

# CHARGES GUIDE

## ANA NETWORK



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IMPORTANT: This document is issued for information purposes only, providing a quick reference to the charges applied in airports under ANA's responsibility.

**Updated: 1<sup>st</sup> of July 2021**

# **1. OTHER CHARGES**

1.1 Price List – Operational Services,  
Infrastructures and Consumptions, Support  
Services and Access Cards

## 1.1 Price List

Aircraft using the airport are subject to the following charges, exclusive of VAT (Value Added Tax).

### Humberto Delgado Airport

OPERATIONAL SERVICES	2021
<b>EQUIPMENT APRON</b>	
Means of lights (p/ 1/4 hour)	€58.81
Fork Lift 2 ton (p / 1/2 hour)	€38.58
Fork Lift 5 ton (p / 1/2 hour)	€46.33
Loaders (p/ hour)	€26.48
Loaders. diesel. Genie Z80/60 (p/hour)	€94.07
Articulated loader. diesel and electric. Genie Z45 (p / hour)	€63.92
<b>FOLLOW ME   AMBULANCE   OTHER EQUIPMENTS</b>	
Follow-me (p/ 1/2 hour)	€22.23
<b>CLEANING   WASHING   FIRE FIGHTING PREVENTION</b>	
Cleaning. Washing and Waste Treatment in Parking Platform. Taxiway.Runway (p/ 25 m <sup>2</sup> )	€192.02
Fire Fight. Prev. Serv.-Supply w/ pax on board. prevention of illegal acts. fuel spills and others (p/ service)	€161.60
Installation cleaning (p/m <sup>2</sup> )	€5.46
<b>TRANSPORT VEHICLES</b>	
Pax and/or Pax and Cargo Vehicle Services - Transport between Aircraft/Terminal or v.v - p/ 1/2 hour or part thereof	€48.20
Pax and/or Pax and Cargo Vehicle Services - Transport between Aircraft/Terminal or v.v - p/ 1 hour or part thereof	€90.39
Heavy Vehicle Pax Service - p/ 1 hour	€183.33
Heavy Vehicle Cargo Service - p/ 1/2 hour	€50.16
<b>DRIVING LICENCES AIR SIDE   INSPECTIONS</b>	
Issue of moving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time - yearly	€68.88
Issue of driving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44

Vehicle Inspection - Light Vehicles	€48.09
Vehicle Inspection - Towable Light Vehicles	€22.68
Vehicle Inspection - Heavy Vehicles	€59.34
Vehicle Inspection - Towable Heavy Vehicles	€48.09
Vehicle Inspection - Dollys	€11.05
Vehicle Inspection - Reinspection	€22.68
Vehicle Inspection - additional for out of programmed dates	€1.010,00

## INFRASTRUCTURES AND CONSUMPTIONS

### CONSUMPTIONS

Water supply (p/ m <sup>3</sup> )	€4.64
Hot Water supply (p/ m <sup>3</sup> )	€7.79
Electricity supply - Power (p/ KVA)	€1.0371
Electricity supply - Consumption (p/ Kwh)	€0.1434
Gas Supply (p/ m <sup>3</sup> )	+10%M.P
Fuel Supply	Market Price

**NOTE:** The rates of supply of consumption may change depending on the purchase price or other conditions.

### TELECOMMUNICATIONS

#### 01 - Data Services

Internet Access - ANA network	
Basic Speed Internet Access Installation	€78.78
Basic Speed Internet Access (12 MBps maximum) - monthly fee	€39.91
Advanced Internet Access Installation	€171.70
Advanced Internet Access 10/10Mbps Guaranteed Monthly fee	€116.15
Advanced Internet Access 20/20Mbps Guaranteed Monthly fee	€161.60
Advanced Internet Access 40/40Mbps Guaranteed Monthly fee	€202.00
Local Area Network (LAN)	
Installation/Configuration of Data Access point	€58.58
Installation/Configuration of Wi-Fi Access	€58.58
Data Access Monthly Fee	€24.11
VLAN connection to operator - monthly Fee	€39.29
VLAN connection to advanced operator - monthly Fee <sup>(1)</sup>	€55.45
Interconnection of VLAN connection - monthly Fee	€199.98

Passive Data Access - monthly Fee	€27.95
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(1) Ports configuration by 100/100 Mbps

## 02 - Voice Services

Voice Access	
PABX Voice Access Installation/Configuration	€57.30
PABX Voice Access (Internal Access) - monthly fee	€9.89
PABX Voice Access (Public Access) - monthly fee	€19.90
Other Services	
Telephone Type 1 (Analog) utilization - monthly fee	€1.13
Telephone Type 2 (Analog w. display) utilization - monthly fee	€4.76
Telephone Type 3 (Digital w. display) utilization - monthly fee	€12.90
Voice-mail - monthly fee	€6.62
Access from public network through DDI (Direct Dial In) - monthly fee	€3.03

## 03 - Television Services

TV	
TV Access installation	€88.88
Cable TV Standard access utilization - monthly fee	€31.19
Access Sport TV – monthly fee *	€27.27
Access Eleven Sports – monthly fee *	€16.41
* Implies standard access	

## 04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.55
Point to Point copper connection (between buildings) Installation	€110.01
Point to Point copper connection (inside terminal building) - monthly fee	€15.15
Point to Point copper connection (between buildings) - monthly fee	€19.70
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€149.48
Point to Point fiber connection (between buildings) Installation	€333.30
Point to Point fiber connection (per 100m) - monthly fee	€55.87
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€21.14
Own Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€25.31

(2) The Service Providers may claim exemption from these occupancy rates under Decree No 123/2009 being still required to make periodic technical inspections of maintenance and security for the installed infrastructure. These surveys will be made escorted by accredited technicians ANA: See "09 - Support Services and ICT technical support".

## 05 - Trunking Services

Installation/Configuration Terminal Trunking <sup>(3)</sup>	€808.00
Utilization Monthly Fee (terminal included) <sup>(3)</sup>	€58.58
Utilization Monthly Fee (terminal not included) <sup>(3)</sup>	€30.30
Utilization Fee - p/ hour or part thereof (p/ equipment)	€3.03
<sup>(3)</sup> Depending on ANA's stock availability	

## 06 - Housing

Data center	
Housing in Data Center - full rack ( up to 42' Us) utilization - monthly fee	€808.00
Housing in Data Center - shared rack space (per 1 U) utilization - monthly fee	€50.50

## 07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.95
Web service (broker) utilization - monthly fee	€699.09
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€202.00
Information Flight Monitor (FIDS) 40" - utilization monthly fee	€121.20
Information Flight Monitor (FIDS) 55" - utilization monthly fee	€151.50

## 08 - Bundles of Services

Package 1 – Advanced Internet 10/10Mb + 2 net points	115,00 €
Package 2 – Advanced Internet 10/10Mb + 2 net points + 1 Voice	125,00 €
Package 3 – Internet Avançada 10/10Mb + 2 net points + 1 Voice + 1 Voice connected to outside	135,00 €
<b>Additional to Base Packages</b>	
Two Wi-Fi accesses*	20,00 €
* Can´t be subscribed without one of the 3 previous packages	

## 09 - Support Services and ICT Technical Support

Work permit licensing	
Work permit on ANA underground infrastructure licensing	€368.22
Technical and Security ICT Instalation / Maintenance / Repair Escort <sup>(5)</sup>	
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€31.19
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.75

Radio spectrum monitoring service at the terminal	€303.00
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(5) These charges will not be applied in case of ANA Service fault

## 10- Others

Custom-made ICT projects and Services	Per project
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## RENTAL OF UNDERGROUND IN ANA INFRASTRUCTURES

Pipe Network Usage in ANA. SA Infrastructures (Rental occupancy. p/ cable and p/ 100 mts or fraction)	
Cable Type 1. <= 15 mm diameter	€10.90
Cable Type 2. > 15 mm diameter	€21.88
Own Infrastructures Usage ate ANA. SA underground (Monthly fee. per occupancy. per network drive and per 100 mts or fraction)	
Infrastructure Type I - external diameter <= 100 mm	€11.81
Infrastructure Type II - external diameter > 100 mm and<= 200mm	€19.65
Infrastructure Type III - external diameter > 200 mm	€26.20

**Note:** Infrastructure whose section is not circular and for rate application is considered the measure of larger diameter shaft.

