

Central Route Charge Office

Customer Guide to Charges

November 2022



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The Mission of EUROCONTROL's Central Route Charges Office (CRCO)

The Central Route Charges Office (CRCO) runs an efficient system for the cost recovery of air traffic services made available to aircraft operators. On behalf of EUROCONTROL's Member States, the CRCO bills and collects route charges that fund air navigation facilities and services and supports Air Traffic Management developments (see Part A). As an aircraft operator, you will receive a single bill per month in EUR, no matter how many EUROCONTROL Member States were overflown.

The CRCO also bills and collects, on a bilateral basis, terminal charges on behalf of Member States (see section A.2), air navigation charges on behalf of non-Member States (see section A.3), as well as communication charges in the Shanwick area (see section A.4).

The billing and recovery of air navigation charges by EUROCONTROL is indispensable in ensuring that air navigation facilities and services are steadily financed and safely operated, paving the way for the future evolution of the pan-European Air Traffic Management (ATM) system in the context of the Single European Sky and the European ATM Master Plan (SESAR).

Relevant changes from the previous version of the Customer Guide are shown in **red colour**.

The Customer Guide to Charges provides information on the different charges levied by the CRCO, in particular the charge calculation methods, billing documents, methods of payment and submission of claims.

The CRCO pages on EUROCONTROL's public website give additional information and contain the latest updates for all items featured in the Customer Guide: <http://www.eurocontrol.int/crco>

FRAUD WARNING!

Fraudsters frequently attempt to make aircraft operators pay into false bank accounts. The fraudsters may contact you by e-mail or telephone, claiming that EUROCONTROL bank accounts have changed and try to persuade you to make payments to fake bank accounts.

Treat any e-mail with suspicion, especially if you are asked for financial information about your account or if a new bank account is communicated to you!

EUROCONTROL has no plan to open new bank accounts in the foreseeable future. Any announced change of bank account must be ignored. **We never communicate our bank accounts by e-mail, fax or telephone.**

Details of the bank accounts that you must use for payments are indicated on official EUROCONTROL bills and statement of accounts, printed on secured paper bearing our logo and sent to you by post.

Under no circumstances should you pay into any bank account other than those referenced on the official EUROCONTROL documents. Never accept any other source of information. If in doubt, contact us immediately: **+32.2.729.38.38**.

For increased security, we strongly advise you to use our CEFA portal. CEFA is entirely free of charge and allows you to download your billing documents, consult your account's latest status, submit modifications of aircraft data or introduce claims and monitor their status.

To enrol, please consult Section F.1 or the CRCO pages of EUROCONTROL's public website:

<https://www.eurocontrol.int/online-tool/central-route-charges-office-extranet-airspace-users>

Part A. Type of charges

A.1. Route charges

A.1.1. Participating States

The EUROCONTROL Member States have adopted the basic principles for a harmonised regional route charges system involving a single charge per flight.

The CRCO operates the Multilateral Route Charges System on behalf of Member States with due regard to the guidelines recommended by the International Civil Aviation Organisation (ICAO), in particular those concerning equity and transparency.

Member States participating in the Multilateral Route Charges System are:

Albania (LA)	Germany (ED)	Norway (EN)
Armenia (UD)	Greece (LG)	Poland (EP)
Austria (LO)	Hungary (LH)	Portugal (LP) incl. Azores
Belgium (EB)	Ireland (EI)	Romania (LR)
Bosnia-Herzegovina (LQ)	Italy (LI)	Serbia (LY)
Bulgaria (LB)	Latvia (EV)	Slovak Republic (LZ)
Croatia (LD)	Lithuania (EY)	Slovenia (LJ)
Cyprus (LC)	Luxembourg (EL)	Spain (LE & GC)
Czech Republic (LK)	Malta (LM)	Sweden (ES)
Denmark (EK)	Moldova (LU)	Switzerland (LS)
Estonia (EE)	Monaco (LN)	Türkiye (LT)
Finland (EF)	Montenegro (LY)	Ukraine (UK) ¹
France (LF)	Netherlands (EH)	United Kingdom (EG)
Georgia (UG)	North Macedonia (LW)	

¹ The CRCO invoices and collects en-route charges on behalf of Ukraine for flights performed as of 1st November 2021. It is to be noted that Ukraine established two Charging Zones, i.e. Ukraine and Ukraine South with their individual unit rates. For additional information, please refer to the relevant Information Circular on our public website.

A.1.2. Calculation

A route charge is levied for each flight performed in the EUROCONTROL airspace. The EUROCONTROL airspace is divided into route charging zones as defined by the Member States.

The EUROCONTROL route charge takes account of three basic elements:

- The distance factor (for each charging zone);
- The aircraft weight factor; and
- The unit rate of charge (for each charging zone).

The result obtained when multiplying these three elements is the route charge per charging zone. Please refer Annex C for an example showing the calculation of the route charge for a flight.

A.1.2.1. *Distance factor*

The distance factor by charging zone is obtained by dividing, by one hundred (100), the number of kilometres in the great circle distance between the aerodrome of departure (or entry point of the charging zone) and the aerodrome of arrival (or exit point of the charging zone). This operation is repeated for each charging zone overflown. The distance factor is based on the **actual route flown as recorded by the Network Manager**.

The distance factor for flights operated within a single charging zone is calculated by reference to the great circle distance between the aerodromes of departure and arrival.

For each take-off and for each landing in a charging zone, 20 km are deducted from the total distance for that charging zone.

For flights terminating at the aerodrome from which the aircraft has taken off and during which no intermediate landing was made (circular flights), and for which the most distant point from the aerodrome lies in the charging zone, the distance factor is determined by reference to the most distant point from the aerodrome.

