

# *List of Service Charges*

Valid as of January 1, 2024



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***1. Terms and conditions for the supply of goods and services  
(special services) by Fraport AG Frankfurt Airport Services  
Worldwide***

## **1. Terms and conditions for the supply of goods and services (special services) by Fraport AG Frankfurt Airport Services Worldwide**

### **1.1. Definition**

Additional Services as referred to in this List of Service Charges, are all services provided by Fraport AG in addition to an existing ground handling contract.

### **1.2. Obligations of Fraport AG**

Placing an order for additional services does not constitute a claim against Fraport AG for the execution of such services. Even in the event of an order being accepted and in the course of such additional services being rendered, Fraport AG reserves the right of disposal of their personnel, equipment, tools and facilities.

### **1.3. Liability**

- Fraport AG is not liable for any injury to persons or damage to objects caused in the performance or in connection with the performance of the requested services or in connection with the lease of Fraport AG equipment, tools and facilities - even if these are in Fraport AG charge while performing such services - unless the injury or damage was caused with intent by Fraport AG or their authorized personnel. In case of non-merchants, Fraport AG is liable for any injury or damage caused by Fraport AG and Fraport AG personnel with gross negligence. In case of services directly connected with the handling of aircraft (ground handling services), the liability clause of the respective ground handling agreement shall apply.
- The contractor exempts Fraport AG from all third-party claims which might arise in connection with the performance of the contract.
- Fraport AG holds the contractor liable for any injury of persons or damage to objects caused by the conduct of his personnel or the condition of objects handed over during or in connection with such additional services.

### **1.4. Assessment of Charges and of Additional Services Rendered**

The additional services rendered will be specified within the Attachment of the special services invoice. Objections to the scope of services stated must be made no later than 30 working days after receipt of the invoice. Thereafter the statement shall be deemed accepted. The provisions of the List of Service Charges of Fraport AG Frankfurt Airport Services Worldwide shall apply.

### **1.5. VAT**

All mentioned charges are net (without VAT). Exceptions are marked. In case of costs changes, charges can be adjusted.



## *2. Calculation procedure BVD*

## 2. Calculation procedure BVD

This chapter covers the following items:

- 2.1 Vehicles and Equipment which do not Require a Driver and/or Operator(s)
- 2.2 Flat Mileage Rate
- 2.3 Assessment of Assignment of Push-out Time
- 2.4 Uncompleted services
- 2.5 General Expense
- 2.6 Debtor Regulation Ground Handling

### 2.1. Vehicles and Equipment which do not Require a Driver and/or Operator(s)

For an uninterrupted use of up to 12 hours the established half-hourly rates will be charged.

For use in excess of 12 hours and up to 24 hours 24 half-hourly rates will be charged.

For every additional 24 hours or a fraction thereof, a daily rate will be charged in addition.

Examples of times subject to payment:

9 hours = 18 half-hourly rates

14 hours = 24 half-hourly rates

48 hours = 24 half-hourly rates and 1 daily rate

50 hours = 24 half-hourly rates and 2 daily rates

### 2.2. Flat Mileage Rate

If vehicles are made available for off-airport use, a flat rate per kilometre driven will be charged in addition to the fixed hourly rate.

### 2.3. Assessment of Assignment of Push-out Time

Contrary to the assignment periods of personal and equipment of push-out time will be determined as follows:

The charging period for push-out services starts two minutes prior to timely set TOBT or rather with contractual agreed lead time prior to timely set TOBT or latest with the arrival of the aircraft towing tractor at the position.

Push-out time ends when the tractor has completed towing-/push-out procedure and leaves the position.

**Example for assessment of assignment of push-out time:**

Timely set TOBT 08.04 hrs.

Arrival of aircraft towing tractor at position 07.56 hrs.

Beginning of assignment 08.02 hrs.

Departure of tractor 08.20 hrs.

End of assignment 08.20 hrs.

Time of operation 18 min.

Charged time 20 min.

### 2.4. Uncompleted services

Moreover services which are ordered by airline or third party and commenced thereupon, but aborted due to reasons out of Fraport AG responsibility will be charged resource-related.

### 2.5. General expense

Any disbursement made by the Handling Company on behalf of the client will be reimbursed by the client at cost price plus an

accounting surcharge of 12 percent, except when otherwise stipulated.

### **2.6. Debtor Regulation Ground Handling**

Debtor of the charges for ground handling services is the airline operating the respective flight with its airline code/flight number. Deviating regulations require prior written agreement.

