

Charges Guide

ANA Network



Index

1. Other Charges	4
1.1 Price List – Operational Services, Infrastructures and Consumptions, Support Services and Access Cards	5
Lisbon Airport	
Porto Airport	
Faro Airport	
Beja Airport	
Azores Airports	
Madeira Airports	
2. Billing and Charges Payment	46
3. Contacts	48

Charges Guide

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

Updated: 1st of January 2018



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).

Lisbon Airport

OPERATIONAL SERVICES	2018
EQUIPMENT APRON	
Means of lights (p/ 1/4 hour)	€56.93
Fork Lift 2 ton (p / 1/2 hour)	€37.35
Fork Lift 5 ton (p / 1/2 hour)	€44.85
Loaders (p/ hour)	€25.63
Loaders. diesel. Genie Z80/60 (p/hour)	€91.06
Articulated loader. diesel and electric. Genie Z45 (p / hour)	€61.87
FOLLOW ME AMBULANCE OTHER EQUIPMENTS	
Follow-me (p/ 1/2 hour)	€21.52
Ambulance - p / Use (VAT included)	€29.27
CLEANING WASHING FIRE FIGHTING PREVENTION	
Cleaning. Washing and Waste Treatment in Parking Platform. Taxiway.Runway (p /25 m ²)	€185.87
Fire Fight. Prev. Serv.-Supply w/ pax on board. prevention of illegal acts. fuel spills and others (p 1/4h)	€28.30
Installation cleaning (p/m ²)	€5.28
TRAFFIC FORM	
Issue of Traffic Form	€5.28
TRANSPORT VEHICLES	
Pax and/or Pax and Cargo Vehicle Services - Transport between Aircraft/Terminal or v.v - p/ 1/2 hour or part thereof	€46.66
Pax and/or Pax and Cargo Vehicle Services - Transport between Aircraft/Terminal or v.v - p/ 1 hour or part thereof	€87.50
Pax and/or Pax and Cargo Vehicle Services - Transport between Aircraft/Terminal or v.v - VIP Van	€52.50
Heavy Vehicle Pax Service - VIP Van	€81.02

Heavy Vehicle Pax Service - p/ 1 hour	€177.46
Heavy Vehicle Cargo Service - p/ 1/2 hour	€48.55

DRIVING LICENCES AIR SIDE | INSPECTIONS

Issue of moving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Issue of driving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Vehicle Inspection - Light Vehicles	€46.55
Vehicle Inspection - Towable Light Vehicles	€21.96
Vehicle Inspection - Heavy Vehicles	€57.44
Vehicle Inspection - Towable Heavy Vehicles	€46.55
Vehicle Inspection - Dollys	€10.69
Vehicle Inspection - Reinspection	€21.96

INFRASTRUCTURES AND CONSUMPTIONS

CONSUMPTIONS

Water supply (p/ m ³) (a)	€ 3.57
Hot Water supply (p/ m ³) (a)	€ 6.72
Electricity supply - Power (p/ KVA) (a)	€ 1.2092
Electricity supply - Consumption (p/ Kwh) (a)	€ 0.1314
Gas Supply (p/ m ³)	+10% M.P.
Fuel Supply	Market Price

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

(a) The charge value at the table is related to the amount that has been applied. This value will be updated in the 2nd trimester of 2018.

TELECOMMUNICATIONS

01 - Data Services

Internet Access - ANA network	
Basic Speed Internet Access Installation	€78.00
Basic Speed Internet Access (12 MBps maximum) - monthly fee	€39.51
Advanced Internet Access Installation	€170.00
Advanced Internet Access 5/5Mbps Guaranteed - monthly fee	€115.00
Advanced Internet Access 10/10 Mbps Guaranteed - monthly fee	€160.00
Local Area Network (LAN)	
Installation/Configuration of Data Access point	€58.00

Installation/Configuration of Wi-Fi Access	€58.00
Data Access Monthly Fee	€23.87
VLAN connection to operator - monthly Fee	€38.90
VLAN connection to advanced operator - monthly Fee ⁽¹⁾	€54.90
Interconnection of VLAN connection - monthly Fee	€198.00
Passive Data Access - monthly Fee	€27.67

(1) Ports configuration by 100/100 Mbps

02 - Voice Services

Voice Access	
PABX Voice Access Installation/Configuration	€56.73
PABX Voice Access (Internal Access) - monthly fee	€9.79
PABX Voice Access (Public Access) - monthly fee	€19.70
Other Services	
Telephone Type 1 (Analog) utilization - monthly fee	€1.12
Telephone Type 2 (Analog w. display) utilization - monthly fee	€4.71
Telephone Type 3 (Digital w. display) utilization - monthly fee	€12.77
Voice-mail - monthly fee	€6.55
Access from public network through DDI (Direct Dial In) - monthly fee	€3.00

03 - Television Services

TV	
TV Access installation	€88.00
Cable TV Standard access. utilization - monthly fee	€30.88
Access "TV Premium" utilization - monthly fee	€58.00

04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.00
Point to Point copper connection (between buildings) Installation	€108.92
Point to Point copper connection (inside terminal building) - monthly fee	€15.00
Point to Point copper connection (between buildings) - monthly fee	€19.50
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€148.00
Point to Point fiber connection (between buildings) Installation	€330.00
Point to Point fiber connection (per 100m) - monthly fee	€55.32
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€20.93

Own Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€25.06
--	--------

(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 ⁽³⁾	€800.00
Utilization Monthly Fee (terminal included) ⁽³⁾	€58.00
Utilization Monthly Fee (terminal not included) ⁽³⁾	€30.00
Utilization Fee - p/ hour or part thereof (p/ equipment)	€3.00

(3) Depending on ANA's stock availability

06 - Housing

Data center	
Housing in Data Center - full rack (up to 42' Us) utilization - monthly fee	€800.00
Housing in Data Center - shared rack space (per 1 U) utilization - monthly fee	€50.00

07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.33
Web service (broker) utilization - monthly fee	€692.17
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€200.00
Information Flight Monitor (FIDS) 32" - utilization monthly fee	€120.00
Information Flight Monitor (FIDS) 46" - utilization monthly fee	€150.00

08 - Bundles for Small Offices ⁽⁴⁾

Basic ICT Services	
Telephone + Net Base monthly fee	€59.00
Telephone monthly utilization + Net Base + TV	€87.00
Valued Added ICT Services	
Additional 2 Voice/Data Access - monthly fee	€39.00
Additional 4 Voice/Data Access - monthly fee	€89.00
Additional Net Premium 4Mbps guaranteed - monthly fee	€69.00
Additional Net Premium 8Mbps guaranteed - monthly fee	€99.00

(4) 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	€364.57
Technical and Security ICT Instalation / Maintenance / Repair Escort ⁽⁵⁾	
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€30.88
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.00
Radio spectrum monitoring service at the terminal	€300.00
(5) These charges will not be applied in case of ANA Service fault	

10- Others

Custom-made ICT projects and Services	Per project
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	€10.79
Cable Type 2. > 15 mm diameter	€21.66
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	€11.69
Infrastructure Type II - external diameter > 100 mm and<= 200mm	€19.46
Infrastructure Type III - external diameter > 200 mm	€25.94
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)	€470.03
Mobile Desk - Welcome Desk (p/ hour or part thereof)	€47.00
Mobile Desk - Welcome Desk (p/ day or part thereof) - Restricted Area	€706.06
Mobile Desk - Welcome Desk (p/ hour or part thereof) - Restricted Area	€70.53
Screen (p / day)	€12.14
Workshop Equipment (p / 1/2 hour)	€9.28
Slide Projector (p/ day)	€24.26
Use of Terrace Building Equipment by Radio p/ Transmitter / Antenna - Exclusive use (p / month)	€29.73