You will find additional details concerning the calculation of the distance factor in Article 5 of the Conditions of Application of the Route Charges System. You can download the Conditions of Application from the CRCO pages of EUROCONTROL's public website:

<http://www.eurocontrol.int/crco>

A.1.2.2. *Aircraft weight factor*

The calculation of the weight factor is based on the **certificated maximum take-off weight (MTOW) of the aircraft performing the flight**.

The weight factor (expressed to two decimals) is determined by dividing, by fifty (50), the certificated Maximum Take-Off Weight (MTOW) of the aircraft (in metric tonnes, to one decimal) and subsequently taking the square root of the result rounded to the second decimal, i.e.

$$\sqrt{MTOW / 50}$$

You are requested to notify the EUROCONTROL CRCO, before the last working day of the month, of any change in your fleet's composition (acquisitions, disposals and leasing of new aircraft) or in the highest certificated maximum take-off weight as shown in the Aircraft Flight Manual (AFM), together with the dates of change during the current month. If an aircraft is sold, the previous owner should report the sale (including the exact date of hand-over) before or within the same calendar month and identify the new owner so as to avoid being billed for flights performed by the another operator.

If you intend to operate a flight with an aircraft of another operator (wet lease), we invite you to confirm with the lessor that the highest certificated MTOW has been declared to the CRCO.

In order to easily submit or monitor your fleet composition and provide your AFMs, we invite you to make use of the Fleet Declaration module on CEFA.

Please note that in the event of no fleet declaration being received or no AFM provided, the weight factor will be calculated by taking the certificated maximum take-off weight of the heaviest aircraft of the same type known to exist. For additional details concerning the calculation of the weight factor, please refer to Article 6 of Conditions of Application of the Route Charges System and to the information circular on fleet declarations; you can download the two documents from the CRCO pages of EUROCONTROL's public website:

<http://www.eurocontrol.int/crco>

A.1.2.3. Unit Rate of Charge

The unit rate of charge is the charge in euro applied in a charging zone to a flight operated by an aircraft of 50 metric tonnes (weight factor of 1.00) and for a distance factor of 1.00.

The unit rates are applicable as from 1st January of each year. To reduce the effects of exchange rate fluctuations, the unit rates are adjusted each month in line with the exchange rate of the euro against the national currencies concerned. The monthly adjustment does not apply to States participating in the European Monetary Union and to States establishing their cost-base in euro. You can download the "adjusted" unit rates from the CRCO pages of EUROCONTROL's public website:

<http://www.eurocontrol.int/crco>

A.2. Terminal charges

A.2.1. Participating States

Charges for terminal air navigation services are billed and collected by EUROCONTROL on behalf of the following Member States², situation on 01/01/2021.

Albania (31)	Hungary (18)	The Netherlands (05)
Bulgaria (27)	Ireland (06)	North Macedonia (28)
Croatia (26)	Italy (16)	Slovenia (21)
Denmark (20)	Lithuania (37)	Spain Continental (10)
France (03)	Malta (15)	Spain Canarias (11)
Greece (13)	Moldova (29)	Sweden (24)

Bills for terminal charges are sent out monthly in the middle of the month following the month in which the flights took place, at the same time as EUROCONTROL's route charges. Billing documents are raised for each State concerned and clearly indicate the State on behalf of which the charges are levied. Payment terms are the same as those for the EUROCONTROL route charges, i.e. 30 days from the date of the bill.

A.2.2. Calculation

Member States have defined terminal charging zones, i.e. aerodromes or groups of aerodromes, located within their respective territories, where they provide terminal services and for which a terminal unit rate of charge applies.

Terminal charges are levied upon the departing flight only. They take account of two basic elements:

- The aircraft weight factor; and
- The unit rate of charge for the aerodrome of departure.

The result obtained when multiplying these two elements is the terminal charge.

The weight factor is calculated according to the following formulae where the MTOW is expressed in metric tonnes (rounded to the first decimal). For all terminal charges, the MTOW used is the same as the one used for the calculation of route charges (see Section A.1.2.2).

² Number between brackets refers to the leading digits of the reference number appearing on all related billing documents.

Albania			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Bulgaria			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (BGN)	
↳ Note the reduced rate for domestic flights			
Croatia			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
↳ Different Unit Rates apply per airport			
Denmark			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (DKK)	
↳ Different Unit Rates apply per airport			
France			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Greece			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Hungary			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Ireland			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Italy			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
↳ Different Unit Rates apply per airport			
Lithuania			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Malta			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Moldova			
MTOW X Unit Rate (Euro)	=	Charge (EUR)	
↳ Different Unit Rates apply per airport			
The Netherlands			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
North Macedonia			
MTOW X Unit Rate (Euro)	=	Charge (EUR)	
Slovenia			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
Spain			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (EUR)	
↳ Different Unit Rates apply per airport			
Sweden			
Weight factor $((MTOW/50)^{0.70}) \times \text{Unit Rate}$	=	Charge (SEK)	

For the latest Information Circulars governing terminal charges, please consult our website:

<http://www.eurocontrol.int/crco>

A.3. Air navigation charges

A.3.1. Participating States

Air navigation charges are billed on behalf of States that are **not member States** of EUROCONTROL. They may cover either route and terminal charges or route charges only, depending on the State's decision.