## SUPPORT SERVICES

### EQUIPMENT

Mobile Desk - Welcome Desk (p/ day)	€485.56
Mobile Desk - Welcome Desk (p/ hour or part thereof)	€48.56
Mobile Desk - Welcome Desk (p/ day or part thereof) - Restricted Area	€729.40
Mobile Desk - Welcome Desk (p/ hour or part thereof) - Restricted Area	€72.86
Workshop Equipment (p / 1/2 hour)	€9.59
Slide Projector and Screen (p / day)	€37.23
Use of Terrace Building Equipment by Radio p/ Transmitter / Antenna - Exclusive use (p / month)	€30.71
Explosive Trace Detector - per flight	€258.27
Explosive Trace Detector - per month	€1.033.05

### TRAINING (VAT EXEMPTION)

Basic Safety Training, presential (per person)	€50.50
Certified Driving Training, presential (per person)	€50.50
Security Training - (p/ person)	€50.50
Safety Fire Prevention Training (minimum 6 people)	€35.35

Certified Driving Training – (e-learning) (p/ person)	€21.39
Airside Driving – Practicing Exam	€25.25
Safety Training – (e-learning) (p/ person)	€21.39
Security Training – (e-learning)	€21.39
Safety Training (e-learning) – Test Repetition (p/ person)	€10.70
Security Training – (e-learning) Test Repetition	€10.70
Issue of safety and security certificates - 2nd time	€10.54

### VISITS

Visits to Apron area p/ person (Maximum 12 people)	€250.09
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### PHOTOGRAPH AND FILMING

Public Areas	
Photograph - Up to 2 Hours	€316.23
Photograph - Additional hour	€131.37
Filming - Up to 2 Hours	€382.50
Filming - Additional hour	€164.53
Terminal Restricted Areas	
Photograph - Up to 2 Hours	€381.91
Photograph - Additional hour	€164.21
Filming - Up to 2 Hours	€464.79
Filming - Additional hour	€205.65
Airport Restricted Areas (Air side)	
Photograph - Up to 2 Hours	€447.59
Photograph - Additional hour	€197.05
Filming - Up to 2 Hours	€547.06
Filming - Additional hour	€246.78
Administrative treatment/coordination	€77.48

### RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
Rental Open Spaces - In Passenger Terminal (m <sup>2</sup> /Hour)	€5.13
Rental Rooms (Lounge) - per hour or part thereof	€113.36
Rental Rooms (Lounge) - per day	€1.133.59
Rental Rooms in Baggage collection room (BCR) – per hour/fraction	€81.59
Rental Rooms in Baggage collection room (BCR) – per day	€815.92
Rental Rooms - Others Areas - (p / hour or part thereof)	€73.37
Rental Rooms - Others Areas - (p / day)	€733.68

Rental Rooms – Meeting Room (Building 134) – p/ hour or part thereof	€30.30
Rental Rooms – Meeting Room (Building 134) – p/ day	€242.40
Dignitaries Rooms	
Dignitary - up to 10 accompanying persons	€263.25
Additional per person over 10 accompanying persons	€26.33

### CIP SERVICES

CIP Services - A Service <sup>(a)</sup>	€136.68
CIP Services - B Service <sup>(a)</sup>	€68.45
CIP Services - A Service Additional Pax	€91.94
CIP Services - B Service Additional Pax	€54.76
CIP Services – A Service Children from 3 to 12 years old	€68.33
CIP Services – B Service Children from 3 to 12 years old	€34.23
CIP Services - CIPSTAR Assistance	€826.46
CIP Service - CIPSTAR Assistance - Accompanying persons	€229.58
CIP Services – CIPSTAR Assistance - Children from 3 to 12 years old	€114.79
Lounge Service (VAT included) <sup>(a)</sup>	€35.35
Lounge Service Children from 3 to 12 years old (VAT included) <sup>(a)</sup>	€15.15
Lounge Service Shower (VAT included) <sup>(a)</sup>	€15.66
Lounge Service (Shower+Cash Entry) (VAT included) <sup>(a)</sup>	€40.40
Lounge Service (Shower+Cash Entry) Children (VAT included) <sup>(a)</sup>	€20.20

(a) Volume discounts may be applied depending on the number of assisted passengers.

### OTHER SERVICES

Staff Service - From 07h to 19h59 (p / 1/4 hour or part thereof)	10.38
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.78
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€31.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€47.30
Staff Service Minimum invoice value (Consumption + labor)	€26.14
Staff Service - Provision of maintenance services provided by third parties	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.
Daytime Baggage Service (From 07h to 19h59)	
Baggage Service (per 5 bags or part thereof until 20)	€15.15
Baggage Service (20 to 40 bags)	€75.75

Baggage Service (per additional volume over 40 bags)	€6.06
Special Baggage Service p/pax (1 to 3 bags)	€30.30
Special Baggage Service (per additional volume)	€6.06
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Night-time Baggage Service (From 20h to 6h59)	
Baggage Service (per 5 bags or part thereof until 20)	€24.24
Baggage Service (20 to 40 bags)	€121.20
Baggage Service (per additional volume over 40 bags)	€9.09
Special Baggage Service p/pax (1 to 3 bags)	€48.48
Special Baggage Service (per additional volume)	€9.70
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Shower (VAT included)	€16.01

### ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.58
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.47
Issue of Individual Access Cards - Temporary - 1 <sup>st</sup> time / Renewal (w/access control)	€8.43
Issue of Individual Access Cards - Temporary - 2 <sup>nd</sup> time	€16.85
Issue of Individual Access Cards - Permanent - 1 <sup>st</sup> time / Renewal	€16.85
Issue of Individual Access Cards - Permanent - 2 <sup>nd</sup> time	€33.70

### BAGGAGE STORAGE (VAT included)

Locker type	
<b>Small</b>	
Until 1 h (payment to close)	€1.50
Until 2 h (payment to open)	€0.50
Until 6 h (payment to open)	€2.50€
Until 12 h (payment to open)	3.50€
Until 24 h or per day (payment to open)	4.50€
<b>Medium</b>	
Until 1 h (payment to close)	€2.00
Until 2 h (payment to open)	€1.00
Until 6 h (payment to open)	€3.50
Until 12 h (payment to open)	€4.50
Until 24 h or per day (payment to open)	€6.00

**Big**

Until 1 h (payment to close)	€2.50
Until 2 h (payment to open)	€2.00
Until 6 h (payment to open)	€5.00
Until 12 h (payment to open)	€6.50
Until 24 h or per day (payment to open)	€8.50
Bad Loss	€30.00

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## Porto Airport

### OPERATIONAL SERVICES

**2021**

FOLLOW ME   AMBULANCE   OTHER EQUIPMENTS	
Follow-me (p/ 1/2 hour)	€19.77
CLEANING   WASHING   FIRE FIGHTING PREVENTION	
Clean and wash spill containing oil or fuel (p/ 1/2h)	€111.67
Fire Fight. Prev. Serv.-Supply w/ pax on board. prevention of illegal acts. fuel spills and others (p/ service)	€161.60
Apron Clean. Taxiway. Runway (1/2 hour)	€81.54
TRANSPORT VEHICLES	
Pax and/or Pax and Cargo Vehicle Services - p/ 1/2 hour	€25.60
Pax and/or Pax and Cargo Vehicle Services - VIP Van	€52.95
DRIVING LICENCES AIR SIDE   INSPECTIONS	
Issue of moving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44
Issue of driving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44
Vehicle Inspection - Light Vehicles	€48.09
Vehicle Inspection - Towable Light Vehicles	€22.68
Vehicle Inspection - Heavy Vehicles	€59.34
Vehicle Inspection - Towable Heavy Vehicles	€48.09
Vehicle Inspection - Dollys	€11.05
Vehicle Inspection - Reinspection	€22.68
Out of planned Vehicle Inspection - Light Vehicles	€96.17
Out of planned Vehicle Inspection - Towable Light Vehicles	€45.37
Out of planned Vehicle Inspection - Heavy Vehicles	€118.68
Out of planned Vehicle Inspection - Towable Heavy Vehicles	€96.17
Out of planned Vehicle Inspection - Dollys	€22.10
Out of planned Vehicle Inspection - Reinspection	€45.37
INFRASTRUCTURES AND CONSUMPTIONS	
CONSUMPTIONS	
Water supply (p/ m3)	€4.76

Hot Water supply (p/ m3)	€7.91
Electricity supply - Power (p/ KVA)	€1.0371
Electricity supply – Consumption (p/ Kwh)	€0.1434
Gas Supply	+10% M.P.
Fuel Supply	Market Price
Telephone Communications	+10%M.P.

**NOTE:** The rates of supply of consumption may change depending on the purchase price or other conditions.

## TELECOMMUNICATIONS

### 01 - Data Services

Internet Access - ANA network	
Basic Speed Internet Access Installation	€78.78
Basic Speed Internet Access Monthly fee (12 MBps maximum)	€39.91
Advanced Internet Access Installation	€171.70
Advanced Internet Access 10/10Mbps Guaranteed Monthly fee	€116.15
Advanced Internet Access 20/20Mbps Guaranteed Monthly fee	€161.60
Advanced Internet Access 40/40Mbps Guaranteed Monthly fee	€202.00
Local Area Network (LAN)	
Instalation/Configuration of Data Access point	€58.58
Instalation/Configuration of Wi-Fi Access	€58.58
Passive Data Access Installation	€60.60
Data Access Monthly Fee	€24.11
VLAN connection to operator - Monthly Fee	€39.29
VLAN connection to advanced operator - Monthly Fee <sup>(1)</sup>	€55.45
Interconnection of VLAN connection - Monthly Fee	€199.98
Passive Data Access Monthly Fee	€27.95

(1) Ports configuration by 100/100 Mbps

### 02 - Voice Services

Voice Access	
PABX Voice Access Installation/Configuration	€57.30
PABX Voice Access Monthly fee - Internal Access	€9.89
PABX Voice Access Monthly fee - Public Access	€19.90
Other Services	
Telephone Type 1 (without display) utilization monthly fee	€1.13
Telephone Type 3 (Advanced with display) utilization monthly fee	€12.90
Telephone Type 4 (Portable)	€26.00
Voice-mail monthly fee	€6.62

Access from public network through DDI (Direct Dial In) monthly fee	€3.03
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### 03 - Television Services

TV	
TV Access installation	€88.88
Access "TV Premium" utilization monthly fee	€58.58

### 04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.55
Point to Point copper connection (between buildings) Installation	€110.01
Point to Point copper connection (inside terminal building) Monthly fee	€15.15
Point to Point copper connection (between buildings) Monthly fee	€19.70
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€149.48
Point to Point fiber connection (between buildings) Installation	€333.30
Point to Point fiber connection (per 100m) Monthly fee	€55.87
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€21.14
Own Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€25.31

**(2)** The Service Providers may claim exemption from these occupancy rates under Decree No 123/2009 being still required to make periodic technical inspections of maintenance and security for the installed infrastructure. These surveys will be made escorted by accredited technicians ANA: See "09 - Support Services and ICT technical support".