Explosive Trace Detector - per flight	€250.00
Explosive Trace Detector - per month	€1000.00
TRAINING (VAT EXEMPTION)	
Safety Training - Level I (p/ person)	€32.00
Safety Training - (e-learning) (p/ person)	€20.70
Security Training - (e-learning)	€20.70
Security Training - (e-learning) Test Repetition	€10.36
Security Training - (p/ person)	€33.34
Issue of safety certificates - 2nd time	€10.20
Safety Fire Prevention Training (minimum 6 people)	€33.34
VISITS	
Visits to Apron area p/ person (Minimum 6 people; Maximum 12 people)	€242.09
PHOTOGRAPH AND FILMING	
Public Areas	
Photograph - Up to 2 Hours	€306.11
Photograph - Additional hour	€127.17
Filming - Up to 2 Hours	€370.26
Filming - Additional hour	€159.27
Terminal Restricted Areas	
Photograph - Up to 2 Hours	€369.69
Photograph - Additional hour	€158.96
Filming - Up to 2 Hours	€449.92
Filming - Additional hour	€199.07
Airport Restricted Areas (Air side)	
Photograph - Up to 2 Hours	€433.27
Photograph - Additional hour	€190.75
Filming - Up to 2 Hours	€529.56
Filming - Additional hour	€238.89
Administrative treatment/coordination	€75.00
NEONS AND SIGNS	
Neon and Signs - p/ m ²	€185.56
Neon and Signs - p/ m ³	€368.90

RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
Rental Open Spaces - In Passenger Terminal (m ² /Hour)	€4.97
Rental Rooms (Lounge) - per hour or part thereof	€109.73
Rental Rooms (Lounge) - per day	€1097.31
Rental Rooms - Others Areas - (p / hour or part thereof)	€71.02
Rental Rooms - Others Areas - (p / day)	€710.21
Rental Rooms for training (Building 31) for 1/2 day	€101.18
Rental Rooms for training (Building 31) p/day	€182.12
Dignitaries Rooms	
Dignitary - up to 10 accompanying persons	€254.82
Additional per person over 10 accompanying persons	€25.49

CIP SERVICES

CIP Services - A Service ^(a)	€132.30
CIP Services - B Service ^(a)	€66.26
CIP Services - A Service Additional Pax	€89.00
CIP Services - B Service Additional Pax	€53.01
CIP Services - A Service Children from 3 to 12 years old	€66.15
CIP Services - B Service Children from 3 to 12 years old	€33.13
CIP Services - PLUS	€158.18
CIP Services - CIPSTAR Assistance	€800.02
CIP Service - CIPSTAR Assistance - Accompanying persons	€222.23
CIP Services - CIPSTAR Assistance - Children from 3 to 12 years old	€111.12
Lounge Service (VAT included) ^(a)	€29.00
Lounge Service (January, February, December) (VAT included) ^(a)	€25.00
Lounge Service Children from 3 to 12 years old (VAT included) ^(a)	€15.00
Lounge Service Shower (VAT included) ^(a)	€15.50
Lounge Service (Shower+Cash Entry) (VAT included) ^(a)	€32.50

(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)	€10.05
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.27
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€30.16

Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€45.79
Staff Service Minimum invoice value (Consumption + labor)	€25.30
Staff Service - Provision of maintenance services provided by third parties	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.
First aid station Injection intravenous or intravenously	€6.11
First aid station Injection intravenous or intravenously (other locals)	€12.23

ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.47
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.17
Issue of Individual Access Cards - Temporary - 1 st time / Renewal (w/access control)	€8.16
Issue of Individual Access Cards - Temporary - 2 nd time	€16.31
Issue of Individual Access Cards - Permanent - 1 st time / Renewal	€16.31
Issue of Individual Access Cards - Permanent - 2 nd time	€32.62

Porto Airport

OPERATIONAL SERVICES

2018

FOLLOW ME AMBULANCE OTHER EQUIPMENTS	
Follow-me (p/ 1/2 hour)	€19.13
Ambulance - p / Use	€29.27
CLEANING WASHING FIRE FIGHTING PREVENTION	
Clean and wash spill containing oil or fuel (p/ 1/2h)	€108.10
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p 1/4h)	€28.30
Apron Clean, Taxiway, Runway (1/2 hour)	€78.93
TRAFFIC FORM	
Issue of Traffic Form	€5.28
TRANSPORT VEHICLES	
Pax and/or Pax and Cargo Vehicle Services - p/ 1/2 hour	€24.78
Pax and/or Pax and Cargo Vehicle Services - VIP Van	€51.26
DRIVING LICENCES AIR SIDE INSPECTIONS	
Issue of moving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Issue of driving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Vehicle Inspection - Light Vehicles	€46.55
Vehicle Inspection - Towable Light Vehicles	€21.96
Vehicle Inspection - Heavy Vehicles	€57.44
Vehicle Inspection - Towable Heavy Vehicles	€46.55
Vehicle Inspection - Dollys	€10.69
Vehicle Inspection - Reinspection	€21.96
INFRASTRUCTURES AND CONSUMPTIONS	
CONSUMPTIONS	
Water supply (p/ m3) (a)	€4.26
Hot Water supply (p/ m3) (a)	€7.41
Electricity supply - Power (p/ KVA) (a)	€1.2092
Electricity supply - Consumption (p/ Kwh) (a)	€0.1314

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.

(a) The charge value at the table is related to the amount that has been applied. This value will be updated in the 2nd trimester of 2018.

TELECOMMUNICATIONS

01 - Data Services

Internet Access - ANA network	
Basic Speed Internet Access Installation	€78.00
Basic Speed Internet Access Monthly fee (12 MBps maximum)	€39.51
Advanced Internet Access Installation	€170.00
Advanced Internet Access 4/4Mbps Guaranteed Monthly fee	€115.00
Advanced Internet Access 8/8Mbps Guaranteed Monthly fee	€160.00
Local Area Network (LAN)	
Installation/Configuration of Data Access point	€58.00
Installation/Configuration of Wi-Fi Access	€58.00
Passive Data Access Installation	€60.00
Data Access Monthly Fee	€23.87
VLAN connection to operator - Monthly Fee	€38.90
VLAN connection to advanced operator - Monthly Fee ⁽¹⁾	€54.90
Interconnection of VLAN connection - Monthly Fee	€198.00
Passive Data Access Monthly Fee	€27.67

(1) Ports configuration by 100/100 Mbps

02 - Voice Services

Voice Access	
PABX Voice Access Installation/Configuration	€56.73
PABX Voice Access Monthly fee - Internal Access	€9.79
PABX Voice Access Monthly fee - Public Access	€19.70
Other Services	
Telephone Type 1 (without display) utilization monthly fee	€1.12
Telephone Type 3 (Advanced with display) utilization monthly fee	€12.77
Telephone Type 4 (Portable)	€25.74
Voice-mail monthly fee	€6.55
Access from public network through DDI (Direct Dial In) monthly fee	€3.00

03 - Television Services

TV	
----	--

TV Access installation	€88.00
Access "TV Premium" utilization monthly fee	€58.00

04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.00
Point to Point copper connection (between buildings) Installation	€108.92
Point to Point copper connection (inside terminal building) Monthly fee	€15.00
Point to Point copper connection (between buildings) Monthly fee	€19.50
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€148.00
Point to Point fiber connection (between buildings) Installation	€330.00
Point to Point fiber connection (per 100m) Monthly fee	€55.32
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€20.93
Own Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€25.06

(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 ⁽³⁾	€800.00
Utilization Monthly Fee (terminal included) ⁽³⁾	€58.00
Utilization Monthly Fee (terminal not included) ⁽³⁾	€30.00

(3) Depending on ANA's stock availability

06 - Housing

Data center	
Housing in Data Center - full rack (up to 42' Us) utilization monthly fee	€800.00
Housing in Data Center - shared rack space (per 1 U) utilization monthly fee	€50.00

07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.33
Web service (broker), utilization monthly fee	€692.17
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€200.00
Information Flight Monitor (FIDS) 32" - utilization monthly fee	€120.00
Information Flight Monitor (FIDS) 46" - utilization monthly fee	€150.00