Bills for air navigation charges are sent out monthly in the middle of the month following the month in which the flights took place, at the same time as EUROCONTROL's route charges. Billing documents are raised for each State concerned and clearly indicate the State on behalf of which the charges are levied. Payment terms are the same as those for the route charges system, i.e. 30 days from the date of the bill. The CRCO is entrusted with the billing and collection of air navigation charges (the sum of route and, where applicable terminal charges) for the following States (in the currency indicated):

State	Code	Route charges	Terminal charges	Currency
Egypt	HE	Yes	Yes	EUR
Morocco	GM	Yes	No	EUR
Uzbekistan	UT	Yes	No	EUR

EUROCONTROL stopped billing air navigation charges (en route and approach/aerodrome control services) on behalf of Belarus for the services provided by Belaeronavigatsia after 30 June 2021, and continued collecting charges for all EUROCONTROL bills issued on behalf of Belarus up until 12 July 2021, in accordance with the Information Circular UM 2021/01, including the calculation of interest of late payment in case of late payment.

Users should address EUROCONTROL for any queries regarding statements of account and other payment related issues for bills up to the last one issued on 12 July 2021. EUROCONTROL will continue to treat claims referring to flights billed before 1 July 2021.

A.3.2. Calculation

A.3.2.1. Route charges

The route charges are calculated using three basic elements:

- Distance factor;
- Aircraft Weight Factor; and
- Unit Rate of Charge.

The distance factor is the great circle distance expressed in kilometres, divided by one hundred (100) as calculated from the point of entry (or aerodrome of departure if within the State) to the point of exit (or aerodrome of arrival if within the State). For each take-off and for each landing on the territory of a State, 20km are deducted from the total distance for that State.

The MTOW used is the same as the one used for the calculation of route charges (see Section A.1.2.2).

The Unit Rate of charge is established at the beginning of the year and, normally, remains valid for a calendar year. You can find the current Unit Rates on the CRCO pages of EUROCONTROL's public website: <http://www.eurocontrol.int/crco>

A.3.2.2. Terminal charges

Currently, terminal charges are billed and collected by the CRCO on behalf of the following States: Egypt.

The terminal charge, which is levied upon the departing flight only, is calculated according to the following formulae where the MTOW is expressed in metric tonnes (rounded to the first decimal). For all terminal charges, the MTOW used is the same as the one used for the calculation of route charges (see Section A.1.2.2).

Egypt

$((\text{MTOW}/50)^{0.50}) \times \text{Unit Rate}$

=

Charge (EUR)

Please consult the CRCO pages of EUROCONTROL's public website for the latest updates:

<http://www.eurocontrol.int/crco>

A.4. Communication charges

A.4.1. Participating States

The CRCO is entrusted with the billing and collection of communication charges in the Shanwick Oceanic Region, on behalf of the Irish Aviation Authority (IAA). A charge is levied for each flight performed in the airspace of the Shanwick Oceanic Region for the services provided by the Shanwick Aeronautical Radio Station.

Bills for the communication charges in the Shanwick Oceanic Region are sent out monthly in the middle of the month following the month in which the flights took place, at the same time as EUROCONTROL's route charges. Payment terms are the same as those for the route charges system, i.e. 30 days from the date of the bill.

A.4.2. Calculation

The unit rate of charge is a flat rate (in EUR) per flight. You can find the current unit rate and VAT rate on the CRCO pages of EUROCONTROL's public website:

<http://www.eurocontrol.int/crco>

Part B. CRCO billing documents

We issue our billing documents in the middle of the month following the month in which the flights took place. You will find our billing calendar on the CRCO pages of EUROCONTROL's public website: <https://www.eurocontrol.int/publication/central-route-charges-billing-calendar>

At each billing, you will receive a set of billing documents structured around four main categories.

Statements

Statement of
account

(ST)

IOLP statement
of account

(SI)

Invoices and annexes

Bill

(FB)

VAT
invoice

(BT)

IOLP
bill

(FI)

Pro Forma
Statement

(PF)

Bill &
VAT breakdown

(CB)

Credit notes and annexes

Credit note

(NC)

VAT
credit note

(CT)

IOLP
credit note

(NI)

Credit note
Pro Forma

(NP)

Credit note &
VAT breakdown

(CN)

Information documents

Claim result

(DN)

Claim
rejection note

(CF)

Fleet
composition

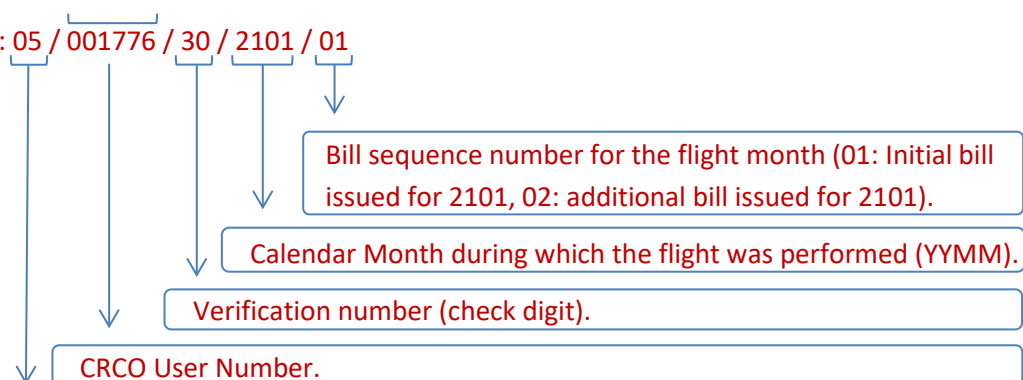
(FC)

It is important to note that you will always receive a full set of Statements and Invoices (as well as Credit Notes, if applicable) per system of charge, i.e. route, terminal, air navigation or communication.