### 05 - Trunking Services

Installation/Configuration Terminal Trunking <sup>(3)</sup>	€808.00
Utilization Monthly Fee (terminal included) <sup>(3)</sup>	€58.58
Utilization Monthly Fee (terminal not included)	€30.30
<b>(3)</b> Depending on ANA's stock availability	

### 06 - Housing

Data center	
Housing in Data Center - full rack ( up to 42' Us) utilization monthly fee	€808.00
Housing in Data Center - shared rack space (per 1 U) utilization monthly fee	€50.50

### 07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.95
Web service (broker). utilization monthly fee	€699.09
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€202.00

Information Flight Monitor (FIDS) 40" - utilization monthly fee	€121.20
Information Flight Monitor (FIDS) 55" - utilization monthly fee	€151.50

### 08 - Bundles of Services

Package 1 – Advanced Internet 10/10Mb + 2 net points	115,00 €
Package 2 – Advanced Internet 10/10Mb + 2 net points + 1 Voice	125,00 €
Package 3 – Internet Avançada 10/10Mb + 2 net points + 1 Voice + 1 Voice connected to outside	135,00 €
<b>Additional to Base Packages</b>	
Two Wi-Fi accesses*	20,00 €
* Can't be subscribed without one of the 3 previous packages	

### 09 - Support Services and ICT Technical Support

Work permit licensing	
Work permit on ANA underground infrastructure licensing	€368.22
Technical and Security ICT Instalation / Maintenance / Repair Escort <sup>(4)</sup>	
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€31.19
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.75
Radio spectrum monitoring service at the terminal	€303.00

(4) These charges will not be applied in case of ANA Service fault

### 10- Others

Custom-made ICT projects and Services	Per project
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## SUPPORT SERVICES

### EQUIPMENT

CCTV Access - Monthly rental (p/ Monitor)	€41.65
CCTV Access Installation	€124.96
Mobile Desk - Welcome Desk (p / day)	€485.56
Mobile Desk - Welcome Desk (p / hour or part thereof)	€48.56
Own Reception Desk - Welcome Desk (p /day)	€346.62
Own Reception Desk - Welcome Desk (p / hour)	€34.63
Explosive Trace Detector - per flight	€258.27
Use of Vehicle - P/ Hour	€1.22
Use of Vehicle - P/ Km (minimum charged: 5 km)	€0.56

TRAINING (VAT EXEMPTION)	
Basic Safety Training, presential (per person)	€50.50
Certified Driving Training, presential (per person)	€50.50
Security Training - (p/ person)	€50.50
Safety Fire Prevention Training (minimum 6 people)	€35.35
Certified Driving Training – (e-learning) (p/ person)	€21.39
Airside Driving – Practicing Exam	€25.25
Airside Driving – Practicing Exam (Repetition/Reschedule)	€15.15
Safety Training - (e-learning) (p/ person)	€21.39
Security Training - (e-learning)	€21.39
Safety Training (e-learning) – Test Repetition (p/ person)	€10.70
Security Training - (e-learning) Test Repetition	€10.70
Issue of safety and security certificates - 2nd time	€10.54
VISITS	
Airport visits (Maximum 12 persons)	€250.09
PHOTOGRAPH AND FILMING	
Public Areas	
Photograph - p/ hour	€54.60
Photograph - p/ day	€532.05
Filming - p/ hour	€97.90
Filming - p/ day	€953.60
Terminal Restricted Areas	
Photograph - p/ hour	€68.24
Photograph - p/ day	€665.06
Filming - p/ hour	€122.38
Filming - p/ day	€1,192.03
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€81.88
Photograph - p/ day	€798.07
Filming - p/ hour	€146.83
Filming - p/ day	€1,430.41
Administrative treatment/coordination	€77.48

## RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
Rental Open Spaces - In Passenger Terminal (m <sup>2</sup> /Hour)	€5.13
Rental Rooms - VIP Area (p / hour or part thereof)	€156.38
Rental Rooms - Outside Passenger Terminal - Morning/afternoon	€56.87
Rental Rooms - Outside Passenger Terminal - P/ day	€113.76
Rental Rooms - On Passenger Terminal - (p / hour or part thereof)	€73.37
Rental Auditorium - On Passenger Terminal - (p / hour or part thereof)	€113.36
Dignitaries Rooms	
Dignitary - up to 10 accompanying persons	€157.94
Additional per person over 10 accompanying persons	€15.80

## CIP SERVICES

CIP Services - A Service <b>(a)</b>	€136.68
CIP Services - B Service <b>(a)</b>	€68.45
CIP Services - A additional Passenger	€91.94
CIP Services - B additional Passenger	€54.76
CIP Services - A Children from 3 to 12 years old	€68.33
CIP Services - B Children from 3 to 12 years old	€34.23
CIP Services - C Service (VAT included) <b>(a)</b>	€32.00
CIP Services - C Children from 3 to 12 years old (VAT included) <b>(a)</b>	€15.69
Lounge Service	€16.75

**(a)** Volume discounts may be applied depending on the number of assisted passengers.

## OTHER SERVICES

Staff Service - From 07h to 19h59 (p / 1/4 hour or part thereof)	€10.38
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.78
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€31.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€47.30
Staff Service - Minimum Value billable/to charge (M.O. + Consumptions)	€26.14
Staff Service - Supply of maintenance Services provided by others	+20%M.P.
Staff Service - Supply of Articles and materials	+20%M.P.

## ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.58
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.47
Issue of Individual Access Cards – valid for 1 and 3 years - 1st time / Renewal (with Access Control)	€16.85
Issue of Individual Access Cards - valid for 1 and 3 years - 2nd time	€33.69
Issue of Cards to Supply Automatic Vehicle - Replacement / New Orders	€10.25

## PARKING

Annual covenants P10	€123.24
Annual covenants P3	€243.33
Issue of covenants card 1 <sup>st</sup> time e 2 <sup>nd</sup> time	€12.75

## LUGGAGE STORAGE (VAT included)

Per volume and per day	
Up to 10 Kg	€2.46
From 10 up to 30 Kg	€3.73
More than 30 Kg	€7.41
Bead Loss	€10.35
Locker	
Type 1 - (351X457X855mm) - (p/ período of 4 hours)	€1.50
Type 2 - (351X945X855mm) - (p/ período of 4 hours)	€2.00
Type 3 - (525X945X855mm/212X1925X555mm) - (p/ período of 4 hours)	€2.50
Bead Loss	€20.85

## Faro Airport

### OPERATIONAL SERVICES

**2021**

#### EQUIPMENT - APRON

Pneumatic Bags (per ½ hour)	€178.20
Illumination Tower (p/ 1/2 hour)	€64.95
Heavy Lorry (p/ 1/2 hour)	€48.93

#### FOLLOW ME | AMBULANCE | OTHER EQUIPMENTS

Follow-me (p/1/4 hour)	€9.61
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#### CLEANING | WASHING | FIRE FIGHTING PREVENTION

Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - A Type (grained)	€6.02
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - B Type	€22.84
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p/ service)	€161.60
Apron Clean, Taxiway, Runway (1/2 hour)	€81.54

#### TRANSPORT VEHICLES

Passenger and Cargo Vehicle Services - p/ 1/2 hour	€12.75
Passenger and Cargo Vehicle Services - p/ 1/2 hour	€22.22

#### DRIVING LICENCES AIR SIDE | INSPECTIONS

Issue of moving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44
Issue of driving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44
Vehicle Inspection - Light Vehicles	€48.09
Vehicle Inspection - Towable Light Vehicles	€22.68
Vehicle Inspection - Heavy Vehicles	€59.34
Vehicle Inspection - Towable Heavy Vehicles	€48.09
Vehicle Inspection - Dollys	€11.05
Vehicle Inspection - Reinspection	€22.68

Vehicle Inspection - additional for out of programmed dates	€1,010.00
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## INFRASTRUCTURES AND CONSUMPTIONS

### CONSUMPTIONS

Water supply (p/ m <sup>3</sup> )	€5.80
Electricity supply - Power (p/ KVA)	€1.0371
Electricity supply - Consumption (p/ Kwh)	€0.1434
Fuel Supply	Market Price
Gas Supply (p/ m <sup>3</sup> )	+10%M.P.
Telephone Communications	+10%M.P.