08 - Bundles for Small Offices ⁽⁴⁾

Basic ICT Services	
Telephone + Net Base monthly fee	€59.00
Telephone monthly utilization + Net Base + TV	€87.00
Valued Added ICT Services	
Additional 2 Voice/Data Access monthly fee	€39.00
Additional 4 Voice/Data Access monthly fee	€89.00
Additional Net Premium 4Mbps guaranteed monthly fee	€69.00
Additional Net Premium 8Mbps guaranteed monthly fee	€99.00

(4) 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	€364.57
Technical and Security ICT Instalation / Maintenance / Repair Escort ⁽⁵⁾	
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€30.88
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.00
Radio spectrum monitoring service at the terminal	€300.00

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

10- Others

Custom-made ICT projects and Services	Per project
---------------------------------------	-------------

SUPPORT SERVICES

EQUIPMENT

CCTV Access - Monthly rental (p/ Monitor)	€40.32
CCTV Access Installation	€120.96
Mobile Desk - Welcome Desk (p / day)	€470.03
Mobile Desk - Welcome Desk (p / hour or part thereof)	€47.00
Own Reception Desk - Welcome Desk (p /day)	€335.53
Own Reception Desk - Welcome Desk (p / hour)	€33.52
Explosive Trace Detector - per flight	€250.00
Use of Vehicle - P/ Hour	€1.18
Use of Vehicle - P/ Km (minimum charged: 5 km)	€0.54

TRAINING (VAT EXEMPTION)	
Safety Training (e-learning and p/ person)	€20.70
Security Training - (P/ person)	€33.34
Security Training - (e-learning)	€20.70
Security Training - (e-learning) Test Repetition	€10.36
Issue of safety certificates - 2 nd time	€10.20
Safety Fire Prevention Training (Minimum 6 people)	€33.34
VISITS	
Visits to Airport p/ person (Minimum 20 persons; Maximum 25 persons)	€17.84
Visits to Terminal Passenger p/ person (Minimum 15 persons; Maximum 20 persons)	€7.11
PHOTOGRAPH AND FILMING	
Public Areas	
Photograph - p/ hour	€52.85
Photograph - p/ day	€515.03
Filming - p/ hour	€94.77
Filming - p/ day	€923.09
Terminal Restricted Areas	
Photograph - p/ hour	€66.06
Photograph - p/ day	€643.78
Filming - p/ hour	€118.46
Filming - p/ day	€1153.88
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€79.26
Photograph - p/ day	€772.53
Filming - p/ hour	€142.14
Filming - p/ day	€1384.64
Administrative treatment/coordination	€75.00
NEON AND SIGNS	
Neon and Signs - p/ m ²	€185.55
Neon and Signs - p/ m ³	€368.89
RENTAL ROOMS DIGNITARIES ROOMS	
Rooms	
Rental Open Spaces - In Passenger Terminal (m ² /Hour)	€4.97

Rental Rooms - VIP Area (p / hour or part thereof)	€109.73
Rental Rooms - Outside Passenger Terminal - Morning/afternoon	€55.05
Rental Rooms - Outside Passenger Terminal - P/ day	€110.12
Rental Rooms - On Passenger Terminal - (p / hour or part thereof)	€71.02
Rental Auditorium - On Passenger Terminal - (p / hour or part thereof)	€109.73
Dignitaries Rooms	
Dignitary - up to 10 accompanying persons	€152.89
Additional per person over 10 accompanying persons	€15.29

CIP SERVICES

CIP Services - A Service (a)	€117.37
CIP Services - B Service (a)	€58.83
CIP Services - C Service (VAT included) (a)	€24.28
Lounge Service – Children from 3 to 12 years old (VAT included) (a)	€15.18
CIP Services - Per additional Passenger	€39.29
CIP Services - Unaccompanied minors assistance	€20.23
Lounge Service	€12.71

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

OTHER SERVICES

Advertisement (p / day)	€47.03
Staff Service - From 07h to 19h59 (p / 1/4 hour or part thereof)	€10.05
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.27
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€30.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€45.79
Staff Service – Minimum Value billable/to charge (M.O. + Consumptions)	€25.30
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	€3.47
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.17
Issue of Individual Access Cards – valid for 1 year - 1st time / Renewal (with Access Control)	€16.31
Issue of Individual Access Cards - valid for 1 year - 2nd time	€32.62
Issue of Individual Access Cards - valid for 3 years - 1st time / Renewal	€16.31

Issue of Individual Access Cards - valid for 3 years - 2nd time	€32.62
Issue of Cards to Supply Automatic Vehicle - Replacement / New Orders	€9.92

Faro Airport

OPERATIONAL SERVICES

2018

EQUIPMENT - APRON	
Means of lights (p/ 1/4 hour)	€56.93
Hydraulic Jack (50 Ton) p/ 1/2 hour	€32.19
Fork Lift 2 ton in movement areas (p / 1/2 hour)	€37.35
Pneumatic Bags (per use)	€172.49
Illumination Tower - 20 KVA (p/ 1/2 hour)	€62.87
Heavy Lorry (20 Ton) p/ 1/2 hour	€47.37
FOLLOW ME AMBULANCE OTHER EQUIPMENTS	
Follow-me (p/1/4 hora)	€9.30
Mechanical Broom (p/ 1/2 hour)	€78.35
Ambulance - p / Use	€29.27
CLEANING WASHING FIRE FIGHTING PREVENTION	
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - A Type (grained)	€5.82
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - B Type	€22.10
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p 1/4h)	€28.30
Apron Clean, Taxiway, Runway (1/2 hour)	€78.93
Installations Clean (p/ m ²)	€5.28
TRAFFIC FORM	
Issue of Traffic Forms	€5.28
TRANSPORT VEHICLES	
Passenger and Cargo Vehicle Services - p/ 1/2 hour	€12.34
Passenger and Cargo Vehicle Services - p/ 1/2 hour	€21.51
DRIVING LICENCES AIR SIDE INSPECTIONS	
Issue of moving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Issue of driving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Vehicle Inspection - Light Vehicles	€46.55
Vehicle Inspection - Towable Light Vehicles	€21.96

Vehicle Inspection - Heavy Vehicles	€57.44
Vehicle Inspection - Towable Heavy Vehicles	€46.55
Vehicle Inspection - Dollys	€10.69
Vehicle Inspection - Reinspection	€21.96
Vehicle Inspection - additional for out of programmed hours movements	€283.30

INFRASTRUCTURES AND CONSUMPTIONS

CONSUMPTIONS

Water supply (p/ m ³) (a)	€5.07
Electricity supply - Power (p/ KVA) (a)	€1.2092
Electricity supply - Consumption (p/ Kwh) (a)	€0.1314
Fuel Supply	+10%M.P.
Gas Supply (p/ m ³)	Market Price
Telephone Communications	+10%M.P.

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

(a) The charge value at the table is related to the amount that has been applied. This value will be updated in the 2nd trimester of 2018.

TELECOMMUNICATIONS

01 - Data Services

Internet Access - ANA network	
Basic Speed Internet Access Installation	€78.00
Basic Speed Internet Access Monthly fee (12 MBps maximum)	€39.51
Advanced Internet Access Installation	€170.00
Advanced Internet Access 4/4Mbps Guaranteed Monthly fee	€115.00
Advanced Internet Access 8/8Mbps Guaranteed Monthly fee	€160.00
Internet Access - Network Operator	
Installation/ activation/ monthly fee/ additional traffic/Equipment's/Service/ technical assistance ⁽¹⁾	(a)
Local Area Network (LAN)	
Installation/Configuration of Data Access point	€58.00
Installation/Configuration of Wi-Fi Access	€58.00
Passive Data Access Installation	€60.00
Data Access Monthly Fee	€23.87
VLAN connection to operator - Monthly Fee	€38.90
VLAN connection to advanced operator - Monthly Fee ⁽¹⁾	€54.90
Interconnection of VLAN connection - Monthly Fee	€198.00

Passive Data Access Monthly Fee	€27.67
(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	€56.73
PABX Voice Access Monthly fee - Internal Access	€9.79
PABX Voice Access Monthly fee - Public Access	€19.70
Voice-mail utilization monthly fee	€6.55
Other Services	
Telephone Type 1 (Analog) utilization monthly fee	€1.12
Telephone Type 2 (Analog w. display) utilization monthly fee	€4.71
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.77
Access from public network through DDI (Direct Dial In) monthly fee	€3.00