Understanding our references

Here is an example, explaining the structure of the reference of a document issued by EUROCONTROL.

For REFERENCE: 05 / 001776 / 30 / 2101 / 01



Two characters defining the type of document.

02 = Route charges	IC = Communication charges
03 = Terminal charges France	GM = Air navigations charges Morocco
05 = Terminal charges The Netherlands	HE = Air navigations charges Egypt
06 = Terminal charges Ireland	UM = Air navigations charges Belarus
10 = Terminal charges Spain Continental	UT = Air navigations charges Uzbekistan
11 = Terminal charges Spain Canarias	
13 = Terminal charges Greece	CN = Credit note
15 = Terminal charges Malta	FI = Bill IOLP
16 = Terminal charges Italy	NI = Credit note IOLP
18 = Terminal charges Hungary	
20 = Terminal charges Denmark	FC = Fleet composition
21 = Terminal charges Slovenia	
24 = Terminal charges Sweden	
26 = Terminal charges Croatia	
27 = Terminal charges Bulgaria	
28 = Terminal charges North Macedonia	
29 = Terminal charges Moldova	
31 = Terminal charges Albania	
37 = Terminal charges Lithuania	

B.1. Statements

B.1.1. Statement of account (ST)

The *Statement of account* records all accounting movements, i.e. charges and interest on late payment (IOLP) and is issued at least once a month at billing date. If you have a CEFA account, you also have the possibility to consult and download intermediate statements of account generated on a daily basis to reflect recent accounting movements (e.g. payments), if any.

When making payments in respect of the balance due on the statement of account, **you must quote the reference of this statement** together with the payment. Please refer to Part C for additional information on payment.

B.1.2. IOLP statement of account (SI)

The *IOLP statement of account* is the last page of the statement of account and adds any Interest on late payment to the sum of all accounting movements.

B.2. Invoices

B.2.1. Bill (FB)

The *Bill* indicates the total amount of charges (including VAT) to be paid for all flights performed during a given calendar month as well as the latest date by which payment is to be made (due date). You will find EUROCONTROL's main bank account details, other bank accounts and payment instructions on the reverse side of the bill.

When making payments in respect of the balance due on the individual bills, **you must quote the reference of this bill** together with the payment. Please refer to Part C for additional information on payment.

B.2.2. VAT invoice (BT)

We will issue a *VAT invoice* for tax purposes whenever the CRCO invoices VAT on behalf of a taxable service provider of any Member State. The amount shown on the VAT invoice is already included in the bill and **must therefore not** be paid separately.

Furthermore, the criteria under which VAT is applied in the respective Member States are described on the reverse side of each VAT Invoice. Please refer to section D.2 for additional information on VAT.

B.2.3. IOLP bill (FI)

Any charge that has not been paid by the latest date for payment shall be increased, by means of the *IOLP bill*, by the addition thereto of interest.

B.2.4. Pro Forma statement (PF)

The *Pro Forma statement* lists, in chronological order, the flights for which charges have been billed (VAT included). The document shows for each flight the total amount of the route charge and the amount to be deducted in respect of applicable exemptions, if any. The net sum of the charges shown at the bottom of the pro forma statement (exempted flights already deducted) is equal to the amount of charges (including VAT) as shown on the bill.

The accuracy of the monthly billing can be established by verifying the flight details on the pro forma statement. The column headers describe the contents and further explanations are given on the reverse side of the document.

We always issue a pro forma statement with the corresponding bill. Only users connected to CEFA do not receive the paper versions of the pro forma statements.

B.2.5. Bill & VAT breakdown (CB)

The *Bill & VAT Breakdown* presents a breakdown of the total amount of route charges billed (VAT included) for all flights performed during a given calendar month, per charging zone and per entity on behalf of which the bill was issued. We always issue a bill & VAT breakdown together with the corresponding bill.

B.3. Credit notes

B.3.1. Credit note (NC)

The *Credit note* indicates the total amount of charges (including VAT) to be credited for a given calendar month based on the list of claimed flights.

B.3.2. VAT credit note (CT)

We will issue a *VAT credit note* for tax purposes whenever the CRCO credits VAT on behalf of a taxable service provider of any Member State. The amount shown on the VAT credit note is already included in the corresponding credit note and **must therefore not** be accounted separately.

Furthermore, the criteria under which VAT is applied in the respective Member States are described on the reverse side of each VAT Invoice. Please refer to section D.2 for additional information on VAT.

B.3.3. IOLP credit note (NI)

Any credit note issued in respect of a bill will be taken into account in the interest calculation. If needed, an IOLP credit note will be issued.

B.3.4. Credit note Pro Forma (NP)

The *Credit note Pro Forma* lists, in chronological order, the flights for which charges have been credited (VAT included). The document shows for each flight the total amount of the route charge and the amount to be deducted in respect of applicable exemptions, if any. The net sum of the charges shown at the bottom of the Credit note pro forma (exempted flights already deducted) is equal to the amount of charges (including VAT) as shown on the credit note.

The accuracy of the credit can be established by verifying the flight details on the credit note pro forma. The column headers describe the contents and further explanations are given on the reverse side of the document.

We always issue a credit note pro forma with the corresponding credit note. Only users connected to CEFA do not receive the paper versions of the credit note pro forma.

B.3.5. Credit note & VAT breakdown (CN)

The *Credit note & VAT breakdown* presents a breakdown of the total amount of route charges credited (VAT included) for all flights performed during a given calendar month, per charging zone and per entity on behalf of which the credit note was issued. We always issue a credit note & VAT breakdown together with the corresponding credit note.