**NOTE:** The rates of supply of consumption may change depending on the purchase price or other conditions.

### TELECOMMUNICATIONS

#### 01 - Data Services

Internet Access - Network Operator Installation/ activation/ monthly fee/ additional traffic/Equipment's/Service/ technical assistance <sup>(1)</sup>	(a)
Local Area Network (LAN)	
Installation/Configuration of Data Access point	€58.58
Installation/Configuration of Wi-Fi Access	€58.58
Passive Data Access Installation	€60.60
Data Access Monthly Fee	€24.11
VLAN connection to operator - Monthly Fee	€39.29
VLAN connection to advanced operator - Monthly Fee <sup>(2)</sup>	€55.45
Interconnection of VLAN connection - Monthly Fee	€199.98
Passive Data Access Monthly Fee	€27.95

**(1)** Implies a capture rate that can go up to 24 months.

**(2)** Ports configuration by 100/100 Mbps

**(a)** Operator Cost + exchange routing circuit (see item 4 Infrastructure Services)

#### 02 - Voice Services

Voice Access	
PABX Voice Access Installation/Configuration	€57.30
PABX Voice Access Monthly fee - Internal Access	€9.89
PABX Voice Access Monthly fee - Public Access	€19.90
Voice-mail utilization monthly fee	€6.62
Other Services	
Telephone Type 1 (Analog) utilization monthly fee	€1.13

Telephone Type 2 (Analog w. display) utilization monthly fee	€4.76
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.90
Access from public network through DDI (Direct Dial In) monthly fee	€3.03

### 03 - Television Services

TV	
TV Access installation	€88.88
Cable TV Standard access. utilization - monthly fee	€31.19
Access Sport TV – monthly fee *	€27.27
Access Eleven Sports – monthly fee *	€16.41
* Implies standard access	

### 04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.55
Point to Point copper connection (between buildings) Installation	€110.01
Point to Point copper connection (inside terminal building) Monthly fee	€15.15
Point to Point copper connection (between buildings) Monthly fee	€19.70
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€149.48
Point to Point fiber connection (between buildings) Installation	€333.30
Point to Point fiber connection (per 100m) Monthly fee	€55.87
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) <sup>(3)</sup>	€21.14
Own Pipe network usage monthly fee (per cable and 100m) <sup>(3)</sup>	€25.31

<sup>(3)</sup> The Service Providers may claim exemption from these occupancy rates under Decree No 123/2009 being still required to make periodic technical inspections of maintenance and security for the installed infrastructure. These surveys will be made escorted by accredited technicians ANA: See "09 - Support Services and ICT technical support".

### 05 - Trunking Services

Installation/Configuration Terminal Trunking <sup>(4)</sup>	€808.00
Utilization Monthly Fee (terminal included) <sup>(4)</sup>	€58.58
Utilization Monthly Fee (terminal not included) <sup>(4)</sup>	€30.30

<sup>(4)</sup> Depending on ANA's stock availability

### 06 - Housing

Data center	
Housing in Data Center - full rack ( up to 42' Us) utilization monthly fee	€808.00
Housing in Data Center - shared rack space (per 1 U) utilization monthly fee	€50.50

## 07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.95
Web service (broker), utilization monthly fee	€699.09
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€202.00
Information Flight Monitor (FIDS) 40" - utilization monthly fee	€121.20
Information Flight Monitor (FIDS) 55" - utilization monthly fee	€151.50

## 08 - Bundles for Small Offices <sup>(5)</sup>

Basic ICT Services	
Telephone + Net Base monthly fee	€59.59
Telephone monthly utilization + Net Base + TV	€87.87
Valued Added ICT Services	
Additional 2 Voice/Data Access monthly fee	€39.39
Additional 4 Voice/Data Access monthly fee	€89.89

**(5)** Bundles for Small Offices are provided on a commitment of effective use of the service by a pre-agreed period. If there is need for early interruption of service, an amount corresponding to 3 months of use of the Base + Additional Package will be charged. The service packages are tailored for small offices, boasting a specific technical support.

## 09 - Support Services and ICT Technical Support

Work permit licensing	
Work permit on ANA underground infrastructure licensing	€368.22
Technical and Security ICT Instalation / Maintenance / Repair Escort <sup>(6)</sup>	
Technical and Security ICT Installation / Maintenance / Repair Escort (working days - from 8 AM to 6 PM) per hour	€31.19
Technical and Security ICT Installation / Maintenance / Repair Escort (weekends and working days - from 6 PM to 8 AM) per hour	€75.75
Radio spectrum monitoring service at the terminal	€303.00

**(6)** These charges will not be applied in case of ANA Service fault.

## 10- Others

Custom-made ICT projects and Services	Per project
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## SUPPORT SERVICES

### EQUIPMENT

Mobile Desk - Welcome Desk (p / day)	€485.56
Mobile Desk - Welcome Desk (p / hour or part thereof)	€48.56
Own Reception Desk - Welcome Desk (p /day)	€346.62
Own Reception Desk - Welcome Desk (p / hour)	€34.63

TRAINING (VAT EXEMPTION)	
Basic Safety Training, presential (per person)	€50.50
Certified Driving Training, presential (per person)	€50.50
Security Training - (p/ person)	€50.50
Safety Fire Prevention Training (minimum 6 people)	€35.35
Certified Driving Training – (e-learning) (p/ person)	€21.39
Airside Driving – Practicing Exam	€25.25
Airside Driving – Practicing Exam (Repetition/Reschedule)	€15.15
Safety Training - (e-learning) (p/ person)	€21.39
Security Training - (e-learning)	€21.39
Safety Training (e-learning) – Test Repetition (p/ person)	€10.70
Security Training - (e-learning) Test Repetition	€10.70
Issue of safety and security certificates - 2nd time	€10.54
PHOTOGRAPH AND FILMING	
Public Areas	
Photograph - p/ hour	€54.60
Filming - p/ hour	€97.90
Terminal Restricted Areas	
Photograph - p/ hour	€68.24
Filming - p/ hour	€122.38
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€81.88
Filming - p/ hour	€146.83
Administrative treatment/coordination	€77.48
RENTAL ROOMS   DIGNITARIES ROOMS	
Rooms	
Rental Open Spaces - at Passenger Terminal (m <sup>2</sup> /Hour)	€5.13
Rental Spaces - In commercial buildings (per m <sup>2</sup> / month)	€34.15
Rental Conference Room at Passenger Terminal with equipment (per day or part thereof)	€211.77
Rental Room - Without Equipment - (p /day or part thereof)	€39.03
Rental Room - Without Equipment - (p / half day)	€19.51
Rental Rooms – With Equipment - (p / day or part thereof)	€55.25
Rental Rooms - With Equipment - (p / half day)	€27.62
Rental Rooms - VIP Area (p / hour or part thereof)	€157.94

Dignitaries Rooms	
Dignitary - up to 10 accompanying persons	€157.94
Additional per person over 10 accompanying persons	€15.80

#### CIP SERVICES

CIP Services - A Service <b>(a)</b>	€136.68
CIP Services - A Service Per additional Passenger	€91.94
CIP Services - B Service <b>(a)</b>	€68.45
CIP Services - B Service Per additional Passenger	€54.76
CIP Services - A Service Children from 3 to 12 years old	€68.33
CIP Services - B Service Children from 3 to 12 years old	€34.23
CIP Services - C Service (VAT included) <b>(a)</b>	€32.32
CIP Services - Children from 3 to 12 years old (VAT included) <b>(a)</b>	€15.15

**(a)** Volume discounts may be applied depending on the number of assisted passengers.

#### VISITS

Visits to Apron area p/ person (Maximum 12 people)	€250.09
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#### OTHER SERVICES

Copy A4	€0.11
Copy A3	€0.21
Treatment of Municipal Solid Waste - Collection / Transport / Landfill (per arriving passenger)	€0.03
Staff Service - From 07h00 to 19h59 (p / 1/4 hour or part thereof)	€10.38
Staff Service - From 20h to 23h30 (p / 1/4 hour or part thereof)	€15.78
Staff Service - Specialized monitoring - From 07h00 to 19h59 (p / 1/2 hour or part thereof)	€31.16
Staff Service - Specialized monitoring - From 20h to 23h30 (p / 1/2 hour or part thereof)	€47.30
Staff Service Minimum invoice value (Consumption + labor)	€26.14
Staff Service - Provision of maintenance services provided by third parties	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.
Daytime Baggage Service (From 07h to 19h59)	
Baggage Service (per 5 bags or part thereof until 20)	€15.15
Baggage Service (20 to 40 bags)	€75.75
Baggage Service (per additional volume over 40 bags)	€6.06
Special Baggage Service p/pax (1 to 3 bags)	€30.30

Special Baggage Service (per additional volume)	€6.06
Night-time Baggage Service (From 20h to 23h30)	
Baggage Service (per 5 bags or part thereof until 20)	€24.24
Baggage Service (20 to 40 bags)	€121.20
Baggage Service (per additional volume over 40 bags)	€9.09
Special Baggage Service p/pax (1 to 3 bags)	€48.48
Special Baggage Service (per additional volume)	€9.70
Use of Nursing Personnel (UCS)	€668.87

### ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.58
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.47
Issue of Individual Access Cards – valid for 1 and 3 years - 1 <sup>st</sup> time / Renewal (with access control)	€28.43
Issue of Individual Access Cards - valid for 1 and 3 years - 1 <sup>st</sup> time / Renewal (without access control)	€8.43
Issue of Individual Access Cards - valid for 1 and 3 years - 2 <sup>nd</sup> time	€42.12
Issue of Cards to Supply Automatic Vehicle - Replacement / New Orders	€10.25

### LUGGAGE STORAGE (VAT included)

Locker	
Type 1 - 351mm x 457mm x 555mm (p/ period of 4 hours)	€1.50
Type 2 - 351mm x 945mm x 555mm (p/ period of 4 hours)	€2.50
Type 3 - 525mm x 945mm x 555mm (p/ period of 4 hours)	€3.00
Bead Loss	€20.00

## Beja Airport

### OPERATIONAL SERVICES

**2021**

FOLLOW ME   AMBULANCE	
Follow-me (p/1/4 hour)	€9.61
CLEANING   WASHING   FIRE FIGHTING PREVENTION	
Apron Clean, Taxiway, Runway (1/2 hour)	€81.54
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p/ 1/4h)	€161.60
Clean and wash spill containing oil or fuel (p/ 1/2h)	€111.67
Installations Clean (p/ 1/2 hour, working days)	€6.88
Installations Clean (p/ 1/2 hour, weekends and holidays)	€13.77
DRIVING LICENSES AIR SIDE   INSPECTIONS	
Issue of moving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44
Issue of driving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44
Vehicle Inspection - Light Vehicles	€48.09
Vehicle Inspection - Towable Light Vehicles	€22.68
Vehicle Inspection - Heavy Vehicles	€59.34
Vehicle Inspection - Towable Heavy Vehicles	€48.09
Vehicle Inspection - Dollys	€11.05
Vehicle Inspection - Reinspection	€22.68
Vehicle access permit – ad-hoc – airlines and licenced handling services	€5.23
Vehicle access permit – ad-hoc – other entities	€13.78
Vehicle Inspection - additional for out of programmed dates	€385.52
INFRASTRUCTURE AND CONSUMPTIONS	
CONSUMPTIONS	
Water supply (p/ m <sup>3</sup> )	€6.18
Electricity supply - Power - Peak time - (p/ KVA)	€1.0371
Electricity supply (p/ Kwh)	€0.1434
Telephone Communications	+10%M.P.
<b>NOTE:</b> The rates of supply of consumption may change depending on the purchase price or other conditions.	

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**TELECOMMUNICATIONS**


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**01 - Data Services**

Local Area Network (LAN)	
Data Access Installation	€58.58
Wi-fi Access Instalation	€58.58
Data Access Monthly Fee	€24.11
VLAN connection to operator - Monthly Fee	€39.29
VLAN connection to an advanced operator - Monthly Fee <sup>(1)</sup>	€55.45
Interconnection of VLAN connection - Monthly Fee	€199.98
Passive Data Access Monthly Fee	€27.95

(1) Ports configuration by 100/100 Mbps

**02 - Voice Services**

Voice Access	
PABX Voice Access Installation	€57.30
PABX Voice Access Monthly fee - Internal Access	€9.89
PABX Voice Access Monthly fee - Public Access	€19.90
Other Services	
Telephone Type 1 (Analog) utilization monthly fee	€1.13
Telephone Type 2 (Analog w. display) utilization monthly fee	€4.76
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.90
Voice-mail monthly fee	€6.62
Access from public network through DDI (Direct Dial In) monthly fee	€3.03

**03 - Television Services**
**04 - Infrastructure Services**

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.55
Point to Point copper connection (between buildings) Installation	€110.01
Point to Point copper connection (inside terminal building) Monthly fee	€15.15
Point to Point copper connection (between buildings) Monthly fee	€19.70
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€149.48
Point to Point fiber connection (between buildings) Installation	€333.30
Point to Point fiber connection (per 100m) Monthly fee	€55.87
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€21.14
Own Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€25.31

(2) Customers are required to make periodic technical inspections regarding security and maintenance of the infrastructure installed. These surveys will be made escorted by accredited technicians ANA: See "09 - Support Services and ICT technical support".

### 05 - Trunking Services

Installation/Configuration Terminal Trunking <sup>(3)</sup>	€808.00
Utilization Monthly Fee (terminal included) <sup>(3)</sup>	€58.58
Utilization Monthly Fee (terminal not included)	€30.30

(3) Depending on ANA's stock availability

### 06 – Housing

Data center	
Housing in Data Center - full rack ( up to 42' Us) utilization monthly fee	€808.00
Housing in Data Center - shared rack space ( per U) utilization monthly fee	€50.50

### 07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.95
Web service (broker), utilization monthly fee	€699.09
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€202.00
Information Flight Monitor (FIDS) 40" - utilization monthly fee	€121.20
Information Flight Monitor (FIDS) 55" - utilization monthly fee	€151.50

### 08 - Bundles for Small Offices <sup>(5)</sup>

Basic ICT Services	
Telephone + Net Base monthly fee	€59.59
Telephone + Net Base + TV monthly fee	€87.87
Valued Added ICT Services	
Additional 2 Voice/Data Access monthly fee	€39.39
Additional 4 Voice/Data Access monthly fee	€89.89
Additional Net Premium 4Mbps guaranteed monthly fee	€69.69
Additional Net Premium 8Mbps guaranteed monthly fee	€99.99

(5) Bundles for Small Offices are provided on a commitment of effective use of the service by a pre-agreed period. If there is need for early interruption of service, an amount corresponding to 3 months of use of the Base + Additional Package will be charged. The service packages are tailored for small offices, boasting a specific technical support.

### 09 - Support Services and ICT technical support

Work permit licensing	
Work permit on ANA underground infrastructure licensing	€368.22
Technical and Security ICT Installation / Maintenance / Repair Escort <sup>(6)</sup>	
Technical and Security ICT Installation / Maintenance / Repair Escort (working days from 8 AM as 6 PM) per hour	€31.19

Technical and Security ICT Installation / Maintenance / Repair Escort (weekends and working days from 6 PM as 8 AM) per hour	€75.75
Radio Spectrum monitoring service at the terminal	€303.00
(6) These charges will not be applied in case of ANA Service fault.	
<b>10-Others</b>	
Custom-made ICT projects and Services	Per Project

## SUPPORT SERVICES

### EQUIPMENTS

Cargo X-Ray per day	€53.96
Cargo X-Ray per volume	€1.94
Use of Terrace Building Equipment by Radio p/ Transmitter / Antenna - Exclusive use (p / month)	€30.71
Cargo Terminal Weighbridges (p/ day)	€13.14
Workshop Equipment (p / 1/2 hour)	€15.91

### TRAINING (VAT EXEMPTION)

Basic Safety Training, presential (per person)	€50.50
Certified Driving Training, presential (per person)	€50.50
Security Training - (p/ person)	€50.50
Safety Fire Prevention Training (minimum 6 people)	€35.35
Certified Driving Training – (e-learning) (p/ person)	€21.39
Airside Driving – Practicing Exam	€25.25
Airside Driving – Practicing Exam (Repetition/Reschedule)	€15.15
Safety Training - (e-learning) (p/ person)	€21.39
Security Training - (e-learning)	€21.39
Safety Training (e-learning) – Test Repetition (p/ person)	€10.70
Security Training - (e-learning) Test Repetition	€10.70
Issue of safety and security certificates - 2nd time	€10.54

### VISIT

Visits to Apron area p/ person (Maximum 12 people)	€250.09
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### PHOTOGRAPHER AND FILMING

Public Areas	
Photograph - p/ hour	€54.60
Filming - p/ hour	€97.90

Terminal Restricted Areas	
Photograph - p/ hour	€68.24
Filming - p/ hour	€122.38
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€81.88
Filming - p/ hour	€146.83
Administrative treatments/coordination	€77.48
<b>NEON AND SIGNS</b>	
Neon and Signs - p/ m <sup>2</sup>	€184,55
Neon and Signs - p/ m <sup>3</sup>	€366,90
<b>RENTAL ROOMS   DIGNITARIES ROOMS</b>	
Rooms	
Rental Rooms - In Passenger Terminal (P/ day or part thereof)	€39.04
Rental Spaces - In commercial buildings (per m <sup>2</sup> / month)	€34.15
Rental Room at the Building's Services without projector - P/ day or part thereof	€110.52
Rental Room at the Building's Services with projector - P/ day or part thereof	€146.65
Rental Spaces for restaurant (per hour)	€25,00
Rental Room (boarding area) - P/ day or part thereof	€77.37
Rental Spaces - In public areas (per m <sup>2</sup> / hour)	€5,13
Rental Spaces - In restricted areas - Terminal (per m <sup>2</sup> / hour)	€6,42
Rental Spaces - In restricted areas - Air side/Others (per m <sup>2</sup> / hour)	€5,50
<b>OTHER SERVICES</b>	
Staff Service - Working days from 08h30 to 17h29 (p/ 1/4 hour or part thereof)	€10.38
Staff Service - Working days from 17h30 to 08h29 (p/ 1/4 hour or part thereof)	€15.78
Staff Service - Saturdays, Sundays and holidays (p/ 1/4 hour or part thereof)	€19.71
Staff Service Minimum invoice value (Consumption + labor)	€26.14
Staff Service - Supply of maintenace services provided by others	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.
Copy A4	€0.11
Copy A3	€0.21
<b>ACCESS CARDS</b>	
Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.58
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.47
Issue of Individual Access Cards - valid for 1 and 3 years - 1 <sup>st</sup> time / Renewal (w/access control)	€16.85

