

Notice for new users

This is the first time that the Central Route Charges Office (CRCO) of EUROCONTROL is invoicing you for air navigation services. Please kindly note that the enclosed set of billing documents **may include several invoices**, respectively for:

1. **en-route air navigation services** provided in the airspace of EUROCONTROL, which is constituted of 41 Member States participating in the common route charges system;
2. **terminal navigation services** billed on behalf of 17 Member States;
3. **communication services** provided in the Shanwick area; and
4. **air navigation services** invoiced on behalf of Morocco, Egypt and Uzbekistan.

For each of the generated charges you will find enclosed a EUROCONTROL bill, the related VAT invoices (if applicable), the detailed list of the flights you operated and for which you received air navigation services as well as a statement of account. We invite you to make the related payment to the EUROCONTROL bank account displayed on the back of our invoices.

For additional information on the charges levied by the CRCO, we invite you to consult our **Customer Guide to Charges** (<https://www.eurocontrol.int/node/10683>) or our **Information Circulars** (<https://www.eurocontrol.int/crco#key-documents>), which provide details on the calculation methods, the unite rates, the billing documents, the methods of payment and the submission of claims.

Finally, we strongly recommend you to use **CEFA**, our secured and free of charge **portal for airspace users**. CEFA not only gives you access to your billing documents, flight details and statements of account, but you can also consult and modify your fleet data, submit changes to your billing address, contact details or fiscal information and have your claims processed faster by submitting them online. For more information on **CEFA** and how to create your account, please visit our website: <https://www.eurocontrol.int/tool/cefa>

Fraud warning

EUROCONTROL draws your attention to **fraudulent practices** whereby individuals pretending to come from EUROCONTROL try to make you pay money into their bank accounts. Please note that EUROCONTROL **never communicates** bank account numbers by e-mail or fax.

EUROCONTROL bank account information appears on **official EUROCONTROL documents**, such as Bills and Statements of Accounts, all printed on **secured watermarked paper**, bearing the EUROCONTROL logo.

Never communicate any details about EUROCONTROL invoices to people you do not know. Fraudsters use this information to make themselves sound more plausible when they next contact you.

Make **very sure** that you pay **EUROCONTROL invoices** into EUROCONTROL's bank account. If in doubt, do not pay and **contact us** immediately!

If you need any information or assistance on our invoices please contact the CRCO of EUROCONTROL:

Email: r3.crco@eurocontrol.int

Phone: +32 2 729 38 38

Fax: +32 2 729 90 93

SUPPORTING EUROPEAN AVIATION

Member States: Albania, Armenia, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Montenegro, Netherlands, North Macedonia, Norway, Poland, Portugal, Republic of Moldova, Romania, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Türkiye, Ukraine, United Kingdom.

Comprehensive Agreement States: Israel, Morocco.