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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 airspace users. 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. of this guide). Each aircraft operator receives a single bill per month in EURO, 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 Part B. of this guide), air navigation charges on behalf of non-Member States (see Part C. ), as well as communication charges in the Shanwick area (see Part D. ).

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).

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, the basic billing documents, the methods of payment and the submission of claims.

The CRCO pages on the 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 airlines pay into false bank accounts. The fraudsters contact airlines by e-mail or telephone, claiming that EUROCONTROL bank accounts have changed and try to persuade airlines 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 mail, e-mail, fax or by telephone.

Details of the bank accounts that airlines should use for their payments are indicated on official EUROCONTROL Bills and Statement of Accounts, printed on secured paper bearing our logo, and sent to airlines by post.

Always pay EUROCONTROL bills into these EUROCONTROL bank accounts.

Under no circumstances should you pay into any bank account other than those printed on the official EUROCONTROL documents. Never accept any other source of information. If in doubt, ring our phone number: +32.2.729.38.38.

For increased security, we strongly advise you to use our secured extranet system CEFA. CEFA is entirely free of charge. Via CEFA you can download your billing documents, consult your account’s latest status, submit claims and monitor their status. You can also look up and submit modifications of aircraft data.

All details on the CEFA extranet can be found on the CRCO pages of EUROCONTROL’s public website:

https://www.eurocontrol.int/online-tool/central-route-charges-office-extranet-airspace-users
How to join and use CEFA?

You only need to sign a service agreement with the CRCO.

The service agreement, as well as the CEFA User Manual and other useful information are available on the CRCO pages of EUROCONTROL’s public website:

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

The service agreement should be filled out, signed and returned to the following e-mail address: r3.crco@eurocontrol.int or by postal services. The CRCO will then send you all the information needed to connect to CEFA, such as your login ID and password.

If you need any assistance for the first connection to CEFA or at a later stage for the use of CEFA you may contact us via:

- Email: r3.crco@eurocontrol.int
- Phone: +32 2 729 3838
- Fax: +32 2 729 9093
Part A. En-route charges

A.1. Introduction

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

The CRCO operates the common 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 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 (EV) | 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) | Turkey (LT) |
| Finland (EF) | Montenegro (LY) | Ukraine (UK)¹ |
| France (LF) | Netherlands (EH) | United Kingdom (EG) |
| Georgia (UG) | North Macedonia (LW) |

Bills for EUROCONTROL’s route charges are sent out monthly in the middle of the month following the month in which the flights took place.

The calendar showing the billing, payment and claim dates can be found on the CRCO pages of EUROCONTROL’s public website:

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

¹ Ukraine is a EUROCONTROL Member State but has not yet been technically integrated.
A.2. **Flight data used for billing**

The Member States supply the basic data required for calculating the route charges. For each flight, the route description that is used to calculate the distances flown in the airspace of the Member States is extracted from the flight plan filed by the operator and approved by the Network Manager (NM).

**The Filed Flight Plan:**

"The operator shall ensure prior to operation of the flight that the content of the initial flight plan correctly reflects the operational intentions."

"The operator shall ensure that the conditions of acceptance of a flight plan and any necessary changes thereto as notified by IFPS to the originator are incorporated into the planned flight operation and communicated to the pilot."

*Source: Commission Regulation (EC) No 1033/2006 laying down the requirements on procedures for flight plans in the pre-flight phase for the Single European Sky, applicable as from 1 January 2009.*

A.3. **Liability for 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, if the airspace user has one. Airspace users 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.

Airspace users are invited to communicate the following details to r3.crco@eurocontrol.int:

- legal (fiscal) name and address;
- billing address (if different from the legal address);
- Value Added Tax (VAT) status (Business or Consumer):
  - EU VAT Identification Number if the airspace user is 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 the airspace user is a business (VAT taxable person) established outside the European Union.

Users connected to CEFA (see page 5) can update this information online. Users are invited to notify changes to EUROCONTROL without any delay.
Airspace users wishing to rely on Handling Agencies for the payment of their charges may request from the CRCO to send the billing documents directly to the handling agent (billing address with the mention “care of”).

Certain categories of flights may qualify for exemption from route charges. These categories may be found in Article 8 of the Conditions of Application of the Route Charges System. The latest version can be downloaded from the CRCO pages of EUROCONTROL’s public website:

http://www.eurocontrol.int/crco

A.4. Calculation

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

The EUROCONTROL route charge is calculated using three basic elements:

- Distance factor (for each charging zone);
- Aircraft Weight Factor; and
- Unit Rate of Charge (for each charging zone).

