

## NOTICE FOR NEW USERS

This is the first time that EUROCONTROL (Central Route Charges Office) is invoicing you for air navigation services. Please kindly note that the enclosed set of billing documents **may include several invoices**, respectively for en-route air navigation services provided in the airspace of the EUROCONTROL Member States (41 States participating in the common route charges system), for terminal navigation services (EUROCONTROL bills terminal charges on behalf of 17 Member States), for communication charges (EUROCONTROL bills communication charges on behalf of Ireland-Shanwick) or for air navigation services (EUROCONTROL bills air navigation charges on behalf of Morocco, Egypt, Belarus and Uzbekistan).

For each of these charges you will find enclosed the EUROCONTROL bill, possibly one or more VAT invoices, the detailed list of the flights that 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 as shown on the invoice.

You will find additional information on the EUROCONTROL public website to you may find useful:

- Our **Customer Guide to Charges** will offer you a good presentation of the charges invoiced by EUROCONTROL:  
<https://www.eurocontrol.int/node/10683>
- The **Information Circulars** will provide you with detailed information on each of the charges billed by EUROCONTROL (charge formula, tariffs, conditions of payment):  
<http://www.eurocontrol.int/crco>
- We strongly recommend you to use our secured, free of charge, **CRCO Extranet for Airspace Users (CEFA)**. Via CEFA you can download your billing documents, consult your account's latest status, submit and monitor your claims, and submit modifications of your fleet data. All details on the CEFA extranet can be found on the EUROCONTROL Website:  
<https://www.eurocontrol.int/online-tool/central-route-charges-office-extranet-airspace-users>
- If you want to inform us about a **change in your contact details**, please use the following form. You may also consult and modify the information we already have on record via our Central Route Charges Office Extranet for airspace users (CEFA):  
<https://www.eurocontrol.int/crco-address-notification-update>

### **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 Central Route Charges Office (CRCO) of EUROCONTROL:

Email: [r3.crco@eurocontrol.int](mailto:r3.crco@eurocontrol.int)

Phone: +32 2 729 3838

Fax: +32 2 729 9093