03 - Television Services

TV	
TV Access installation	€88.00
Cable TV Standard access, utilization monthly fee	€30.88
Access "TV Premium" utilization monthly fee	€58.00

04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.00
Point to Point copper connection (between buildings) Installation	€108.92
Point to Point copper connection (inside terminal building) Monthly fee	€15.00
Point to Point copper connection (between buildings) Monthly fee	€19.50
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€148.00
Point to Point fiber connection (between buildings) Installation	€330.00
Point to Point fiber connection (per 100m) Monthly fee	€55.32
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) ⁽³⁾	€20.93
Own Pipe network usage monthly fee (per cable and 100m) ⁽³⁾	€25.06

(3) 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 ⁽⁴⁾	€800.00
Utilization Monthly Fee (terminal included) ⁽⁴⁾	€58.00
Utilization Monthly Fee (terminal not included) ⁽⁴⁾	€30.00

(4) Depending on ANA's stock availability

06 - Housing

Data center	
Housing in Data Center - full rack (up to 42' Us) utilization monthly fee	€800.00
Housing in Data Center - shared rack space (per 1 U) utilization monthly fee	€50.00

07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.33
Web service (broker), utilization monthly fee	€692.17
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€200.00
Information Flight Monitor (FIDS) 32" - utilization monthly fee	€120.00
Information Flight Monitor (FIDS) 46" - utilization monthly fee	€150.00

08 - Bundles for Small Offices ⁽⁵⁾

Basic ICT Services	
Telephone + Net Base monthly fee	€59.00
Telephone monthly utilization + Net Base + TV	€87.00
Valued Added ICT Services	
Additional 2 Voice/Data Access monthly fee	€39.00
Additional 4 Voice/Data Access monthly fee	€89.00

(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	€364.57
Technical and Security ICT Instalation / Maintenance / Repair Escort ⁽⁶⁾	
Technical and Security ICT Installation / Maintenance / Repair Escort (working days - from 8 AM to 6 PM) per hour	€30.88

Technical and Security ICT Installation / Maintenance / Repair Escort (weekends and working days - from 6 PM to 8 AM) per hour	€75.00
Radio spectrum monitoring service at the terminal	€300.00

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

10- Others

Custom-made ICT projects and Services	Per project
---------------------------------------	-------------

SUPPORT SERVICES

EQUIPMENT

Mobile Desk - Welcome Desk (p / day)	€470.03
Mobile Desk - Welcome Desk (p / hour or part thereof)	€47.00
Own Reception Desk - Welcome Desk (p /day)	€335.53
Own Reception Desk - Welcome Desk (p / hour)	€33.52

TRAINING (VAT EXEMPTION)

Safety Training (per person)	€17.81
Safety Training (e-learning and per person)	€20.70
Security Training (per person)	€33.34
Security Training (e-learning)	€20.70
Security Training - (e-learning) Test Repetition	€10.36
Issue of safety certificates - 2 nd time	€10.20
Safety Fire Prevention Training (Minimum 6 people)	€33.34

PHOTOGRAPH AND FILMING

Public Areas	
Photograph - p/ hour	€52.85
Filming - p/ hour	€94.77
Terminal Restricted Areas	
Photograph - p/ hour	€66.06
Filming - p/ hour	€118.46
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€79.26
Filming - p/ hour	€142.14
Administrative treatment/coordination	€75.00

RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
-------	--

Rental Open Spaces - at Passenger Terminal (m ² /Hour)	€4.97
Rental Spaces - In commercial buildings (per m ² / month)	€33.05
Rental Conference Room at Passenger Terminal with equipment (per day or part thereof)	€205.00
Rental Room - Without Equipment - (p /day or part thereof)	€37.78
Rental Room - Without Equipment - (p / half day)	€18.89
Rental Rooms - With Equipment - (p / day or part thereof)	€53.48
Rental Rooms - With Equipment - (p / half day)	€26.74
Rental Rooms - VIP Area (p / hour or part thereof)	€109.73
Dignitaries Rooms	
Dignitary - up to 10 accompanying persons	€152.89
Additional per person over 10 accompanying persons	€15.29

CIP SERVICES

CIP Services - A Service	€117.37
CIP Services - A Service Per additional Passenger	-20% from principal pax
CIP Services - B Service	€58.83
CIP Services - B Service Per additional Passenger	-20% from principal pax
CIP Services - A and B Service Children from 3 to 12 years old	-50% from principal pax
CIP Services - C Service (VAT included) (a)	€30.00
CIP Services - Children from 3 to 12 years old (VAT included) (a)	€15.00
(a) Volume discounts may be applied depending on the number of assisted passengers.	

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)	€10.05
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.27
Staff Service - Specialized monitoring - From 07h00 to 19h59 (p / 1/2 hour or part thereof)	€30.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€45.79
Staff Service Minimum invoice value (Consumption + labor)	€25.30
Staff Service - Provision of maintenance services provided by third parties	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.

Luggage service - from 1 to 5 bags	€12.21
Luggage service - from 6 to 10 bags	€24.42
Special luggage Service (p/additional volume)	€5.09
Use of Nursing Personnel (UCS)	€647.47
Event Announcement (p/day)	€47.03

ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.47
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.17
Issue of Individual Access Cards - valid for 1 year - 1 st time / Renewal (with access control)	€27.52
Issue of Individual Access Cards - valid for 1 year - 1 st time / Renewal (without access control)	€8.16
Issue of Individual Access Cards - valid for 1 year - 2 nd time	€40.77
Issue of Individual Access Cards - valid for 3 years - 1 st time / Renewal (with access control)	€27.52
Issue of Individual Access Cards - valid for 3 years - 1 st time / Renewal (without access control)	€8.16
Issue of Individual Access Cards - valid for 3 years - 2 nd time	€40.77
Issue of Cards to Supply Automatic Vehicle - Replacement / New Orders	€9.92

Beja Airport

OPERATIONAL SERVICES

2018

FOLLOW ME AMBULANCE	
Follow-me (p/1/4 hour)	€9.30
CLEANING WASHING FIRE FIGHTING PREVENTION	
Fire Fight. Prev. Serv. -Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p/ 1/4h)	€28.90
Clean and wash spill containing oil or fuel (p/ 1/2h)	€108.10
Installations Clean (p/ 1/2 hour, working days)	€5.65
Installations Clean (p/ 1/2 hour, weekends and holidays)	€9.75
DRIVING LICENSES AIR SIDE INSPECTIONS	
Issue of moving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Vehicle Inspection - Light Vehicles	€46.55
Vehicle Inspection - Towable Light Vehicles	€21.96
Vehicle Inspection - Heavy Vehicles	€57.44
Vehicle Inspection - Towable Heavy Vehicles	€46.55
Vehicle Inspection - Dollys	€10.69
Vehicle Inspection - Reinspection	€21.96

INFRASTRUCTURE AND CONSUMPTIONS

CONSUMPTIONS	
Water supply (p/ m ³) (a)	€5.22
Electricity supply - Power - Peak time - (p/ KVA) (a)	€1.2092
Electricity supply (p/ Kwh) (a)	€0.1314
Telephone Communications	+10%M.P.

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

(a) The charge value at the table is related to the amount that has been applied. This value will be updated in the 2nd trimester of 2018.