Issue of Individual Access Cards - valid for 1 and 3 years - 2 <sup>nd</sup> time	€33.69
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## Azores Airports

### OPERATIONAL SERVICES

2021

EQUIPMENT – APRON	
Plastic Tunnel on Passenger Terminal (p/ month) (HOR)	€68,88
Loaders (p/ day)	€128,59
FOLLOW ME   AMBULANCE   OTHER EQUIPMENTS	
Follow - me (p/ 1/2 hour)	€21,11
Cooling Equipment (p/ 1/2 hour)	€109,73
Tank Vehicle (p/ 1 hour)	€45,92
Rescue Vehicle (p/ 1 hour)	€63,15
Stacker (p/ 1 hour)	€34,44
CLEANING   WASHING   FIRE FIGHTING PREVENTION	
Apron Clean, Taxiway, Runway (1/2 hour)	€81,54
Installations Clean (p/ m <sup>2</sup> )	€5,73
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - A Type	€6,02
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - B Type	€22,84
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p/ 1/4h)	€30,39
TRANSPORT VEHICLES	
Light Pax/Mixed Vehicle Services - Transport between Aircraft/Terminal or v.v - VIP Van - p/ 1/2 hour	€57,41
Heavy Vehicle Pax Service - p/ 1/2 hour	€61,99
Heavy Vehicle Cargo Service - p/ 1/2 hour	€48,21
DRIVING LICENSES AIR SIDE   INSPECTIONS	
Issue of moving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€40,17
Issue of driving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34,44
Vehicle Inspection – p/ vehicle	€34,44
Vehicles Access Card- ad hoc - (Auto Parks - 1 <sup>st</sup> time/2 <sup>nd</sup> /renewal)	€13,78
Vehicles Access Card- Magnetized - (Auto Parks - 1 <sup>st</sup> time/2 <sup>nd</sup> /renewal)	€60,85

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**INFRASTRUCTURE AND CONSUMPTIONS**


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**CONSUMPTIONS**

Water supply (p/ m <sup>3</sup> ) (PDL)	€4,12
Water supply (p/ m <sup>3</sup> ) (HOR)	€2,48
Water supply (p/ m <sup>3</sup> ) (SMA)	€4,01
Resettlement of Water (SMA)	€36,37
Electricity supply - Power - Peak time - (p/ KVA)	€1,0372
Electricity supply (p/ Kwh)	€0,1480
Gas Supply (PDL)	+10%M.P.
Fuel Supply (PDL, HOR)	Market Price

**NOTE:** The rates of supply of consumption may change depending on the purchase price or other conditions.

**TELECOMMUNICATIONS****01 - Data Services**

Internet Access - ANA Network	
Basic Speed Internet Access Installation	€78,78
Basic Speed Internet Access Monthly fee - 12 MBps (maximum)	€39,91
Advanced Internet Access Installation	€171,70
Advanced Internet Access 10/10Mbps Guaranteed Monthly fee	€116,15
Advanced Internet Access 20/20Mbps Guaranteed Monthly fee	€161,60
Advanced Internet Access 40/40Mbps Guaranteed Monthly fee	€202,00
Local Area Network (LAN)	
Data Access Installation	€58,58
Wi-fi Access Instalation	€58,58
Passive Data Access Installation	€60,60
Data Access Monthly Fee	€24,11
VLAN connection to operator Monthly Fee	€39,29
VLAN connection to an advanced operator - Monthly Fee <sup>(1)</sup>	€55,45
Interconnection of VLAN connection - Monthly Fee	€199,98
Passive Data Access Monthly Fee	€27,95

(1) Ports configuration by 100/100 Mbps

**02 - Voice-Fixed**

Access services	
PABX Voice Access Installation	€57,30
PABX Voice Access Monthly fee - Internal Access	€9,89

PABX Voice Access Monthly fee - Public Access	€19,90
Other Services	
Telephone Type 1 (Analog) utilization monthly fee	€1,13
Telephone Type 2 (Analog w. display) utilization monthly fee	€4,76
Telephone Type 3 (Digital w. display) utilization monthly fee	€12,90
Voice-mail utilization monthly fee	€6,62
Access from public network through DDI (Direct Dial In) monthly fee	€3,03

### 03 - Television Services

TV	
TV Access installation	€88.88
Cable TV Standard access utilization - monthly fee	€31.19
Access Sport TV – monthly fee *	€27.27
Access Eleven Sports – monthly fee *	€16.41
* Implies standard access	

### 04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55,55
Point to Point copper connection (between buildings) Installation	€110,01
Point to Point copper connection (inside terminal building) Monthly fee	€15,15
Point to Point copper connection (between buildings) Monthly fee	€19,70
Circuit - Fiber Optics (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€149,48
Point to Point fiber connection (between buildings) Installation	€333,30
Point to Point fiber connection (per 100m) Monthly fee	€55,87
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€21,14
Own Pipe network usage monthly fee (per cable and 100m) <sup>(2)</sup>	€25,31

(2) Customers are required to make periodic technical inspections regarding security and maintenance of the infrastructure installed. These surveys will be made escorted by accredited technicians ANA: See "09 - Support Services and ICT technical support".

### 05 - Trunking Services

Installation/Configuration of terminal Trunking <sup>(3)</sup>	€808,00
Utilization Monthly Fee - Unit included - up 60 months <sup>(3)</sup>	€58,58
Utilization Monthly Fee - Unit not included/over 60 months <sup>(3)</sup>	€30,30

(3) Depending on ANA´s stock availability

### 06 - Housing

Data center	
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Housing in Data Center - full rack ( up to 42' Us) utilization monthly fee	€808,00
Housing in Data Center - shared rack space ( per U) utilization monthly fee	€50,50

### 07 - Operational Applications

Flight Information	
Information Flight Monitor (FIDS) equipment installation	€202,00
Information Flight Monitor (FIDS) 40" - utilization monthly fee	€121,20
Information Flight Monitor (FIDS) 55" - utilization monthly fee	€151,50
Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62,95

### 08 - Bundles of Services

Package 1 – Advanced Internet 10/10Mb + 2 net points	115,00 €
Package 2 – Advanced Internet 10/10Mb + 2 net points + 1 Voice	125,00 €
Package 3 – Internet Avançada 10/10Mb + 2 net points + 1 Voice + 1 Voice connected to outside	135,00 €
<b>Additional to Base Packages</b>	
Two Wi-Fi accesses*	20,00 €
* Can ' t be subscribed without one of the 3 previous packages	

### 09 - Support Services and ICT technical support

Work permit licensing	
Work permit on ANA underground infrastructure licensing	€368,22
Technical and Security ICT Instalation/Maintenance/Repair Escort <sup>(4)</sup>	
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€31,19
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75,75
Radio Spectrum monitoring service at the terminal	€303,00

(4) These charges will not be applied in case of ANA Service fault.

### 10-Others

Custom-made ICT projects and Services	Per Project
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## SUPPORT SERVICES

### EQUIPMENTS

Cargo X-Ray per hour (SMA, HOR e FLW)	€61,98
Cargo X-Ray per volume	€1,94
Cargo X-Ray monthly	€1.618,99
Lost-and-Found Balance (p/ month)	€66,59

Cargo Terminal Weighbridges (p/ month) (PDL)	€328,35
Cargo Terminal Fridge (p/ month) – (PDL)	€636,88
Cargo Terminal Fridge (p/ month) - (HOR)	€103,34
Explosives trace Detector (p/flight)	€258,27
Explosives trace Detector (p/month)	€1.033,05
Audio-visual equipment (p/ day)	€15,80
Hangar Miscellaneous Equipment (p/month) (PDL)	€876,82
Workshop Equipment (p / 1/2 hour)	€9,75
Emergency Generator - 90 KVA (p/ month)	€487,92
PT10 - Energy Post Processing - Gas stations (p/month) (SMA)	€129,73

### TRAINING (VAT EXEMPTION)

Basic Safety Training, presential (per person)	€50.50
Certified Driving Training, presential (per person)	€50.50
Security Training - (p/ person)	€50.50
Safety Fire Prevention Training (minimum 6 people)	€35.35
Certified Driving Training – (e-learning) (p/ person)	€21.39
Airside Driving – Practicing Exam	€25.25
Airside Driving – Practicing Exam (Repetition/Reschedule)	€15.15
Safety Training - (e-learning) (p/ person)	€21.39
Security Training - (e-learning)	€21.39
Safety Training (e-learning) – Test Repetition (p/ person)	€10.70
Security Training - (e-learning) Test Repetition	€10.70
Issue of safety and security certificates - 2nd time	€10.54
Activity Start Learning Action - up to 5 persons	€51,67
Activity Start Learning Action - over 5 up to 10 persons	€68,88
Activity Start Learning Action - over 10 persons	€83,82

### PHOTOGRAPHER AND FILMING

Public Areas	
Photograph - p/ hour	€54,60
Photograph - p/ day	€532,05
Filming - p/ hour	€97,90
Filming - p/ day	€953,60

Terminal Restricted Areas	
Photograph - p/ hour	€68,24
Photograph - p/ day	€665,06
Filming - p/ hour	€122,38
Filming - p/ day	€1.192,03
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€81,88
Photograph - p/ day	€798,07
Filming - p/ hour	€146,83
Filming - p/ day	€1.430,41
Administrative treatments/coordination	€77,48

### RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
Rental Room - Without Equipment - (p / day or part thereof):	
Small Room	€55,25
Small Room - Air Side	€77,37
Big Room	€110,52
Dignitaries Rooms (PDL)	
Dignitary - up to 10 accompanying persons	€105,29
Additional per person over 10 accompanying persons	€10,54

### CIP SERVICES

CIP Services - A Service <sup>(a)</sup>	€63,18
CIP Services - Per additional Passenger	€40,17
CIP Services - Unaccompanied minors assistance	€20,66
CIP Room - p/ hour (SMA/HOR)	€31,00

(a) Volume discounts may be applied depending on the number of assisted passengers.