The result obtained when multiplying these three elements is the route charge per charging zone. This operation must be repeated for each charging zone overflown. In 0 and 0, an example is given, showing how the calculation is made for a flight from Barcelona to Copenhagen with an Airbus A320 having a MTOW of 77.0 metric tonnes.

A.4.1. 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 entry and exit points are the points at which the lateral limits of the charging zone are crossed by the route described in the last filed flight plan. The last filed flight plan incorporates any changes made by the operator to the flight plan initially filed, as well as any changes approved by the operator resulting from Air Traffic Flow Management measures.

Furthermore, prior to the flight, the operator must ensure that the content of the initial flight plan correctly reflects the operational intentions. In addition the aircraft operator shall ensure that the conditions of acceptance of the flight plan and any necessary changes as notified by the Initial Flight Plan System (IFPS) to the originator are incorporated into the planned flight operation and communicated to the pilot.

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 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.

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 details concerning the calculation of the distance factor, reference should be made to Article 5 of the Conditions of Application of the Route Charges System. The Conditions of Application can be downloaded from the CRCO pages of EUROCONTROL’s public website: http://www.eurocontrol.int/crco

A graphical presentation on how distances are calculated for an international flight is given in Annex C.

A.4.2. Aircraft weight factor

The weight factor (expressed to two decimals) is determined by dividing, by fifty (50), the 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.

\[ \sqrt{\frac{MTOW}{50}} \]

Airspace users are requested to notify the EUROCONTROL CRCO, with the minimum of delay, of any change in the 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.

- The maximum take-off weight to be declared for each aircraft should be the exact certificated maximum take-off weight in kilograms as shown in the certificate of airworthiness, the flight manual or any other equivalent official document.
- When an aircraft has multiple certificated maximum take-off weights, the maximum take-off weight to be declared is the highest one.
- In the event of no fleet declaration being received, the weight factor for any type used will be calculated by taking the maximum take-off weight of the heaviest aircraft of the same type known to exist.

The fleet declaration should include all operated aircraft even if on lease from another company and the period for which they are/were or will be operated, including the following details:

- The registration marking;
- The aircraft type (basic type) according to the aircraft type designators in the latest edition of ICAO document 8643;
- The version within this type;
- The construction number;
- The exact certificated MTOW (in kg), substantiated by the Airplane Flight Manual (AFM). In the case of multiple certified MTOWs, the MTOW to be declared must be the highest one as shown in the AFM;
- The mode "S" in hexadecimal format, e.g. 49D0A1.

As of November 2018, a brand new version of the fleet module was implemented on CEFA, which will facilitate the submission of fleet composition. It is now possible to attach AFMs and other supporting documents to your declarations. CEFA will better assist you in the management and monitoring of the fleet data that you have declared to EUROCONTROL. CEFA will show you a list of your aircraft fleet known to the CRCO and the status of all your fleet declarations.

Users which are not connected to CEFA should e-mail their fleet declaration to the CRCO together with a copy of the entire Aircraft Flight Manual (AFM) for each declared aircraft. The electronic copy of the full AFM should be provided.

Users must notify any change to their fleet during the year. 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 not operated by him.

With the information received, the CRCO will calculate the weight factor based on the average weight of all aircraft of a basic type of a user.

It should be noted that these average weights will also be used when calculating terminal charges for Member States (see Part B.) and air navigation charges for non-Member States (see Part C.).

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 other details concerning the calculation of weight factor, please refer to Article 6 of Conditions of Application of the Route Charges System and to the information circular on fleet declarations that can be downloaded from the CRCO pages of EUROCONTROL’s public website:

http://www.eurocontrol.int/crco

A.4.3. Unit Rate of Charge

The unit rate of charge is the charge in euro applied by 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. The "adjusted" unit rates can be obtained from the CRCO or downloaded from the CRCO pages of EUROCONTROL’s public website:

http://www.eurocontrol.int/crco
A.5. **Billing Documents**

At each billing cycle, four basic documents are issued:

- Statement of account;
- Bill (VAT invoice(s) included);
- Bill & VAT Breakdown;
- Pro Forma Statement (except CEFA users).

**A.5.1. Statement of account**

The Statement of Account records all accounting movements (route charges and interest for late payment). Bills are always issued together with a Statement of Account and sent to the users by postal services, on the billing date.

CEFA users have also the possibility to consult and download their additional Statements of Account which are raised on a daily basis to reflect recent accounting movements (e.g. payments), when made.