TELECOMMUNICATIONS

01 - Data Services

Internet Access - ANA Network	
Basic Speed Internet Access Installation	€78.00
Basic Speed Internet Access Monthly fee - 12 MBps (maximum)	€39.51

Advanced Internet Access Installation	€170.00
Advanced Internet Access 4/4Mbps Guaranteed Monthly fee	€115.00
Advanced Internet Access 8/8Mbps Guaranteed Monthly fee	€160.00
Local Area Network (LAN)	
Data Access Installation	€58.00
Wi-fi Access Installation	€58.00
Data Access Monthly Fee	€23.87
VLAN connection to operator - Monthly Fee	€38.90
VLAN connection to an advanced operator - Monthly Fee ⁽¹⁾	€54.90
Interconnection of VLAN connection - Monthly Fee	€198.00
Passive Data Access Monthly Fee	€27.67

(1) Ports configuration by 100/100 Mbps

02 - Voice Services

Voice Access	
PABX Voice Access Installation	€56.73
PABX Voice Access Monthly fee - Internal Access	€9.79
PABX Voice Access Monthly fee - Public Access	€19.70
Other Services	
Telephone Type 1 (Analog) utilization monthly fee	€1.12
Telephone Type 2 (Analog w. display) utilization monthly fee	€4.71
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.77
Voice-mail monthly fee	€6.55
Access from public network through DDI (Direct Dial In) monthly fee	€3.00

03 - Television Services

04 - Infrastructure Services

Circuit - Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.00
Point to Point copper connection (between buildings) Installation	€108.92
Point to Point copper connection (inside terminal building) Monthly fee	€15.00
Point to Point copper connection (between buildings) Monthly fee	€19.50
Circuit - Fiber Optic (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€148.00
Point to Point fiber connection (between buildings) Installation	€330.00
Point to Point fiber connection (per 100m) Monthly fee	€55.32
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€20.93

Own Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€25.06
--	--------

(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

Desktop station installation ⁽³⁾	€800.00
Utilization Monthly Fee - Unit included - up 60 months ⁽³⁾	€58.00
Utilization Monthly Fee - Unit not included/over 60 months	€30.00

(3) Discounts may be applied depending on the number of units and duration of the contract.

06 - Housing

Data center	
Housing in Data Center - full rack (up to 42' Us) utilization monthly fee	€800.00
Housing in Data Center - shared rack space (per U) utilization monthly fee	€50.00

07 - Operational Applications

Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.33
Web service (broker), utilization monthly fee	€692.17
Flight Information	
Information Flight Monitor (FIDS) equipment installation	€200.00
Information Flight Monitor (FIDS) 32" - utilization monthly fee	€120.00
Information Flight Monitor (FIDS) 46" - utilization monthly fee	€150.00

08 - Bundles for Small Offices ⁽⁵⁾

Basic ICT Services	
Telephone + Net Base monthly fee	€59.00
Telephone + Net Base + TV monthly fee	€87.00
Valued Added ICT Services	
Additional 2 Voice/Data Access monthly fee	€39.00
Additional 4 Voice/Data Access monthly fee	€89.00
Additional Net Premium 4Mbps guaranteed monthly fee	€69.00
Additional Net Premium 8Mbps guaranteed monthly fee	€99.00

(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	€364.57

Technical and Security ICT Installation / Maintenance / Repair Escort ⁽⁶⁾	
Technical and Security ICT Installation / Maintenance / Repair Escort (working days from 8 AM as 6 PM) per hour	€30.88
Technical and Security ICT Installation / Maintenance / Repair Escort (weekends and working days from 6 PM as 8 AM) per hour	€75.00
Radio Spectrum monitoring service at the terminal	€300.00

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

10-Others	
Custom-made ICT projects and Services	Per Project

SUPPORT SERVICES

EQUIPMENTS

Cargo X-Ray per day	€52.24
Cargo X-Ray per volume	€1.88
Use of Terrace Building Equipment by Radio p/ Transmitter / Antenna - Exclusive use (p / month)	€29.73
Screen (p/ day)	€24.26
Cargo Terminal Weighbridges (p/ day)	€12.72
Workshop Equipment (p / 1/2 hour)	€9.44
Data Projector (p/ day)	€12.14
Portable Emergency Generator (p/ hour)	€15.00
Manual Fork Lift (p/ hour)	€15.56

TRAINING (VAT EXEMPTION)

Safety Training (per person)	€17.81
Safety Training - (e-learning) (p/person)	€20.70
Security Training - (P/ person)	€33.34
Security Training - (e-learning) (p/ person)	€20.70
Security Training - (e-learning) Test Repetition	€10.36
Safety Fire Prevention Training (Minimum 6 persons)	€33.34
Issue of safety certificates - 2 nd time	€10.20

PHOTOGRAPHRAPH AND FILMING

Public Areas	
Photograph - p/ hour	€52.85
Filming - p/ hour	€94.77

Terminal Restricted Areas	
Photograph - p/ hour	€66.06
Filming - p/ hour	€118.46
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€79.26
Filming - p/ hour	€142.14
Administrative treatments/coordination	€75.00

RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
Rental Rooms - In Passenger Terminal (P/ day or part thereof)	€37.79
Rental Spaces - In commercial buildings (per m ² / month)	€33.05
Rental Room at the Building's Services - P/ day or part thereof	€106.98
Rental Room (boarding area) - P/ day or part thereof	€74.89
Rental Open Spaces - In Passenger Terminal (m ² /Hour)	€4.97

CIP SERVICES

CIP Services - C Service (a)	€25.47
------------------------------	--------

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

OTHER SERVICES

Staff Service – Working days from 08h30 to 17h29 (p/ 1/4 hour or part thereof)	€10.05
Staff Service – Working days from 17h30 to 08h29 (p/ 1/4 hour or part thereof)	€15.27
Staff Service – Saturdays, Sundays and holidays (p/ 1/4 hour or part thereof)	€19.08
Staff Service Minimum invoice value (Consumption + labor)	€25.30
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

ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.47
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.17
Issue of Individual Access Cards - valid for 1 year - 1 st time / Renewal (w/access control)	€16.31
Issue of Individual Access Cards - valid for 1 year - 2 nd time	€32.62
Issue of Individual Access Cards - valid for 3 years - 1 st time / Renewal	€16.31
Issue of Individual Access Cards - valid for 3 years - 2 nd time	€32.62

Azores Airports

OPERATIONAL SERVICES

2018

EQUIPMENT – APRON	
Plastic Tunnel on Passenger Terminal (p/ month) (HOR)	€66.68
Loaders (p/ day)	€124.47
FOLLOW ME AMBULANCE OTHER EQUIPMENTS	
Follow - me (p/ 1/2 hour)	€21.40
Mechanical Broom (p/ 1/2 hour)	€78.35
Cooling Equipment (p/ 1/2 hour)	€106.22
Tank Vehicle (p/ 1 hour)	€44.45
Rescue Vehicle (p/ 1 hour)	€61.13
Stacker (p/ 1 hour)	€33.34
CLEANING WASHING FIRE FIGHTING PREVENTION	
Apron Clean, Taxiway, Runway (1/2 hour)	€78.93
Installations Clean (p/ m ²)	€5.55
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - A Type	€5.82
Clean and wash spill containing dangerous substances and Waste Treatment (p/min) - B Type	€22.10
Fire Fight. Prev. Serv.-Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p/ 1/4h)	€29.42
TRANSPORT VEHICLES	
Light Pax/Mixed Vehicle Services - Transport between Aircraft/Terminal or v.v - VIP Van - p/ 1/2 hour	€55.57
Heavy Vehicle Pax Service - p/ 1/2 hour	€60.01
Heavy Vehicle Cargo Service - p/ 1/2 hour	€46.67
DRIVING LICENSES AIR SIDE INSPECTIONS	
Issue of moving licenses in air side - 1 st time / Renewal /2 nd time	€38.89
Issue of driving licenses in air side - 1 st time / Renewal /2 nd time	€33.34
Vehicle Inspection – p/ vehicle	€33.34
Vehicles Access Card- ad hoc - (Auto Parks - 1 st time/2 nd /renewal)	€13.34

Vehicles Access Card- Magnetized - (Auto Parks - 1 st time/2 nd /renewal)	€58.90
---	--------

INFRASTRUCTURE AND CONSUMPTIONS

CONSUMPTIONS

Water supply (p/ m ³) (PDL) (a)	€3.71
Water supply (p/ m ³) (HOR) (a)	€2.17
Water supply (p/ m ³) (SMA) (a)	€2.11
Resettlement of Water (SMA) (a)	€35.56
Electricity supply - Power - Peak time - (p/ KVA) (a)	€1.244
Electricity supply (p/ Kwh) (a)	€0.1582
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.