### OTHERS SERVICES

Staff Service - From 07h to 19h59 (p / 1/4 hour or part thereof)	€10,38
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15,78
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€31,16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€47,30
Staff Service Minimum invoice value (Consumption + labor)	€26,14
Staff Service - Supply of maintenace services provided by others	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.
Crew Service (p/ turnaround) - Business Aviation	€113,76

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**ACCESS CARDS**

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3,58
Issue of Individual Access Cards - Ad hoc - Other Entities	€9,47
Issue of Individual Access Cards – valid for 1 and 3 years - 1 <sup>st</sup> time / Renewal (with access control)	€36,85
Issue of Individual Access Cards - valid for 1 and 3 years - 2 <sup>nd</sup> time	€42,12
Issue of Individual Access Cards – Aerodromes	€4,13
Issue of Cards to Supply Automatic Vehicle - Replacement / New Orders	€32,15

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**LUGGAGE STORAGE (VAT included)**

Volume p/ day	€4,21
Bead loss	€8,43

## Madeira Airports

OPERATIONAL SERVICES	2021	
	Funchal	Porto Santo
<b>EQUIPMENT – APRON</b>		
Fork Lift 2 ton (p/ 1/2 hour)	€38.58	
Illumination Tower 6000 w (p/ 1/2 hour)	€76.75	€76.75
Pneumatic lifts (p/ day or part thereof)	€14,289.06	€17.450,74
<b>FOLLOW ME   AMBULANCE   OTHER EQUIPMENTS</b>		
Follow-me (p/ 1/2 hour)	€22.24	€22.23
<b>CLEANING   WASHING   FIRE FIGHTING PREVENTION</b>		
Cleaning, Washing and Waste Treatment in Parking Platform, Taxiway, Runway (p /25 m <sup>2</sup> )	€192.02	€192.02
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p/ service)	€161.60	€161.60
Apron clean, taxiway, runway (1/2 hour)	€81.54	€81.54
<b>DRIVING LICENSES AIR SIDE   INSPECTIONS</b>		
Issue of moving licenses in air side - Emission/Renewal/2 <sup>nd</sup> time	€34.44	€34.44
Issue of driving licenses in air side - 1 <sup>st</sup> time / Renewal /2 <sup>nd</sup> time	€34.44	€34.44
Vehicle Inspection - Light Vehicles	€48.09	€48.09
Vehicle Inspection - Towable Light Vehicles	€22.68	€22.68
Vehicle Inspection - Reinspection	€22.68	€22.68
Vehicle Inspection - Heavy Vehicles	€59.34	€59.34
Vehicle Inspection - Towable Heavy Vehicles	€48.09	€48.09
Vehicle Inspection - Dollys	€11.05	€11.05
Vehicle Inspection - additional for out of programmed dates	€1,010.00	€1,010.00
<b>INFRASTRUCTURE AND CONSUMPTIONS</b>		
<b>CONSUMPTIONS</b>		
Water supply (p/ m <sup>3</sup> ) <b>(a)</b>	€4.93	€3.06
Solid Waste (city council rate * occupied area / total area)	+10%M.P.	+10%M.P.
Electricity supply - Consumption (p/ Kwh) <b>(a)</b>	€0.1496	€0.1496

Electricity supply - Power (p/ KVA) <b>(a)</b>	€1.0369	€1.0369
Phone Calls / Cable TV	+10% M.P.	+10% M.P.

**NOTE:** The rates of supply of consumption may change depending on the purchase price or other conditions.

## TELECOMMUNICATIONS

### 01 - Data Services

Local Area Network (LAN)		
Data Access Installation	€58.58	€58.58
Wi-fi Access Instalation	€58.58	€58.58
Data Access Monthly Fee	€24.11	€24.11
VLAN connection to operator - Monthly Fee	€39.29	€39.29
VLAN connection to an advanced operator - Monthly Fee <sup>(1)</sup>	€55.45	€55.45
Interconnection of VLAN connection - Monthly Fee	€199.98	€199.98

(1) Ports configuration by 100/100 Mbps

### 02 - Voice Services

Voice Access		
PABX Voice Access Installation	€57.30	€57.30
PABX Voice Access utilization Monthly Fee	€17.17	€17.17
Other Services		
Telephone Type 1 (Analog) utilization monthly fee	€1.13	€1.13
Telephone Type 2 (Analog w. display) utilization monthly fee	€4.76	€4.76
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.90	€12.90
Voice-mail monthly fee	€6.62	€6.62
Access from public network through DDI (Direct Dial In) monthly fee	€3.03	€3.03
Virtual extension Use	€3.43	€3.43

### 03 - Infrastructure Services

Circuit - Copper (per pair)		
Point to Point copper connection (inside terminal building) Installation	€55.55	€55.55
Point to Point copper connection (between buildings) Installation	€110.01	€110.01
Point to Point copper connection (inside terminal building) Monthly fee	€15.15	€15.15
Point to Point copper connection (between buildings) Monthly fee	€19.70	€19.70
Circuit - Fiber Optic (per pair)		
Point to Point fiber connection (inside terminal building) Installation	€149.48	€149.48
Point to Point fiber connection (between buildings)	€333.30	€333.30
Point to Point fiber connection (per 100m) Monthly fee	€55.87	€55.87
Underground ICT Infrastructures		
ANA Pipe network usage monthly fee(per cable and 100m) <sup>(2)</sup>	€21.14	€21.14

Own Pipe network usage monthly fee(per cable and 100m) <sup>(2)</sup>	€25.31	€25.31
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(2) The Service Providers may claim exemption from these occupancy rates under Decree No 123/2009 being still required to make periodic technical inspections of maintenance and security for the installed infrastructure. These surveys will be made escorted by accredited technicians ANA: See "07 - Support Services and ICT technical support".

#### 04 - Trunking Services

Installation/Configuration of terminal Trunking <sup>(3)</sup>	€808.00	€808.00
Utilization Monthly Fee - Unit included - up 60 months <sup>(3)</sup>	€58.58	€58.58
Utilization Monthly Fee - Unit not included/over 60 months <sup>(3)</sup>	€30.30	€30.30

(3) Depending on ANA´s stock availability

#### 05 - Housing

Data center		
Housing in Data Center - full rack ( up to 42' Us) utilization monthly fee	€808.00	€808.00
Housing in Data Center - shared rack space (per 1 U) utilization monthly fee	€50.50	€50.50

#### 06 - Operational Applications

Operational Information		
Operational Information of Schedules and Infrastructures access (Monthly utilization fee)	€62.95	€62.95
Web service (broker), utilization monthly fee	€699.09	€699.09
Flight Information		
Information Flight Monitor (FIDS) equipment installation	€202.00	€202.00
Information Flight Monitor (FIDS) 40" - utilization monthly fee	€121.20	€121.20
Information Flight Monitor (FIDS) 55" - utilization monthly fee	€151.50	€151.50

#### 07 - Support services and ICT technical support

Work permit licensing		
Work permit on ANA underground infrastructure licensing	€368.22	€368.22
Technical and Security ICT Instalation/Maintenance/Repair Escort <sup>(4)</sup>		
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€31.19	€31.19
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.75	€75.75
Radio spectrum monitoring service at the terminal	€303.00	€303.00

(4) These charges will not be applied in case of ANA Service fault

#### 08 - Others

Custom-made ICT projects and Services	Per Project	Per Project
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#### RENTAL OF UNDERGROUND INFRASTRUCTURES IN ANA

Pipe Network usage of underground infrastructures in ANA		
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Pipe Network Usage (Rental occupancy, p/ cable and p/ 100 mts or fraction)		
Cable Type 1, <= 15 mm diameter	€11.04	€11.04
Cable Type 2, > 15 mm diameter	€22.17	€22.16