When making payments in respect of the balance due on the Statement of Account, the reference of this Statement must be quoted together with the payment.

**A.5.2. Bill (VAT invoice(s) included)**

The Bill indicates the total amount of route 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). EUROCONTROL’s main bank account details, other bank accounts and payment instructions are printed on the reverse side of the Bill. When making payments, the reference indicated on the Bill must always be quoted (see Part E. Methods of payment).

Whenever VAT is invoiced on behalf of a taxable Service Provider of any Member State, the CRCO will also issue a “VAT Invoice - Annex to Bill” (see Section 0).

The VAT Invoice is issued for Tax purposes only – the amount shown in this invoice is already included in the route charge 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 (VAT Annex to Bill). These criteria can also be downloaded from the CRCO pages of EUROCONTROL’s public website:

http://www.eurocontrol.int/crco

**A.5.3. Bill & VAT Breakdown**

The Bill & VAT Breakdown presents a breakdown of the total billed amount of route charges (VAT Included) for all flights performed during a given calendar month, per charging zone and per entity on behalf of which the bill has been issued. Bills are always issued together with a bill & VAT breakdown.
A.5.4. **Pro Forma Statement (except CEFA users)**

The Pro Forma statement lists, in chronological order, the flights for which route 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 route 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.

Bills are always issued with a Pro Forma Statement. Only users connected to CEFA do not receive the paper versions of the pro forma statements (See CEFA information on page 5).
### Billing documents for all EUROCONTROL charges

At each billing, airspace users receive a set of billing documents by mail. The documents of the set are stapled together.

You will typically find several invoices for the respective EUROCONTROL charges you are liable for (route charges, terminal charges, air navigation charges, communication charges). For ease of reference, a separate document called "User Balance" is attached to all invoices. It displays the total amount due to EUROCONTROL per charging system, including the charges due and overdue, as well as interest on late payment.

You may find below an example, explaining the structure of the reference of a Bill issued by EUROCONTROL.

For REFERENCE: 5 / 001776 / 30 / 1801 / 01

- **Bill sequence number for the flight month** (01: Initial bill issued for 1501, 02: additional bill issued for 1501)
- **Calendar Month** during which the flight was performed (YYMM)
- **Check Digit**
- **User Number**
- **Maximum two alphanumerical characters defining the charge billed** (Route, Terminal, Air Navigation or Communication)

For each charge, you will find:

- **A statement of account**, which recapitulates all movements on your account with the CRCO. The total amount due is indicated at the bottom of the last page, with a negative sign (since this is a balance). If you want to be sure to clear your account with us and avoid incurring interest on late payment, this is the amount to be paid in respect of the charge.

- **The bill**. The amount to be paid for a given flight period is highlighted in a box, with the indication of the currency. This is the amount that you have to enter in your accounting books and that you have to pay by the deadline indicated in the box on the left.

On either of these two documents, you will find the bank accounts for the payments. **We never communicate these bank accounts by mail, e-mail, fax or by telephone.**

If you are not sure about a communication you have received, please ring the emergency telephone number: +32 2 729 38 38. Please quote the reference of the bill or statement of account in your bank transfer.

For each charge, you may also receive other billing documents such as the VAT annexes, Pro forma statement, interest on late payment bill, etc. if applicable.
A.6. Payment of charges

All charges billed and collected by EUROCONTROL are billed at the same date, on a monthly basis. All billing documents are sent in the same envelope. The latest date for payment is the same for all charges.

**Payment of the charges must be received by the CRCO, at the latest, 30 days from the issue date of the Bill.** This date is communicated to recipients on the Bill together with details of banks and specific payment instructions (see Part E. Methods of payment).

To assist users in their financial planning, a “billing calendar”, showing the planned dates of bills, final dates for their 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

A.6.1. Interest on late payment

For the latest information on the rate of interest levied on late payments, please consult our website:

http://www.eurocontrol.int/crco

Users who fail to meet the payment deadlines indicated on the bills will automatically incur interest charges.

A.7. Claims

Should airspace users consider they have been incorrectly billed, they should submit a claim as soon as possible, but not later than the date indicated on the Bill.

**The submission of a claim does not entitle the user 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.

Claims must identify the disputed flight/charge by means of the line number on the Pro Forma Statement and must give the exact reason for rejection. For this purpose a standard claim form is available on the CRCO pages of EUROCONTROL's public website:

https://www.eurocontrol.int/publication/central-route-charges-claims-form

Claims in respect of en-route charges can also be submitted via our CEFA service (see page 5). As of June 2018, a brand new version of the claim module was implemented on CEFA, which will facilitate the submission of billing correction requests.