(a) The charge value at the table is related to the amount that has been applied. This value will be updated in the 2nd trimester of 2018.

TELECOMMUNICATIONS

01 - Data Services

Internet Access - ANA Network	
Basic Speed Internet Access Installation	€78.00
Basic Speed Internet Access Monthly fee - 12 MBps (maximum)	€39.51
Advanced Internet Access Installation	€170.00
Advanced Internet Access 4/4Mbps Guaranteed Monthly fee	€115.00
Advanced Internet Access 8/8Mbps Guaranteed Monthly fee	€160.00
Local Area Network (LAN)	
Data Access Installation	€58.00
Wi-fi Access Instalation	€58.00
Passive Data Access Installation	€60.00
Data Access Monthly Fee	€23.87
VLAN connection to operator Monthly Fee	€38.90
VLAN connection to an advanced operator - Monthly Fee ⁽¹⁾	€54.90
Interconnection of VLAN connection - Monthly Fee	€198.00
Passive Data Access Monthly Fee	€27.67

(1) Ports configuration by 100/100 Mbps

02 - Voice-Fixed

Access services	
PABX Voice Access Installation	€56.73
PABX Voice Access Monthly fee - Internal Access	€9.79
PABX Voice Access Monthly fee - Public Access	€19.70
Other Services	
Telephone Type 1 (Analog) utilization monthly fee	€1.12
Telephone Type 2 (Analog w. display) utilization monthly fee	€4.71
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.77
Voice-mail utilization monthly fee	€6.55
Access from public network through DDI (Direct Dial In) monthly fee	€3.00

03 - Television Services

TV	
TV access installation	€88.00
Cable TV standard access utilization monthly fee	€30.88
Access "TV Premium" monthly utilization monthly fee	€58.00

04 - Infrastructure Services

Circuit- Cooper (per pair)	
Point to Point copper connection (inside terminal building) Installation	€55.00
Point to Point copper connection (between buildings) Installation	€108.92
Point to Point copper connection (inside terminal building) Monthly fee	€15.00
Point to Point copper connection (between buildings) Monthly fee	€19.50
Circuit - Fiber Optics (per pair)	
Point to Point fiber connection (inside terminal building) Installation	€148.00
Point to Point fiber connection (between buildings) Installation	€330.00
Point to Point fiber connection (per 100m) Monthly fee	€55.32
Underground ICT Infrastructures	
ANA Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€20.93
Own Pipe network usage monthly fee (per cable and 100m) ⁽²⁾	€25.06

⁽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 ⁽³⁾	€800.00
Utilization Monthly Fee - Unit included - up 60 months ⁽³⁾	€58.00
Utilization Monthly Fee - Unit not included/over 60 months ⁽³⁾	€30.00

(3) Depending on ANA´s stock availability

06 - Housing

Data center	
Housing in Data Center - full rack (up to 42' Us) utilization monthly fee	€800.00
Housing in Data Center - shared rack space (per U) utilization monthly fee	€50.00

07 - Operational Applications

Flight Information	
Information Flight Monitor (FIDS) equipment installation	€200.00
Information Flight Monitor (FIDS) 32" - utilization monthly fee	€120.00
Information Flight Monitor (FIDS) 46" - utilization monthly fee	€150.00
Operational Information	
Monthly utilization fee (Operational Information of Schedules and Infrastructures access)	€62.33

08 - Bundles for small offices ⁽⁴⁾

Basic ICT Services	
Telephone + Net Base monthly fee	€59.00
Telephone + Net Base + TV monthly fee	€87.00
Valued Added ICT Services	
Additional 2 Voice/Data Access monthly fee	€39.00
Additional 4 Voice/Data Access monthly fee	€89.00
Additional Net Premium 4Mbps guaranteed monthly fee	€69.00
Additional Net Premium 8Mbps guaranteed monthly fee	€99.00

(4) 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	€364.57
Technical and Security ICT Instalation/Maintenance/Repair Escort ⁽⁵⁾	
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€30.88
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.00
Radio Spectrum monitoring service at the terminal	€300.00

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

10-Others

Custom-made ICT projects and Services	Per Project
---------------------------------------	-------------

SUPPORT SERVICES

EQUIPMENTS

Mobile Desk - Welcome Desk (p / hour or part thereof)	€47.00
Cargo X-Ray per hour (SMA, HOR e FLW)	€60.00
Cargo X-Ray per volume	€1.88
Cargo X-Ray monthly	€1567.18
CCTV Access - Monthly rental (p/ Monitor)	€41.11
Lost-and-Found Balance (p/ month)	€64.46
Cargo Terminal Weighbridges (p/ month) (PDL)	€317.84
Cargo Terminal Fridge (p/ month) – (PDL)	€616.50
Cargo Terminal Fridge (p/ month) - (HOR)	€100.03
Explosives trace Detector (p/flight)	€250.00
Explosives trace Detector (p/month)	€1000.00
Audio-visual equipment (p/ day)	€15.29
Sport Equipment (p / 1/2 hour)	€8.26
Hangar Miscellaneous Equipment (p/month) (PDL)	€848.76
Workshop Equipment (p / 1/2 hour)	€9.44
Emergency Generator - 90 KVA (p/ month)	€472.31
Hangar Crane (p/month) (PDL)	€106.98
CCTV Access Installation	€118.92
PT10 - Energy Post Processing - Gas stations (p/month) (SMA)	€125.58
Video Signs with Monitor (p/Month)	€93.35
Video Signs without Monitor (p/Month)	€25.57
TV and Video (p/ day)	€40.01
View by Image (up 15 images)	€16.67
View by Image (over 15 images)	€24.46

TRAINING (VAT EXEMPTION)

Security Training - Level I (per person, duration 4 hours)	€33.34
Safety Training - (e-learning) (p/person)	€20.70
Safety Training - (p/person)	€12.14
Security Training - (e-learning)	€20.70

Security Training - (e-learning) Test Repetition	€10.36
Activity Start Learning Action - up to 5 persons	€50.01
Activity Start Learning Action - over 5 up to 10 persons	€66.68
Activity Start Learning Action - over 10 persons	€81.13
Issue of safety certificates - 2 nd time	€10.20
Safety Fire Prevention Training (Minimum 6 persons)	€33.34

PHOTOGRAPHER AND FILMING

Public Areas	
Photograph - p/ hour	€52.85
Photograph - p/ day	€515.03
Filming - p/ hour	€94.77
Filming - p/ day	€923.09
Terminal Restricted Areas	
Photograph - p/ hour	€66.06
Photograph - p/ day	€643.78
Filming - p/ hour	€118.46
Filming - p/ day	€1153.88
Airport Restricted Areas (Air side)	
Photograph - p/ hour	€79.26
Photograph - p/ day	€772.53
Filming - p/ hour	€142.14
Filming - p/ day	€1384.64
Administrative treatments/coordination	€75.00

NEON AND SIGNS

Neon and Signs - p/ m ²	€178.65
Neon and Signs - p/ m ³	€355.16

RENTAL ROOMS | DIGNITARIES ROOMS

Rooms	
Rental Room - Without Equipment - (p / day or part thereof):	
Small Room	€53.48
Small Room - Air Side	€74.89
Big Room	€106.98
Dignitaries Rooms (PDL)	
Dignitary - up to 10 accompanying persons	€101.93

Additional per person over 10 accompanying persons	€10.20
--	--------

CIP SERVICES

CIP Services - A Service ^(a)	€61.16
CIP Services - Per additional Passenger	€38.89
CIP Services - Unaccompanied minors assistance	€20.00
CIP Room - p/ hour (SMA/HOR)	€30.01

(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)	€10.05
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.27
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€30.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€45.79
Staff Service Minimum invoice value (Consumption + labor)	€25.30
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	€110.12

ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.47
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.17
Issue of Individual Access Cards - valid for 1 year - 1 st time / Renewal (with access control)	€35.68
Issue of Individual Access Cards - valid for 1 year - 2 nd time	€40.77
Issue of Individual Access Cards - valid for 3 years - 1 st time / Renewal (with access control)	€35.68
Issue of Individual Access Cards - valid for 3 years - 2 nd time	€40.77
Issue of Individual Access Cards - Aerodromes	€4.00
Issue of Cards to Supply Automatic Vehicle - Replacement / New Orders	€31.12

