent recovery rate** – typically **over 99%**.

But for those few instances when **forced recovery** is needed, we can advise the air navigation service provider on effective actions that can be taken.

# THE ADVANTAGES

## 2. LOW COLLECTION COSTS

Collection costs mainly depend on the numbers of users billed. The costs form the administrative unit rate, which is part of the en route unit rate and so is paid by the airspace users.

We have competitively **low collections costs** – these are usually **less than 1%** of the amounts billed, thanks to our economies of scale and high productivity:

- our facilities and infrastructure are provided by EUROCONTROL at their headquarters
- we have vast quantities of data at our disposal, thanks to the Multilateral System operating in 39 States
- our **staff** is **professional, experienced** and **multilingual** with a **broad skill-base** covering all ATM operations:
  - aircraft and user data
  - information technology, IT
  - debt recovery
  - accounting, treasury and finance
- our **standards, processes** and **principles** have continually been refined over 40 years
- we constantly strive to improve our **productivity**
- our systems are fully **integrated**:
  - to maintain user data
  - for debt monitoring.

## 1. CALCULATING CHARGES

The Central Route Charges Office has over 40 years of **experience** in calculating, billing and collecting route charges. Our expertise is at your disposal.

We have a powerful **database** with numerous details on aircraft and operators; this allows us to calculate charges rapidly and accurately.

We billed €8.1 billion in 2013.

## 3. A HIGH RECOVERY RATE

Our **recovery rate – over 99%** – means that we can assure air navigation service providers of a **stable cash flow** in either euros or dollars.

We have several reasons for our high recovery rate:

- our compliance with **ICAO's** (the International Civil Aviation Organisation) **charging principles** which are widely accepted by airspace users
- we pay the utmost attention to the quality of our billing:
  - our charges are **correct**
  - our billing documents are **clear** and easily understood: they are based on our own soundly crafted standards, refined over 40 years
  - the transmission of billing documents is **timely**; updated statements are sent to users via secure internet connections or express mail
  - **claims** are processed **rapidly**
  - **information** on tariffs and charges is easily accessible on our internet pages
- we provide permanent **monitoring** of payments
- we have highly efficient **collection measures**
- we bill **interest** on **late** payments.

# BILATERAL AGREEMENTS

We can quickly set up our billing and collection services for you.  
There are just **five steps** to take in concluding bilateral agreement with us.

## Step 1

You agree to conclude a bilateral agreement.

## Step 2

We help you **calculate** the **cost base** and **tariffs**, according to ICAO's Policies, and consult with your airspace users.

Calculating the cost base and tariffs is the air navigation service provider's responsibility, but we can offer you the benefit of our experience and advice in doing so.

## Step 3

We help you set up the **flight data collection** and **transmission processes**. Again, the collection and transmission of flight data to EUROCONTROL via the Internet is the air navigation service provider's responsibility, but we can help.

## Step 4

You have to adopt **new** or **amended regulations** so as to provide a legal basis for the billing and collection of air navigation charges by EUROCONTROL.

We can help you prepare these regulations.

The new or amended regulations must be in force on the date of entry into operation of the bilateral agreement.

## Step 5

You and EUROCONTROL sign the bilateral agreement;  
it enters into operation on the date the agreement is signed.

# BILATERAL AGREEMENTS AND THE MULTILATERAL ROUTE CHARGES SYSTEM

To date, we have four bilateral agreements for the billing and collection of air navigation charges with non-Member States: Belarus, Egypt, Morocco and Uzbekistan.

In 2013, we billed **€396.1 million for 1.25 million flights** for our bilateral agreements.

We also bill and collect en route charges for 39 EUROCONTROL Member States; we have 14 bilateral agreements for terminal charges as well.

You can find more information on the Route Charges system at:  
**[www.eurocontrol.int/articles/route-charges-system](http://www.eurocontrol.int/articles/route-charges-system)**



## CONTACT

Please contact us at any time between 08.30 CET and 17.30 CET;  
we will be happy to help you.

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