Among the numerous improvements, here are the most noteworthy:

- The paper claim form can now be completely discontinued as the new module allows to submit claims in electronic format against all billing systems (Multilateral EUROCONTROL Route Charges and Bilateral Air Navigation Charges Systems);
The structure of the pro forma was replicated online to facilitate the identification of the billed flights;

Numerous sorting and filtering options will assist you in easily identifying and selecting the flights you would like to claim;

The claim status can now be monitored via tab Claim > Consult Claims.

Please remember that, in order to be eligible, your claims must be submitted before the claim due date mentioned on the invoice.

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 will be applied automatically to the terminal charges billed by the CRCO.
The documents issued as a result of a claim are:

- Acknowledgement of Receipt;
- Claim Result;
- Credit Note; and/or
- Claim Rejection Note.

VAT Credit Note is also issued together with the Credit Note, when applicable.

**A.7.1. Acknowledgement of Receipt**

Claims received by the CRCO are registered and analysed. Users receive an Acknowledgement of Receipt within the following days by postal services, indicating the total disputed amount of the claim and the number of flights involved.

**A.7.2. Claim Result**

The CRCO decision on whether the claim is accepted or not is communicated to users by means of a claim result.

If the claim is accepted, a credit note - with the related flights credited - will be issued. If the claim is rejected, a claim rejection note will be issued.

**A.7.3. Credit Note (accepted claim)**

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 and, if necessary, a new billing for the corrected flight, i.e. Bill and corresponding Pro Forma Statement.

**A.7.4. Claim Rejection Note (rejected claim)**

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 Claim Rejection 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.
A.8. 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

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

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.

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, 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 either in an EU State which is different from that of the taxable ANSP or outside the EU fiscal territory.

A.9. Receiving the bill in electronic format: CEFA and CRCO*DATALINK

Users can obtain monthly billing information on all EUROCONTROL charges electronically via our secured CRCO extranet for airspace users (CEFA).

All billing documents may be 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*DATALINK and is provided free of charge.

   The CRCO*DATALINK-Technical Handbook can be downloaded from the CEFA website or provided upon a simple e-mail request. Further information on the
contents and use of CRCO*DATALINK may be obtained from the Customer Relations Section of the CRCO.

The CRCO*DATALINK gives airspace users the possibility to verify their bills electronically, rather than manually.

Users may need to develop an application to read and exploit the data in a way that best suits their own requirements. They may sort and print out the flight details in a specific manner and interface the CRCO files with their own application software (accounting in particular).

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.

Users who have signed the CEFA agreement with the CRCO may request access via the Internet to their electronic billing files by simply sending an e-mail to r3.crco@eurocontrol.int.

A.10. RSO distance tool software

The CRCO has developed a software application to help users 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 print-out from the RSO Distance Tool for the charge (see).

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.

A.11. Emissions Trading Scheme (ETS)

All matters that airspace users may have relating to EU Emissions Trading scheme need to be addressed to the European Commission or to the relevant competent authority of their EU ETS Administering State.

For further reading, please contact: ets.info@eurocontrol.int
Part B. Charges for Terminal Air Navigation Services

B.1. Introduction

Terminal charges are billed and collected by EUROCONTROL on behalf of the following States\(^2\), situation on 01/07/2019. As of 1\(^{st}\) July 2019, the invoicing and collection of terminal charges in France have been entrusted to the CRCO.

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

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. The Terminal Charges Bill clearly indicates the State on behalf of which the Charges are levied. A Pro Forma Statement is attached to the bill (similar to the Route Charges Bill), listing the flights for which terminal charges have been levied.

The calendar showing the billing, payment and claim dates can be found on the CRCO pages of EUROCONTROL’s public website:

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

B.2. Calculation

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). Please note that for all Terminal charges the MTOW used will be the same as the one used for the calculation of en-route charges (see Section A.4)

---

\(^2\) Number between brackets refers to the leading digits of the reference number printed on all related billing documents.
<table>
<thead>
<tr>
<th>Country</th>
<th>Weight factor ((\text{MTOW}/50)^{0.70}) X Unit Rate = Charge (EUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albania</td>
<td>Note the reduced rate for domestic flights</td>
</tr>
<tr>
<td>Bulgaria</td>
<td>Note the reduced rate for domestic flights</td>
</tr>
<tr>
<td>Croatia</td>
<td>Different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Denmark</td>
<td>Different Unit Rates apply per airport</td>
</tr>
<tr>
<td>France</td>
<td>Different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Greece</td>
<td>Different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Hungary</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Ireland</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Italy</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Lithuania</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Malta</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Moldova</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>North Macedonia</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Slovenia</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Spain</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
<tr>
<td>Sweden</td>
<td>DT different Unit Rates apply per airport</td>
</tr>
</tbody>
</table>

For the latest Information Circulars governing terminal charges, please consult our website:
B.3. Billing documents and payments

Please refer to sections A.5 and A.6.