B.4. Information documents

B.4.1. Claim result (DN)

The CRCO decision on whether a claim is accepted or not is communicated by means of the *Claim Result* document.

When the claim is accepted, the related flights are credited in full (VAT inclusive) and, where necessary, re-billed as appropriate. This entails the issuing of a Credit Note followed with a Credit Note Pro Forma. If necessary, a new invoice for the corrected flight(s) may be issued, i.e. Bill and corresponding Pro Forma Statement.

B.4.2. Claim Rejection Note

When a claim is rejected, i.e. after our investigations confirm that the flights were correctly billed, a Claim Rejection Note will be issued. This note provides information as to why the claimed charge was billed correctly and therefore why the claim is not accepted. For flights appearing on claim rejection notes, there will be no financial transaction.

B.4.3. Fleet composition (FC)

The *Fleet composition* document aims at informing you about the composition of the aircraft fleet as known by CRCO with the purpose of establishing the weight factor for billing. The aircraft information displayed in the list shows the situation on the last day of the previous month (reference date). Any new declarations or updates done after this reference date are not reflected in the document.

You are required to notify the CRCO of any change in the certificated Maximum Take-Off Weight (MTOW) within the month of effectivity of the change, and to declare their fleet composition at least once a year.

You can easily consult the fleet data we have on record and declare any change in your fleet composition or certificated MTOW via the CEFA portal.

Part C. Payment of charges

All charges billed by EUROCONTROL are issued on the same date, on a monthly basis, and the latest date for payment is the same for all charges. **Payment of the charges must be received at the latest 30 days from the issue date of the bill.** You will find this date on the bill together with EUROCONTROL's bank details.

To assist you in your financial planning, a “billing calendar”, showing the planned dates of bills, latest dates for payment and the corresponding dates by which claims are to be received by the CRCO, is available on our website:

<https://www.eurocontrol.int/publication/central-route-charges-billing-calendar>

C.1. General remarks

Only pay into a bank account that is listed on the bill or statement of account downloaded from CEFA or received by post on our secured paper bearing the EUROCONTROL logo.

EUROCONTROL **does not** communicate bank account numbers by e-mail, fax or phone.

If you suspect that you have received a fraudulent request for payment, please ring contact us immediately: **+32.2.729.38.38**.

There are separate bank accounts for the route charges system and for each State under the terminal charges, air navigation charges and communication charges systems. However, you may combine certain payments as shown below.

All bank charges are to be borne by the users, i.e. EUROCONTROL will credit the users' accounts with the net amount received on its bank accounts.

Payments shall be deemed to have been received by EUROCONTROL on the value date on which the payment was credited into its bank account.

Please ensure that all payments are made in the correct currency and to the correct bank account, **quoting the reference of the statement of account or bill (see Part B).**

In the absence of a remittance advice, EUROCONTROL will apply the payment **first to the oldest outstanding bills and then to the interests**. If you wish your payment to have a different allocation, please ensure that you send a remittance advice to r5.crco@eurocontrol.int.

C.2. Payment by bank transfer

C.2.1. Type 1 - Route charges billed in EURO

Route charges collected by EUROCONTROL on behalf of Member States (Euro).

	Reference
Route charges	02/..
Route charges interest	I/..

Payment shall be made to any of the Bank Accounts listed on the reverse of the bill.

C.2.2. Type 2 - Terminal, air navigation and communication charges billed in EURO

Terminal charges collected by EUROCONTROL on behalf of: The Netherlands, Ireland, Lithuania, Croatia, Spain, Greece, Hungary, Italy, Slovenia, Moldova, Malta, Albania, North Macedonia and France (Euro).

Terminal charges	Reference	Terminal charges	Reference	Terminal charges	Reference
Albania	31/...	Ireland	06/...	North Macedonia	28/...
Croatia	26/...	Italy	16/...	The Netherlands	05/...
France	03/...	Lithuania	37/...	Slovenia	21/...
Greece	13/...	Malta	15/...	Spain (Continental)	10/...
Hungary	18/...	Moldova	29/...	Spain (Canarias)	11/...

Air navigation charges collected by EUROCONTROL on behalf of Morocco, Egypt and Uzbekistan (Euro).

Air navigation charges	Reference
Egypt	HE/...
Morocco	GM/...
Uzbekistan	UT/...

Shanwick communication charges (Euro).

Communication charges	Reference
Shanwick	IC/...

You may send a single payment to any of the bank accounts on any of these Type 2 bills (only) and we will credit the individual accounts without charges and with the value date of the payment. If you do this, you are required to send a remittance advice to r5.crco@eurocontrol.int stating your

EUROCONTROL user number and the bills you are paying. Payment shall not be combined with payments for another Type.

C.2.3. Type 3 - Terminal charges billed in other currency

Terminal charges collected by EUROCONTROL on behalf of Denmark (DKK), Sweden (SEK) and Bulgaria (BGN)

State	Reference	Comment
Bulgaria	27/...	Bulgarian terminal charges are denominated in BGN. Users who are unable to pay in BGN may pay in euro to the (same) bank account stated on the bill, using the fixed exchange rate of BGN 1.95583 for 1 EUR (divide the amount of the bill by 1.95583 to obtain the equivalent in EURO).
Denmark	20/...	
Sweden	24/...	

Payment shall be made only in the currency and to the bank account stated on the bill.

Part D. Liability of charges

The person/company liable to pay the charge shall be the person/company who was the operator at the time the flight was performed. If the identity of the operator is not known, the owner of the aircraft shall be regarded as the operator unless he/she proves that another person/company was the operator.