## SUPPORT SERVICES

### EQUIPMENT

Workshop equipment (p/ 1/2 hour)	€9.98	€9.98
Fridge - monthly rent	€589.67	
Mobile Desk - Welcome Desk (p / hour or part thereof)	€48.56	€48.56
Own Reception Desk - Welcome Desk (p /day or part thereof)	€30.36	€30.37
Projector or Computer Rental (p/day and p/unit)	€52.65	
X-Ray Cargo - 07h00/20h00 (monday to Sunday) – per 15m or part thereof	€4.83	€4.83
X-Ray Cargo - 20h00/07h00 (monday to Sunday) – per 15 m or part thereof	€6.11	€6.11
X-Ray Cargo - 07h00/20h00 (holiday) – per 15 m or part thereof	€9.66	€9.66
X-Ray Cargo - 20h00/07h00 (holiday) - per 15 m or part thereof	€12.08	€12.08

### TRAINING (VAT EXEMPTION)

Basic Safety Training, presential (per person)	€50.50	€50.50
Certified Driving Training, presential (per person)	€50.50	€50.50
Security Training - (p/ person)	€50.50	€50.50
Safety Training - level I	€33.05	€33.05
Safety Fire Prevention Training (minimum 6 people)	€35.35	€35.35
Certified Driving Training – (e-learning) (p/ person)	€21.39	€21.39
Airside Driving – Practicing Exam	€25.25	€25.25
Airside Driving – Practicing Exam (Repetition/Reschedule)	€15.15	€15.15
Safety Training - (e-learning) (p/ person)	€21.39	€21.39
Security Training - (e-learning)	€21.39	€21.39
Safety Training (e-learning) – Test Repetition (p/ person)	€10.70	€10.70
Security Training - (e-learning) Test Repetition	€10.70	€10.70
Issue of safety and security certificates - 2nd time	€10.54	€10.54

### VISITS

Visits to Apron area p/ person (Minimum 6 persons)	€250.09	€250.09
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## PHOTOGRAPHER AND FILMING

Public Areas		
Photograph - Up to 2 Hours	€316.24	€316.24
Photograph - Additional hour	€131.37	€131.37
Filming - Up to 2 Hours	€382.50	€382.50
Filming - Additional hour	€164.53	€164.53
Terminal Restricted Areas		
Photograph - Up to 2 Hours	€381.91	€381.91
Photograph - Additional hour	€164.21	€164.21
Filming - Up to 2 Hours	€464.79	€464.79
Filming - Additional hour	€205.66	€205.66
Airport Restricted Areas (Air side)		
Photograph - Up to 2 Hours	€447.59	€447.59
Photograph - Additional hour	€197.05	€197.05
Filming - Up to 2 Hours	€547.06	€547.06
Filming - Additional hour	€246.79	€246.79
Administrative treatments/coordination	€77.48	€77.48

## RENTAL ROOMS | DIGNITARIES ROOMS

Rooms		
Rental Open Spaces - In Passenger Terminal (m <sup>2</sup> /Hour)	€5.12	€5.12
Rental Rooms – Lounge (p / hour or part thereof)	€113.36	€113.36
Rental Rooms - Lounge - (p / day)	€1,133.60	€1,133.60
Rental Rooms – Other Areas without slide projector (p/ day or part thereof)	€93.85	€93.85
Rental Rooms – Other Areas without slide projector (p/ half day)	€51.76	€51.76
Rental Rooms – Other Areas with slide projector (p/ day or part thereof)	€119.10	€119.10
Rental Rooms – Other Areas with slide projector (p/ half day)	65.65	65.65
Dignitaries Rooms		
Dignitary - up to 10 accompanying persons	€263.25	€263.25
Additional per person over 10 accompanying persons	€26.33	€26.33

## CIP SERVICES

CIP Services - A Service	€73.71	€73.71
CIP Services - B Service *	€36.86	€36.86
CIP Services - C Service	€31.54	€31.54

\* Volume discounts may be applied depending on the number of assisted passengers.

OTHER SERVICES		
Staff Service - From 07h to 19h59 (p / 1/4 hour or part thereof)	€10.38	€10.38
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.78	€15.78
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€31.16	€31.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€47.30	€47.30
Staff Service Minimum invoice value (Consumption + labor)	€26.14	€26.14
Staff Service - Supply of maintenace services provided by others	+20%MP.	+20%MP.
Staff Service - Supply of articles and materials	+20%M.P.	+20%M.P.
Master Keys (per unit)	€61.07	€61.07
Other Keys (per unit)	€11.58	€11.58
BAGGAGE STORAGE (VAT included)		
Per volume p/ day or part thereof	4,00 €	4,00 €
Bad Loss	20,40 €	20,40 €
ACCESS CARDS		
Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	3,58 €	3,58 €
Issue of Individual Access Cards - Ad hoc - Other Entities	9,47 €	9,47 €
Issue of Individual Access Cards, (1 and 3 years) - Temporary - 1st time / Renewal (without access control)	8,43 €	8,43 €
Issue of Individual Access Cards, until 1 and 3 years – Permanent – 2 <sup>nd</sup> time	33,70 €	33,70 €
Issue of Individual Access Cards, (1 and 3 years) – 1st time / Renewal (with access control)	27,07 €	27,07 €
Surface Parking Access Badge	21,06 €	21,06 €



## **2. BILLING AND CHARGES PAYMENT**

## Rules of invoice processing, dispatch and payment

Charges Category	Billing schedule <sup>1</sup>	Payment Terms
Traffic Security PRM	3 invoices are issued per month for the following periods: 1 <sup>st</sup> invoice period: 1 <sup>st</sup> to 10 <sup>th</sup> calendar days; 2 <sup>nd</sup> invoice period: 11 <sup>th</sup> to 20 <sup>th</sup> calendar days; 3 <sup>rd</sup> invoice period: 21 <sup>st</sup> to last day of each month.	<ul style="list-style-type: none"> <li>• Cash basis (prompt payment) regime;</li> <li>• Pre-payment regime;</li> <li>• Granting of credit: payment within 15 days from date of the issuance of invoices;</li> <li>• Through payment representative (handler).</li> </ul>
Regulated Handling	One monthly invoice is issued, dated the last day of each month	
Equipment	One monthly invoice is issued, dated the last day of each month	
Others	One monthly invoice is issued, dated the last day of each month.	

### Details of payment terms:

- Invoices and payments are made in euros.
- In the **Cash Basis Regime**, the payment of all services must be made immediately after the invoice issuance, including terminal control duties from NAV, EP. The payment shall be made by the company or by the handler at airport services, prior to take-off.
- In the **Pre-payment Regime**, the payment of services estimated by ANA based on the flight schedule shall be made prior to any operation.
- To apply for the **Credit Payment Regime**, the client shall submit a written request to ANA, which will be subject to a case by case evaluation. In the case that this regime is accepted, ANA reserves the right to make its decision to grant credit subject to the provision of a guarantee. The payment of invoices must be made within the established period, and the amount owed cannot, in any situation, exceed the amount of the guarantee presented. In case of non-compliance with the due date agreed for the invoices payment, daily late interest shall be payable by the debtor until the effective date of payment.
- The credit conditions assigned may be modified or cancelled by ANA with a 5 working days notice.
- In the event of non-compliance situations ANA may determine, without prior notice, the cancellation of the assigned credit and the consequent change to the cash / prepayment regime. The suspension of the provision of services will also be possible. In the event of non-compliance with the terms established for the current account, the cancellation of credit and alteration to the prompt/ prepayment scheme, or suspension of services provision may be determined.

<sup>1</sup> Not applicable to the cash basis payment regime, since in this scheme all services and accesses provided are invoiced immediately by aerodrome services (SOA).

## **3. CONTACTS**

## Airport Charges

### Isabel Gonçalves

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Tel. +351 218 413 510

## Billing Services

### Coordination

#### Marta Ramos

Sede - Rua D, Edifício 120, 2º Piso, Aeroporto de Lisboa  
1700-008 Lisboa – Portugal  
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#### Lisbon Airport | Beja Airport

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#### Faro Airport

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#### Porto Airport

[nucleoclientes@ana.pt](mailto:nucleoclientes@ana.pt)

#### Azores Airports

#### Ponta Delgada Airport | Horta Airport | Santa Maria Airport | Flores Airport

[faturadaa@ana.pt](mailto:faturadaa@ana.pt)

#### Madeira Airport | Porto Santo Airport

[faturacao.dam@ana.pt](mailto:faturacao.dam@ana.pt)

## Commercial Aviation Department

### Nuno Costa

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#### Lisbon Airport and Beja Airport

#### Mariana Sousa

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#### Porto Airport

#### Riad Zayrik

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Tel. +351 229 432 400 (ext. 41020)

## **Faro Airport**

### **Helder Lemos**

[hdlemos@ana.pt](mailto:hdlemos@ana.pt)

Aeroporto de Faro – 8006-901 Faro

Tel. +351 289 800 796

## **Azores Airports**

[azores.airports@ana.pt](mailto:azores.airports@ana.pt)

Aeroporto João Paulo II (Ponta Delgada)

Aeroporto da Horta

Aeroporto de Santa Maria

Aeroporto das Flores

9500-253 Ponta Delgada

Tel. +351 296 205 401

## **Madeira Airports**

### **Cátia Vieira**

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## **Official Entities**

### **National Aviation Authority (ANAC)**

Direção de Regulação Económica

Rua B. Edifícios 4, 5 e 6 - 1700-008 Lisboa

Tel. +351 218 423 500

### **Portuguese Air Force (FAP)**

[sa.facturacao@emfa.pt](mailto:sa.facturacao@emfa.pt)