Madeira Airports

OPERATIONAL SERVICES

2018

	Funchal	Porto Santo
EQUIPMENT – APRON		
Fork Lift 2 ton (p/ 1/2 hour)	€37.35	
Illumination Tower 6000 w (p/ 1/2 hour)	€74.29	€74.29
Pneumatic lifts (p/ day or part thereof)	€13 831.85	
FOLLOW ME AMBULANCE OTHER EQUIPMENTS		
Follow-me (p/ 1/2 hour)	€21.53	€21.52
Ambulance p/ use (VAT included)	€29.26	€29.27
CLEANING WASHING FIRE FIGHTING PREVENTION		
Cleaning, Washing and Waste Treatment in Parking Platform, Taxiway, Runway (p /25 m ²)	€185.87	€185.87
Fire Fight. Prev. Serv. -Supply w/ pax on board, prevention of illegal acts, fuel spills and others (p 1/4h)	€28.31	€28.30
Apron clean, taxiway, runway (1/2 hour)	€78.93	€78.93
TRANSPORT VEHICLES		
Light Vehicle Pax Service - p/ 1/2 hour	€46.66	
Heavy Vehicle Pax Service - p/ 1/2 hour	€81.02	
Light Vehicle Cargo Service - p/ 1/2 hour	€81.02	
DRIVING LICENSES AIR SIDE INSPECTIONS		
Issue of moving licenses in air side - Emission/Renewal/2 nd time	€33.34	€33.34
Issue of driving licenses in air side - 1 st time / Renewal /2 nd time	€33.34	€33.34
Vehicle Inspection - Light Vehicles	€46.55	€46.55
Vehicle Inspection - Towable Light Vehicles	€21.96	€21.96
Vehicle Inspection - Reinspection	€21.96	€21.96
Vehicle Inspection - Heavy Vehicles	€57.44	€57.44
Vehicle Inspection - Towable Heavy Vehicles	€46.55	€46.55

Vehicle Inspection - Dollys	€10.69	€10.69
-----------------------------	--------	--------

INFRASTRUCTURE AND CONSUMPTIONS

CONSUMPTIONS

Water supply (p/ m ³) (a)	€3.65	€2.70
Solid Waste (city council rate * occupied area / total area)	+10%M.P.	+10%M.P.
Electricity supply - Consumption (p/ Kwh) (a)	€0.1471	€0.1471
Electricity supply - Power (p/ KVA) (a)	€1.2172	€1.2172
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.

(a) The charge value at the table is related to the amount that has been applied. This value will be updated in the 2nd trimester of 2018.

TELECOMMUNICATIONS

01 - Data Services

Internet access - ANA network		
Basic Speed Internet Access Installation	€78.00	€78.00
Basic Speed Internet Access Monthly fee - 12 MBps (maximum)	€39.51	€39.51
Advanced Internet Access Installation	€170.00	€170.00
Advanced Internet Access 4/4Mbps Guaranteed Monthly fee	€115.00	€115.00
Advanced Internet Access 8/8Mbps Guaranteed Monthly fee	€160.00	€160.00
Local Area Network (LAN)		
Data Access Installation	€58.00	€58.00
Wi-fi Access Instalation	€58.00	€58.00
Data Access Monthly Fee	€23.87	€23.87
VLAN connection to operator - Monthly Fee	€38.90	€38.90
VLAN connection to an advanced operator - Monthly Fee ⁽¹⁾	€54.90	€54.90
Interconnection of VLAN connection - Monthly Fee	€198.00	€198.00

(1) Ports configuration by 100/100 Mbps

02 - Voice Services

Voice Access		
PABX Voice Access Installation	€56.73	€56.73
PABX Voice Access utilization Monthly Fee	€17.00	€17.00
Other Services		
Telephone Type 1 (Analog) utilization monthly fee	€1.12	€1.12
Telephone Type 2 (Analog w. display) utilization monthly fee	€4.71	€4.71
Telephone Type 3 (Digital w. display) utilization monthly fee	€12.77	€12.77
Voice-mail monthly fee	€6.55	€6.55

Access from public network through DDI (Direct Dial In) monthly fee	€3.00	€3.00
Virtual extension Use	€3.40	€3.40

03 - Infrastructure Services

Circuit - Copper (per pair)		
Point to Point copper connection (inside terminal building) Installation	€55.00	€55.00
Point to Point copper connection (between buildings) Installation	€108.92	€108.92
Point to Point copper connection (inside terminal building) Monthly fee	€15.00	€15.00
Point to Point copper connection (between buildings) Monthly fee	€19.50	€19.50
Circuit - Fiber Optic (per pair)		
Point to Point fiber connection (inside terminal building) Installation	€148.00	€148.00
Point to Point fiber connection (between buildings)	€330.00	€330.00
Point to Point fiber connection (per 100m) Monthly fee	€55.32	€55.32
Underground ICT Infrastructures		
ANA Pipe network usage monthly fee(per cable and 100m) ⁽²⁾	€20.93	€20.93
Own Pipe network usage monthly fee(per cable and 100m) ⁽²⁾	€25.06	€25.06

(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 ⁽³⁾	€800.00	€800.00
Utilization Monthly Fee - Unit included - up 60 months ⁽³⁾	€58.00	€58.00
Utilization Monthly Fee - Unit not included/over 60 months ⁽³⁾	€30.00	€30.00

(3) Depending on ANA´s stock availability

05 - Housing

Data center		
Housing in Data Center - full rack (up to 42' Us) utilization monthly fee	€800.00	€800.00
Housing in Data Center - shared rack space (per 1 U) utilization monthly fee	€50.00	€50.00

06 - Operational Applications

Operational Information		
Operational Information of Schedules and Infrastructures access (Monthly utilization fee)	€62.33	€62.33
Web service (broker), utilization monthly fee	€692.17	€692.17
Flight Information		
Information Flight Monitor (FIDS) equipment installation	€200.00	€200.00
Information Flight Monitor (FIDS) 32" - utilization monthly fee	€120.00	€120.00
Information Flight Monitor (FIDS) 46" - utilization monthly fee	€150.00	€150.00

07 - Support services and ICT technical support

Work permit licensing		
Work permit on ANA underground infrastructure licensing	€364.57	€364.57
Technical and Security ICT Installation/Maintenance/Repair Escort ⁽⁴⁾		
Technical and Security ICT Installation / Maintenance / Repair Escort (from 8 AM as 6 PM) per hour	€30.88	€30.88
Technical and Security ICT Installation / Maintenance / Repair Escort (from 6 PM as 8 AM) per hour	€75.00	€75.00
Radio spectrum monitoring service at the terminal	€300.00	€300.00

(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
---------------------------------------	-------------	-------------

RENTAL OF UNDERGROUND INFRASTRUCTURES IN ANA

Pipe Network usage of underground infrastructures in ANA		
Pipe Network Usage (Rental occupancy, p/ cable and p/ 100 mts or fraction)		
Cable Type 1, <= 15 mm diameter	€10.79	€10.79
Cable Type 2, > 15 mm diameter	€21.67	€21.66

SUPPORT SERVICES

EQUIPMENT

Workshop equipment (p/ 1/2 hour)	€9.67	€9.67
Fridge - monthly rent	€570.81	
Mobile Desk - Welcome Desk (p / hour or part thereof)	€47.00	€47.00
Own Reception Desk - Welcome Desk (p /day or part thereof)	€29.39	€29.40
Projector or Computer Rental (p/day and p/unit)	€50.96	

TRAINING (VAT EXEMPTION)

Safety Training - (p/ person)	€32.00	€32.00
Safety Training e-learning- (p/ person)	€20.70	€20.70
Security Training - (p/ person)	€33.34	€33.34
Security Training - (e-learning) (p/ person)	€20.70	€20.70
Security Training - (e-learning) Test Repetition - (p/ person)	€10.36	€10.36
Security - Refreshing - (p/ person)	€17.33	€17.33
Issue of safety certificates - 2 nd time	€10.19	€10.20
Safety Fire Prevention Training (Minimum 6 persons)	€33.34	€33.34