The operator is identified:

- By the ICAO designator entered in Field 7 “Aircraft Identification” of the flight plan. Operators should not use ICAO designators that have not been officially allocated to them.
- By the Aircraft registration entered in Field 7 “Aircraft Identification” of the flight plan, in other cases.

You are invited to provide us with the relevant information required for billing purposes, in particular:

- Your legal (fiscal) name and address;
- Your billing address (if different from the legal address);
- Your Value Added Tax (VAT) status (Business or Consumer):
 - EU VAT Identification Number if you are a business (VAT taxable person) established in the European Union;
 - Original, duly certified and stamped document from the National Tax Authority confirming the VAT registration number, or equivalent fiscal registration number or tax payer number, if you are a business (VAT taxable person) established outside the European Union.

Should you prefer to rely on Handling Agencies for the payment of your charges, you may request the CRCO to send the billing documents directly to the handling agent (billing address with the mention “care of”).

If you are already connected to CEFA (see page 25), you can easily update this information online. In any case, you must notify us of any change in the above-mentioned information without delay.

D.1. Exemptions

Certain categories of flights may qualify for exemption from charges. These categories are detailed in Article 8 of the Conditions of Application of the Route Charges System. You can find the latest version on the CRCO pages of EUROCONTROL’s public website:

<http://www.eurocontrol.int/crco>

D.2. Value Added Tax (VAT)

Air navigation services made available by taxable providers in the charging zones of the EUROCONTROL Member States may be subject to Value Added Tax (VAT). EUROCONTROL invoices VAT on behalf of the taxable service providers under the conditions and in accordance with the procedures agreed with the States concerned.

For more information about VAT applicable on air navigation charges billed by EUROCONTROL please refer to the latest Information Circular on Value Added Tax (route charges system) or to the latest Information Circulars on terminal or communication charges that can be found on the CRCO pages of EUROCONTROL's public website:

<http://www.eurocontrol.int/crco>

D.2.1. EU VAT

The "place of supply of services" for VAT purposes determines the applicable VAT rules and rates.

For taxable air navigation service providers established in EU States, in accordance with the European Union VAT Directive 2006/112/EC effective from 1 January 2010, the place of supply of services is:

- For business to consumer (B2C) transactions, the place where the service provider is established;
- For business-to-business (B2B) transactions, the place where the taxable customer is established.

In accordance with the EU VAT Directive and the reverse charge mechanism, EUROCONTROL does not invoice VAT on behalf of "taxable air navigation service providers (ANSPs) established within the EU", for charges incurred by a "taxable person" (business), established in an EU State which is different from that of the taxable ANSP.

For business-to-business (B2B) transactions between "taxable air navigation service providers (ANSPs) established within the EU" and "taxable persons (business) established outside the EU fiscal territory", the place of supply of services being the place where the taxable customer is established, no EU VAT is applied.

D.2.2. Other VAT

For taxable air navigation service providers established outside the EU, the place of supply of services is the place where the taxable service provider is established.

Part E. Claims

If you believe that you have been incorrectly billed, you should submit a claim using our claim module on CEFA, which facilitates the submission of billing correction requests. See section F.1 for more information about CEFA.

Please remember that, in order to be eligible, your claims must be submitted before the claim due date mentioned on the invoice and that the submission of a claim does not entitle you to make any deduction from the relevant bill unless authorised to do so in writing by the CRCO. When such deductions are made and interest has been billed against the amount deducted, this interest will be credited if the claim is accepted by the CRCO.

When a particular element of a given flight is found to be erroneous, the charge for the flight is credited in full and a new charge, with the correct flight elements, will be billed subsequently (partial credits are not made).

Claims raised against route charges (see Part A) will be applied automatically to the terminal and communication charges (see A.2 and A.4) billed by the CRCO. Claims against air navigation charges (see A.3) must be introduced separately.

Claims received by the CRCO are registered and analysed. You will then receive an *Acknowledgement of Receipt* within the following days by post or e-mail, indicating the total disputed amount of the claim and the number of flights involved.

Part F. Tools

F.1. CRCO CEFA portal

CEFA is a free and secured portal which makes exchanging air navigation billing information between airspace users and the Central Route Charges Office simple and efficient.

With CEFA, you can:

- download your billing documents and flight details
- consult your online statements of account
- consult and modify your fleet data
- request changes to your billing address, fiscal information or delivery method of invoices
- submit and monitor your claims, and have them processed faster

To get your secured and confidential online access to CEFA, visit:

<https://www.eurocontrol.int/tool/cefa>

F.2. CRCO*DATA LINK

If you have a CEFA account, you can request to obtain the monthly billing information on all EUROCONTROL charges in electronic format. In order to do so, simply send an e-mail to: crco.cefa@eurocontrol.int.

The billing documents are available in two file formats: txt and xls.

1. The text files with the list of flights contain more information than the respective pro forma statements and credit notes (also available in PDF format), such as charge and distances per charging zone, coordinates of the crossing points, weight factor, registration (if available), etc.

This service is called CRCO*DATA LINK. It is provided free of charge and gives you the possibility to verify your bills electronically. The CRCO*DATA LINK Technical Handbook is available on CEFA and describes the format and structure of the transmitted data.

2. In addition to this comprehensive version in txt format, a simplified version in xls format is also available. It is readily available, directly exploitable and is especially useful for users with smaller operations.

F.3. RSO distance tool

The Route per State Overflown (RSO) distance tool helps you estimate the amount of a route charge for a given flight. The software is available for download from the CRCO pages on EUROCONTROL's public website:

<https://www.eurocontrol.int/online-tool/route-state-overflown-distance-tool>

Please refer to Annex B for an example of the final printout from the RSO Distance Tool for the charge.