B.4. Claims

There is no separate claim procedure for the terminal charges system. The source of the flight data used for the terminal charges is the same as that used for the EUROCONTROL route charges. Consequently, corrections are made for Route charges and, if applicable, for Terminal charges.

As a result of the claim, EUROCONTROL issues a Claim Result, a Credit Note and/or a Claim Rejection Note for route, terminal, air navigation and communication charges.

**The submission of a claim does not entitle the user 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.
Part C. Air Navigation charges

C.1. Introduction

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. 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 en-route and, where applicable terminal charges) for the following States (in the currency indicated):

<table>
<thead>
<tr>
<th>State</th>
<th>Code</th>
<th>Route charges</th>
<th>Terminal charges</th>
<th>Currency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belarus</td>
<td>UM</td>
<td>Yes</td>
<td>Yes</td>
<td>EUR</td>
</tr>
<tr>
<td>Egypt</td>
<td>HE</td>
<td>Yes</td>
<td>Yes</td>
<td>EUR</td>
</tr>
<tr>
<td>Morocco</td>
<td>GM</td>
<td>Yes</td>
<td>No</td>
<td>EUR</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>UT</td>
<td>Yes</td>
<td>No</td>
<td>EUR</td>
</tr>
</tbody>
</table>

C.2. 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 Unit Rate of charge is established at the beginning of the year and, normally, remains valid for a calendar year. The current Unit Rates can be found on the CRCO pages of EUROCONTROL's public website:

http://www.eurocontrol.int/crco
C.3. **Terminal Charges**

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

The charge is levied on the departing IFR flight only and is calculated as follows:

<table>
<thead>
<tr>
<th>Country</th>
<th>Formula</th>
<th>Charge (EUR)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belarus</td>
<td>[ \text{MTOW} \times \text{Unit Rate} ]</td>
<td>= Charge</td>
</tr>
<tr>
<td>Egypt</td>
<td>[ \left( \frac{\text{MTOW}}{50} \right)^{0.50} \times \text{Unit Rate} ]</td>
<td>= Charge</td>
</tr>
</tbody>
</table>

Please consult the CRCO pages of EUROCONTROL’s public website for the latest updates:  
[http://www.eurocontrol.int/crco](http://www.eurocontrol.int/crco)

**C.3.1. Billing documents and payments**

Please refer to sections A.5 and A.6.

All billing documents are also available on CEFA.

**C.3.2. Claims**

Should airspace users consider they have been incorrectly billed, they should submit a claim as soon as possible, but not later than the date indicated on the Bill. Such claims must identify the disputed flight by the line number on the Pro Forma Statement and give the exact reason for rejection. When received, claims will be acknowledged and the necessary checks will be made – this will involve investigations by the State authorities.

For this purpose a standard claim form is available on the CRCO pages of EUROCONTROL’s public website:  
[https://www.eurocontrol.int/publication/central-route-charges-claims-form](https://www.eurocontrol.int/publication/central-route-charges-claims-form)

As of June 2018, Claims in respect of air navigation can also be submitted via our CEFA service (see page 5). Indeed, a brand new version of the claim module was implemented on CEFA, which will facilitate the submission of billing correction requests.

Among the numerous improvements, here are the most noteworthy:

- The paper claim form can now be completely discontinued as the new module allows to submit claims in electronic format against all billing systems (Multilateral EUROCONTROL Route Charges and Bilateral Air Navigation Charges Systems);
- The structure of the pro forma was replicated online to facilitate the identification of the billed flights;
- Numerous sorting and filtering options will assist you in easily identifying and selecting the flights you would like to claim;
- The claim status can now be monitored via tab Claim > Consult Claims.

Please remember that, in order to be eligible, your claims must be submitted before the claim due date mentioned on the invoice.
It should be noted that the submission of a claim does not entitle the user to make any deduction from the relevant bill unless authorised to do so in writing by the CRCO. Any credits issued as a result of the claim may be taken into account when paying a subsequent bill.