VISITS		
Visits to Apron area p/ person (Minimum 6 persons)	€242.09	€242.09
PHOTOGRAPHER AND FILMING		
Public Areas		
Photograph - Up to 2 Hours	€306.12	€306.11
Photograph - Additional hour	€127.17	€127.17
Filming - Up to 2 Hours	€370.26	€370.26
Filming - Additional hour	€159.27	€159.27
Terminal Restricted Areas		
Photograph - Up to 2 Hours	€369.69	€369.69
Photograph - Additional hour	€158.96	€158.96
Filming - Up to 2 Hours	€449.92	€449.92
Filming - Additional hour	€199.08	€199.07
Airport Restricted Areas (Air side)		
Photograph - Up to 2 Hours	€433.27	€433.27
Photograph - Additional hour	€190.75	€190.75
Filming - Up to 2 Hours	€529.56	€529.56
Filming - Additional hour	€238.90	€238.89
Administrative treatments/coordination	€75.00	€75.00
NEON AND SIGNS		
Neon and Signs - p/ m ²	€185.56	€185.56
Neon and Signs - p/ m ³	€368.90	€368.90
RENTAL ROOMS DIGNITARIES ROOMS		
Rooms		
Rental Open Spaces - In Passenger Terminal (m ² /Hour)	€4.96	€4.96
Rental Rooms - Lounge (p / hour or part thereof)	€109.73	€109.73
Rental Rooms - Lounge - (p / day)	€1097.32	€1097.31
Rental Rooms - Others Areas - (p / day)	€183.47	€183.48
Rental Rooms - Others Areas - (p/ 1/2 day)	€101.18	€101.18
Dignitaries Rooms		
Dignitary - up to 10 accompanying persons	€254.82	€254.82
Additional per person over 10 accompanying persons	€25.49	€25.49

CIP SERVICES

CIP Services - A Service (a)	€71.35	€71.35
CIP Services - Accompanying persons (after 3th person) (a)	€23.44	€23.44
CIP Services - B Service (a)	€35.68	€35.68
CIP Services - C Service (a)	€30.53	€30.53

(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)	€10.05	€10.05
Staff Service - From 20h to 06h59 (p / 1/4 hour or part thereof)	€15.27	€15.27
Staff Service - Specialized monitoring - From 07h to 19h59 (p / 1/2 hour or part thereof)	€30.16	€30.16
Staff Service - Specialized monitoring - From 20h to 06h59 (p / 1/2 hour or part thereof)	€45.79	€45.79
Staff Service Minimum invoice value (Consumption + labor)	€25.30	€25.30
Staff Service - Supply of maintenance services provided by others	+20%M.P.	+20%M.P.
Staff Service - Supply of articles and materials	+20%M.P.	+20%M.P.
Master Keys (per unit)	€59.12	€59.12
Other Keys (per unit)	€11.21	€11.21

ACCESS CARDS

Issue of Individual Access Cards - Ad hoc - Companies and Services licensed for Handling Services	€3.47	€3.47
Issue of Individual Access Cards - Ad hoc - Other Entities	€9.17	€9.17
Issue of Individual Access Cards - valid for 1 year - 1st time / Renewal (without access control)	€8.16	€8.16
Issue of Individual Access Cards - valid for 1 year - 2nd time	€32.62	€32.62
Issue of Individual Access Cards - valid for 3 years - 1st time / Renewal (with access control)	€26.20	€26.20
Issue of Individual Access Cards - valid for 3 years - 2nd time	€32.62	€32.62
Distich Access to surface parks	€20.39	€20.39



2. Billing and Charges Payment

Rules of invoice processing, dispatch and payment

Charges Category	Billing schedule	Invoice Issuing	Credit payment
Traffic Security PRM	3 invoices are issued per month for the following periods: 1st invoice period: 1st to 10th calendar days; 2nd invoice period: 11th to 20th calendar days 3rd invoice period: 21st to last day of each month	The Airport shall invoice until the 5th calendar day after each invoicing period ends.	Payment shall be made within 23 days from the date of issue of the invoices
Regulated Handling	One monthly invoice is issued, dated the last day of each month	The Airport shall facilitate invoices until the 5th calendar day after each invoicing period ends.	Payment shall be made within 23 days from the date of issue of the invoices
Equipment	One monthly invoice is issued, dated the last day of each month	The Airport shall facilitate invoices until the 5th calendar day after each invoicing period ends.	Payment shall be made within 23 days from the date of issue of the invoices
Others	One monthly invoice is issued, dated the last day of each month.	The Airport shall facilitate invoices until the 3th calendar day after each invoicing period ends..	Payment shall be made within 23 days from the date of issue of the invoices.

The invoices and the payments will be in Euro.

Invoices shall become immediately payable after the issue of the invoice (customers under the prompt payment scheme). Any other payment method shall require a written request to the airport operator (credit payment scheme). The airport operator reserves the right to request payment guarantees if credit payment is authorized.

All expenses incurred with payment shall be supported by the debtor.

In case the due date agreed upon is not complied with, default interest shall be payable by the debtor.

The airport operator reserves the right to refuse to provide airport services in the event of failure to collect past due invoices.

Note: The same procedure must be followed with NAV, EP by contacting them directly.



3. Contacts

Airport Charges

Isabel Gonçalves
ldgoncalves@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 510

Billing Services

Helder Vilhena
hgvilhena@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa
Tel. +351 218 413 642

Cláudia Correia
cscorreia@ana.pt

Aeroporto de Faro - 8006-901 Faro
Tel. +351 289 800 674

Zulmira Marques
zsmarques@ana.pt

Aeroporto Francisco Sá Carneiro (Porto) - Pedras Rubras - 4470-558 Maia
Tel. +351 229 400 600 (Ext. 41041)

Aurélia Chaves
amchaves@ana.pt

Aeroporto João Paulo II (Ponta Delgada) - 9500-253 Ponta Delgada
Tel. +351 296 205 408

Susete Peixoto
sopeixoto@ana.pt

Aeroporto da Horta - 9900-321 Castelo Branco - Horta
Tel. +351 292 943 511

Ana Paula Andrade
apandrade@ana.pt

Aeroporto de Santa Maria - 9580-908 Vila do Porto
Tel. +351 296 820 024

Daniel Mateus
dmmateus@ana.pt

Aeroporto das Flores - 9970-320 Santa Cruz das Flores
Tel. +351 292 592 212

Paula Carrasco
pccarrasco@ana.pt

Aeroporto de Beja - EM 528-2, ao km 3,3 - 7800-745 S. Brissos, Beja
Tel. +351 284 001 020 (ext. 30961)

Henrique Freitas
hmfreitas@ana.pt

Aeroporto da Madeira | Aeroporto do Porto Santo - Aeroporto do Porto Santo
T: +351 291 520 700 (ext. 73410)

Marketing Aviation Department

Francisco Pita

fvpita@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa

Tel. +351 218 445 184

Lisbon Airport and Beja Airport

Bruno Costa

bgcosta@ana.pt

Aeroporto de Lisboa – Piso 4 – Alameda das Comunidades Portuguesas – 1700-111 Lisboa

Tel +351 218 413 500

Porto Airport

Maria da Glória Oliveira

mgoliveira@ana.pt

Aeroporto Francisco Sá Carneiro (Porto) - 4470-558 Maia

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

Faro Airport

Helder Lemos

hdlemos@ana.pt

Aeroporto de Faro – 8006-901 Faro

Tel. +351 289 800 796

Azores Airports

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

cmvieirafnc@ana.pt

Aeroporto da Madeira

Aeroporto do Porto Santo - 9100-105 Santa Cruz

Tel.+351 291 520 755

Fax: +351 291 520 736

Official Entities

Autoridade Nacional de Aviação Civil (ANAC)

Direção de Regulação Económica

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

Tel. +351 218 423 500

Força Aérea Portuguesa (FAP)

sa.facturacao@emfa.pt