Several route charge calculation systems are available on the public market. However, the CRCO wishes to emphasise that some of these programs will only provide approximate charges, which cannot be used for the verification of the actual amounts billed.

Contacts at the Central Route Charges Office

For any question you may have, please visit the EUROCONTROL public website: <http://www.eurocontrol.int/crco> or contact the relevant department.

Billing and Customer Relations

- I have a question concerning my invoice;
- I want to report a change to my aircraft fleet;
- I want to lodge a claim about flights which were wrongly billed;
- I want to report a fraud attempt;
- I need to update my general information (address, contact, e-mail, VAT number, AOC, etc...);
- I want to know which tariffs or exemptions are applied.

For these items, please contact the Unit “Billing and Customer Relations”:

Phone: + 32 2 729 3838

Fax: + 32 2 729 9093

E-mail: r3.crco@eurocontrol.int

Collection of charges

- I want to know how much I owe EUROCONTROL;
- I have a question about a reminder regarding arrears received from Eurocontrol.

For these items, please contact the Unit “CAT – Collection of Charges”:

Phone: +32 2 729 3801 / 3296

Fax: +32 2 729 9094

E-mail: r4.crco@eurocontrol.int

Accounting and Treasury

- I have a question about my statement of account;
- I made a mistake when paying (wrong currency, wrong amount);
- My auditors want an official statement of account.

For these items, please contact the Unit “CAT – Accounting and Treasury”:

Phone: +32 2 729 3801 / 3796 / 9164

Fax: +32 2 729 9095

E-mail: r5.crco@eurocontrol.int

Annex A. EUROCONTROL route charge calculation example

Flight connection: LEBL (Barcelona BCN) EKCH (Copenhagen CPH)
 Aircraft MTOW: 77.0 metric tonnes
 Flight Date: 06 January 2021

Route as described in field 15 of the ICAO Flight Plan:

LEBL SIDOKABI UN861 FISTO UY156 ADABI UN858 VANAD UN874 VEKIN UN873 ADUTO/N0450F350 UN873
 HELEN/N0448F360 UN873 SPY/N0448F350 UN873 GRONY/N0445F370 UN873 JUIST UP729 BATOB/N0439F390
 UP729 DOSUR P729 TUDLO STAR EKCH

Point profile (NAV Aids, Waypoints) established with the route in Field 15 of the ICAO FPL:

OKABI TOU FISTO PERIG FOUCO ADABI BOKNO DEVRO VANAD VADOM BAMES KOPOR MTD NURMO PERON CMB
 VEKIN ADUTO FERDI HELEN TOLEN STD EKROS SPY BETUS ANDIK KEKIX GRONY BEDUM LABIL JUIST DHE BATOB
 DOSUR TALSA TUDLO

All points from the point profile can be loaded into the RSO Distance Tool but the points close to either side of the State borders are sufficient to establish a correct route charge calculation (see Annex C).

Based upon this routing, the following distances are established in the charge areas concerned:

Spain (LE):	115 km	Distance factor	1.15
France (LF):	905 km	Distance factor	9.05
Belgium (EB):	87 km	Distance factor	0.87
Netherlands (EH):	322 km	Distance factor	3.22
Germany (ED)	219 km	Distance factor	2.19
Denmark (EK)	214 km	Distance factor	2.14

Taking the highest certificated MTOW of the aircraft concerned, 77.0 metric tonnes), the weight factor of 1.24 is calculated (see section A.1.2.2).

The Unit Rates used in this example were those valid for October 2019.

Calculation:

State	Distance Factor		Weight Factor		Unit Rate Jan 2020 (Euro)		Charge (Euro)
Spain	1,15	X	1,24	X	45,44	=	64,80
France	9,05	X	1,24	X	59,16	=	663,89
Belgium	0,87	X	1,24	X	99,55	=	107,39
Netherlands	3,22	X	1,24	X	69,03	=	275,62
Germany	2,19	X	1,24	X	67,09	=	182,19
Denmark	2,14	X	1,24	X	54,55	=	144,75
Total Charge						=	1.438,64

Annex B. RSO route charges estimation

Central Route Charges Office
Service Central des Redevances de Route

RSO Route Charges Estimation

Route Information

IATA Aerodrome Name
Departure aerodrome: LEBL BAR **Route reference:** Customer Guide
Arrival aerodrome: EKCH KOB

Charge Information

Date: 06/01/2021
Aircraft weight (MTOW): 77,0 **Metric Tons** **Weight coefficient:** 1,24 ($\sqrt{MTOW / 50}$)
Total CRCO Distance: 1.862 **Km** **Total charge:** 1.438,64 **EURO**