When a particular element of a flight is found to be erroneous, the flight is credited and a new charge, with the correct flight elements, will be billed subsequently (partial credits are not made).
Part D. Communication charges

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).

D.1. Introduction

A charge is levied for each flight performed in the airspace of the Shanwick Oceanic Region for the services provided of the Shanwick Aeronautical Radio Station.

The unit rate of charge is a flat rate (in EUR) per flight.

The current unit rate and VAT rate can be found on the CRCO pages of EUROCONTROL’s public website:

http://www.eurocontrol.int/crco

D.2. Billing documents and payments

Please refer to sections A.5 and A.6.

All billing documents are also available on CEFA.

D.3. Claims

As of 1st January 2018, there is no separate claim procedure for the communication charges in the Shanwick Oceanic Region. The source of the flight data used for the communication charges is the same as that used for the EUROCONTROL route charges. Consequently, corrections are made for route charges and, if applicable, for communication charges.

As a result of the claim, EUROCONTROL issues a Claim Result, a Credit Note and/or a Claim Rejection Note for route charges, terminal, air navigation and communication charges. The submission of a claim does not entitle the user 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.
Part E. Methods of payment

E.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 secured paper bearing the EUROCONTROL logo.

The CRCO does NOT communicate bank account numbers by e-mail, fax or by phone.

If you suspect that you have received a fraudulent request for payment, please ring the emergency telephone number: +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 Communications Charges Systems. However, you may combine certain payments as shown below.

You may pay by bank transfer, cheque or credit card.

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 amount due was credited into a designated bank account of EUROCONTROL.

Please ensure that all payments are made in the correct currency and to the correct bank account, quoting your User Number.

EUROCONTROL bills have the following reference:

System / User Number / Check Digits / Flight Month / Sequential Number

For example: HE/001234/56/1304/01

In the absence of a remittance advice, EUROCONTROL will apply the payment first to interest, and then to the oldest bills unpaid.

If you wish your payment to have a different allocation, please ensure that you send a remittance advice to r5.crco@eurocontrol.int.

E.2. Payment by bank transfer

Type 1 Route Charges Billed in EURO

- Route Charges collected by the Organisation on behalf of member states (Euro).

<table>
<thead>
<tr>
<th>Reference</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Route Charges</td>
<td>2/..</td>
</tr>
<tr>
<td>Route charges interest</td>
<td>1/..</td>
</tr>
</tbody>
</table>

Payment shall be made to any of the Bank Accounts listed on the reverse of the bill.
**Type 2 Terminal, Air Navigation, Communication Charges Billed in EURO**

- Terminal charges collected by the Organisation on behalf of: The Netherlands, Ireland, Lithuania, Croatia, Spain, Greece, Hungary, Italy, Slovenia, Moldova, Malta, Albania and North Macedonia (Euro).
- Air Navigation Charges collected by the Organisation on behalf of Morocco, Egypt, Belarus and Uzbekistan (Euro).
- Shanwick Communication Charges (Euro).

<table>
<thead>
<tr>
<th>Terminal charges</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Albania</td>
<td>31/…</td>
</tr>
<tr>
<td>Croatia</td>
<td>26/…</td>
</tr>
<tr>
<td>North Macedonia</td>
<td>28/…</td>
</tr>
<tr>
<td>Greece</td>
<td>13/…</td>
</tr>
<tr>
<td>Hungary</td>
<td>18/…</td>
</tr>
<tr>
<td>Ireland</td>
<td>6/…</td>
</tr>
<tr>
<td>Italy</td>
<td>16/…</td>
</tr>
<tr>
<td>Lithuania</td>
<td>37/…</td>
</tr>
<tr>
<td>Malta</td>
<td>15/…</td>
</tr>
<tr>
<td>Moldova</td>
<td>29/…</td>
</tr>
<tr>
<td>The Netherlands</td>
<td>5/…</td>
</tr>
<tr>
<td>Slovenia</td>
<td>21/…</td>
</tr>
<tr>
<td>Spain (Continental)</td>
<td>10/…</td>
</tr>
<tr>
<td>Spain (Canarias)</td>
<td>11/…</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Air Navigation charges</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belarus</td>
<td>UM/…</td>
</tr>
<tr>
<td>Egypt</td>
<td>HE/…</td>
</tr>
<tr>
<td>Morocco</td>
<td>GM/…</td>
</tr>
<tr>
<td>Uzbekistan</td>
<td>UT/…</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Communication charges</th>
<th>Reference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shanwick</td>
<td>IC/…</td>
</tr>
</tbody>
</table>

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.
Type 3 Terminal Charges billed in other currency

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

<table>
<thead>
<tr>
<th>State</th>
<th>Reference</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bulgaria</td>
<td>27/…</td>
<td>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).</td>
</tr>
<tr>
<td>Denmark</td>
<td>20/…</td>
<td></td>
</tr>
<tr>
<td>Sweden</td>
<td>24/…</td>
<td></td>
</tr>
</tbody>
</table>

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

E.3. Payment by cheque

Separate cheques should be sent for each above-mentioned “Type”, payable to “EUROCONTROL”, to our office at 96 Rue de la Fusée, B-1130 Brussels, Belgium.

E.4. Payment by credit card

The CRCO has a facility of payment by credit cards, which is convenient for users paying smaller amounts. Adoption of such a method ensures that the value date of the payment always honours the due date of the bill(s). Users also avoid making several payments to separate bank accounts if bills are due to different systems (Multilateral Route Charges System, Terminal Charges, Air Navigation Charges and Communication Charges).

Procedure

1. Users should complete the attached form (see Annex D) and send it by post to EUROCONTROL CRCO (see address on the form). Once received, EUROCONTROL takes appropriate steps to safeguard the card details.

2. Users continue to receive all billing documents. For security reasons, the card details are not reported on the documents.

3. Credit cards are charged twice a month, one week after the Billing Date (main run) and three weeks after the Billing Date (ancillary run).
   - On the main run, all outstanding amounts are charged to the credit card. The timing is such that payment has to be received by EUROCONTROL before the due date.
   - Charges are only made on the ancillary run if there is a problem with the card on the main run or the authorisation for a new user arrives after the main run.
4. The charge corresponds to the total amount due, plus an administration fee of 2.24% of the amount billed (users will be charged the amount of the bill divided by 0.9781).

5. Interest on overdue invoices continue to be accrued until payment is received by EUROCONTROL.

6. Users providing an e-mail address receive an e-mail each time their credit card is charged, with details of each bill charged.

7. The statement from the credit card company shows the amount charged, including the administration fee, in the currency of the bill, and the conversion rate applied by the credit card company.

8. Users pay their credit card company as usual, in the currency of their card.

9. If the credit card number or expiry date has changed, users should inform CRCO urgently by e-mail or by fax.

10. **The CRCO currently cannot offer the possibility to pay the Bulgarian Terminal Charges by credit card as the billing currency (BGN) is not supported by its credit card company. Therefore, we only accept bank transfers in BGN or EUR to the bank account specified on the bill.**

   If the user’s credit card company does not accept the charge, the transaction is cancelled. CRCO will then attempt to charge the card on the ancillary run. In such case, the user will be charged interest on late payment. Users may avoid this by making a payment by bank transfer with value date on or before the due date. If the charges are persistently refused by the credit card company, the user will be removed from CRCO’s credit card payment scheme.

Users may cancel their authorisation at any time by mail to EUROCONTROL CRCO.

Users should still register claims, if any, as at present. Any credits issued will be deducted from the next payment. The 2.24% administration fee on the amounts credited will be reimbursed.

Further information on the payment methods may be obtained by contacting the Accounting and Treasury Department at the CRCO (see page 30) or by consulting the CRCO pages of EUROCONTROL’s public website:

[https://www.eurocontrol.int/publication/central-route-charges-billing-calendar](https://www.eurocontrol.int/publication/central-route-charges-billing-calendar)
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 need information about my invoice or other billing documents;
- I want to lodge a claim about flights which were wrongly billed;
- I have to report a change to my fleet;
- I want to report a fraud attempt;
- I need to update my general information (address, contact, e-mail, VAT number, AOC, etc…);
- I want an estimate of route charges for a flight plan;
- I need to know which tariffs will be applied;
- I want to know about applicable exemptions;
- I want to open an on-line account (CEFA);
- I want to have access to my on-line account (CEFA).

For these items, please contact 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 want to query interest on late payments.