Route details

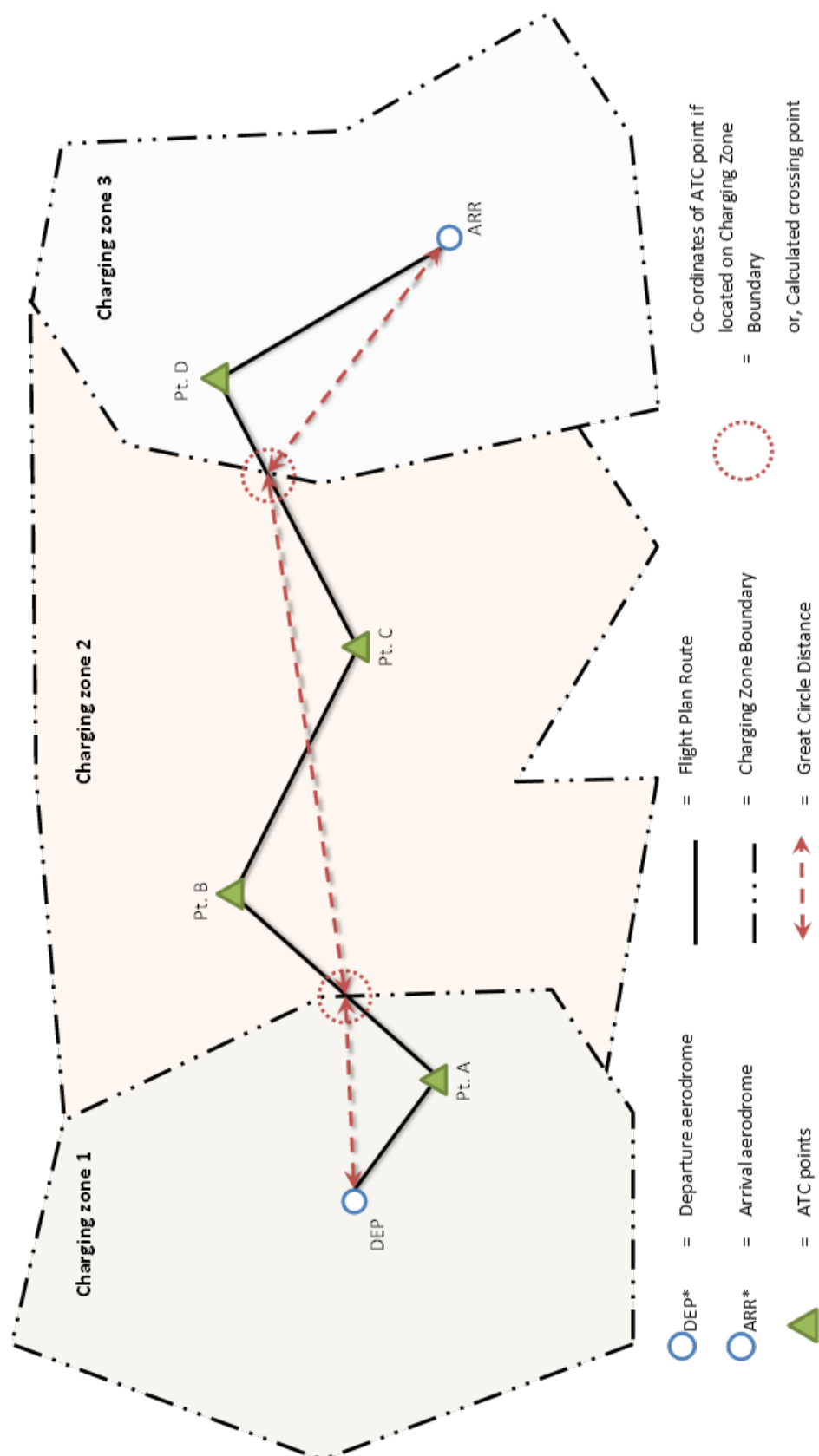
Point Type	Identification	Latitude	Longitude	Zone	Published
Aerodrome	LEBL	41 17 49 North	002 04 42 East	LE	
Labeled Point	OKABI	42 36 58 North	001 29 01 East		
Labeled Point	TOU	43 40 51 North	001 18 35 East		
Labeled Point	OMB	50 13 41 North	003 09 05 East		
Labeled Point	VEKIN	50 24 15 North	003 16 30 East		
Labeled Point	ADUTO	50 30 54 North	003 21 42 East		
Labeled Point	FERDI	50 54 45 North	003 38 13 East		
Labeled Point	HELEN	51 14 07 North	003 52 11 East		
Labeled Point	STD	51 44 29 North	004 14 37 East		
Labeled Point	BEDUM	53 20 53 North	006 35 20 East		
Labeled Point	LABIL	53 29 45 North	006 48 59 East		
Labeled Point	JUJIST	53 33 46 North	006 55 12 East		
Labeled Point	BATOB	54 38 01 North	008 45 27 East		
Labeled Point	DOSUR	54 51 31 North	009 11 39 East		
Labeled Point	TALSA	55 06 25 North	009 41 11 East		
Labeled Point	TUDLO	55 16 33 North	010 38 52 East		
Aerodrome	EKCH	55 37 05 North	012 39 22 East	EK	

Charge Calculation Details

Point type	Identification	Latitude	Longitude	From	To	Distance Km	Zone	Charge EURO
Departure aerodrome	LEBL	41 18 00 North	002 05 00 East	LE	LE	0	LE	0,00
Crossing point	\$LELF	42 27 00 North	001 34 00 East	LE	LF	115	LE	64,80
Crossing point	\$LFEB	50 30 00 North	003 21 00 East	LF	EB	905	LF	663,89
Crossing point	\$EBEH	51 13 00 North	003 51 00 East	EB	EH	87	EB	107,39
Crossing point	\$EHED	53 29 00 North	006 48 00 East	EH	ED	322	EH	275,62
Crossing point	DOSUR	54 52 00 North	009 12 00 East	ED	EK	219	ED	182,19
Arrival aerodrome	EKCH	55 37 00 North	012 39 00 East	EK	EK	214	EK	144,75

The Route Charges are calculated by reference to Unit Rates applicable to Jan 2021

Annex C. Establishing the distance factor for international flights



* For each take-off and for each landing in a charging zone, 20 km are deducted from the total distance for that charging zone.



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