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

Phone: +32 2 729 3801 / 3743 / 3865
Fax: +32 2 729 9094
E-mail: r4.crco@eurocontrol.int

Accounting and Treasury

- I want to pay by credit card;
- I made a payment but it does not appear on 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 Unit “CAT – Accounting and Treasury”:

Phone: +32 2 729 3801 / 3843 / 3857
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 Type/ weight:  A320 / 77.0 metric tonnes
Flight Date:  02 January 2013

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

<table>
<thead>
<tr>
<th>State</th>
<th>Distance (km)</th>
<th>Distance Factor</th>
<th>Weight Factor</th>
<th>Unit Rate Jan 2013 (Euro)</th>
<th>Charge (Euro)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spain</td>
<td>138</td>
<td>1.38</td>
<td>1.24</td>
<td>71.84</td>
<td>122.93</td>
</tr>
<tr>
<td>France</td>
<td>884</td>
<td>8.84</td>
<td>1.24</td>
<td>64.76</td>
<td>709.87</td>
</tr>
<tr>
<td>Belgium</td>
<td>87</td>
<td>0.87</td>
<td>1.24</td>
<td>67.99</td>
<td>73.35</td>
</tr>
<tr>
<td>Netherlands</td>
<td>322</td>
<td>3.22</td>
<td>1.24</td>
<td>65.53</td>
<td>261.65</td>
</tr>
<tr>
<td>Germany</td>
<td>219</td>
<td>2.19</td>
<td>1.24</td>
<td>76.65</td>
<td>208.15</td>
</tr>
<tr>
<td>Denmark</td>
<td>214</td>
<td>2.14</td>
<td>1.24</td>
<td>73.56</td>
<td>195.20</td>
</tr>
</tbody>
</table>

Taking the MTOW of the aircraft concerned (77.0 metric tonnes), the weight factor of 1.24 is calculated (see part A.4.2).

The Unit Rates used in this example were those valid for January 2013.

Calculation:

Total Charge = 1571.15
Annex B. RSO Route Charges Estimation

RSO Route Charges Estimation

Route Information

<table>
<thead>
<tr>
<th>Departure aerodrome:</th>
<th>IATA</th>
<th>Aerodrome Name</th>
<th>Route reference:</th>
</tr>
</thead>
<tbody>
<tr>
<td>LEBL</td>
<td></td>
<td>BARCELONA</td>
<td>Customer Guide</td>
</tr>
<tr>
<td>Arrival aerodrome:</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BXXI</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Charge Information

- Date: 02/01/2013
- Aircraft weight (MTOW): 77,0 Metric Tons
- Weight coefficient: $1.24 \sqrt{\frac{MTOW}{50}}$
- Total CRCO Distance: 1.864 Km
- Total charge: 1.571,15 EURO

Route details

<table>
<thead>
<tr>
<th>Point Type</th>
<th>Identification</th>
<th>Latitude</th>
<th>Longitude</th>
<th>Zone</th>
<th>Published</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerodrome</td>
<td>LEBL</td>
<td>41 17 49</td>
<td>North</td>
<td>LE</td>
<td>LEBL</td>
</tr>
<tr>
<td>Labeled Point</td>
<td>GAMA</td>
<td>41 15 57</td>
<td>North</td>
<td>LE</td>
<td>GAMA</td>
</tr>
<tr>
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Charge Calculation Details

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The Route Charges are calculated by reference to Unit Rates applicable to Jan 2013
Annex C. Establishing the distance factor for international flights
Annex D.  Credit Card Payment

CREDIT CARD PAYMENT AUTHORITY
EUROCONTROL Central Route Charges Office (CRCO)

<table>
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I authorise the EUROCONTROL Central Route Charges Office to charge my credit card(1):

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<th>MASTERCARD</th>
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Card number (16 digits) : _________ _________ _________ _________

Name on card : ___________________________________

Expiry date : ______ / ______

Please select [ X ] either permanent or one shot authorisation

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<td>[ ] Air Nav, Communication and Terminal Charges</td>
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<table>
<thead>
<tr>
<th>Or</th>
<th>[ ] One shot authorisation (please quote the bill reference)</th>
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<tbody>
<tr>
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<td>REF :</td>
</tr>
<tr>
<td></td>
<td>REF :</td>
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</table>

I understand that a 2.24% administration fee will be added to any amount charged.

I understand that if my bank or my credit card company, for whatever reason, does not accept the charge, the transaction will be cancelled and I will pay EUROCONTROL by bank transfer or by cheque. If payment is not received by EUROCONTROL with value date before the due date, I will be charged interest.

Company: __________________________________________________________________

Contact Name: __________________________________________________________________

E-mail: __________________________________________________________________

Fax: __________________________________________________________________

Signed: __________________________________________________________________

(1) It is not at present possible to use other types of card

Please send by post or by fax to:

EUROCONTROL
Central Route Charges Office
Rue de la Fusée, 96
B-1130 Brussels (BELGIUM)

Fax : +32 2 729 90 95