### ***3. Aviation Ground Services (BVD) Operations, Load and Transport Services***

S-No.	Service	Unit	EUR
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### 3. Aviation Ground Services (BVD) Operations, Load and Transport Services

All airlines using Frankfurt make use of the services provided by the Aviation Ground Services Department.

In addition to very wide-ranging basic services, which are already contained in the flat-rate agreements on aviation ground services, BVD also offers a large number of additional services involving for instance:

#### Everything to do with the aircraft

Provision of personnel  
 Provision of equipment  
 Crew and crew baggage transport  
 Start-up compressed air and main power on the ground  
 Storage of empty containers  
 Other services as shown in this list or on request.

#### Safety and security

X-ray equipment  
 Baggage Reconciliation System (BRS)  
 Orders/enquiries: 24-hour service.

Contacts:

#### Service manager on duty

Telephone: +49 (0)69 690-70620/30  
 Fax: +49 (0)69 690-495 70620

#### Contracts

Ground Services  
 Sales & Customer Service (BVD-VC)  
 Telephone: +49 (0)69 690-60989  
 Fax: +49 (0)69 690-495 60989  
 E-mail: Groundservices@fraport.de

#### 3.1. Hourly Rates for Personnel

11670	Operations assistant	up to 30 minutes	69.90
11916	Driver (ground handling service)	up to 30 minutes	61.50
11659	Aircraft cleaners	up to 30 minutes	42.00
11026	Loader (ground handling service)	up to 30 minutes	56.90
11301	Loadmaster (ground handling service)	up to 30 minutes	71.20

#### 3.1.1. Additional Services

26047	Brake Cooling	each	1702.90
30978	Documentation of temperature data at pharma shipment	each	33.70
13696	Examination of mobile electrical appliance	each	17.10
32478	Research fee in case of complaint	each	120.30
18119	Cleaning of vehicle after AVI-transportation	up to 30 minutes	78.20
14717	ULD push	Use up to 30 min.	84.10
11697	Walk out assistance	Use up to 15 min.	117.80
11920	Walk out assistance Commuter A/C	Use up to 15 min.	117.80
23299	Waterblower	each	345.40
32577	Basic Audit Package (beyond ISAGO audit)	each	1059.00
32519	Extended Audit Package (beyond ISAGO audit)	Price to be requested	

#### 3.2. Vehicles and Equipment

##### 3.2.1. Loading and Unloading Equipment

11703	KCH Container loader, up to 1.5 metric tons, with operator	up to 30 minutes	135.90
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S-No.	Service	Unit	EUR
11696	KCH Container loader, up to 3.5 metric tons, with operator	up to 30 minutes	179.40
11030	KCT container and pallet transporter, with driver	up to 30 minutes	172.70
11046	KFB Self-propelled conveyor-belt, loader with operator	up to 30 minutes	142.40
11048	KMS fork lift up to 15 metric tons, with driver	up to 30 minutes	249.10
11047	KMS fork lift up to 4 metric tons lift capacity, with driver	up to 30 minutes	168.30
29582	KMS fork lift without operator	up to 30 minutes	33.00
11700	KPH Pallet loader, up to 30 metric tons lift capacity, with operator	up to 30 minutes	468.50
11050	KPH Pallet loader, up to 7 metric tons lift capacity, with operator	up to 30 minutes	238.00
<b>3.2.2. Steps</b>			
11056	KST Crew/Service steps for wide body aircraft, without tractor	up to 30 minutes	35.00
11695	KST Service steps without tractor	up to 30 minutes	35.00
11054	KPT Passenger steps, adjustable elevation from 1.60 m to 2.10 m, without tractor	up to 30 minutes	35.00
11892	KPT Passenger steps, adjustable elevation from 2.40 m to 3.45 m, without tractor	up to 30 minutes	35.00
11055	KMT Self-propelled passenger steps up to 5.40 m elevation, with driver	up to 30 minutes	213.50
11893	KMT Self-propelled passenger steps up to 5.40 m elevation (with roof), with driver	up to 30 minutes	361.60

S-No.	Service	Unit	EUR
<b>3.2.3. Vehicles and Tractors Services</b>			
23477	Order of cargo transports via facsimile or email	each Transport	7.00
31597	Delivery of gate luggage at aircraft	per baggage item	6.40
32043	FAST - additional charge	each	85.80
11035	KDW Diesel vehicle, with driver	up to 30 minutes	82.20
11917	KEZ Electric tractor heavy, with driver	up to 30 minutes	114.40
11077	KFC Freight container trailer	up to 30 minutes	6.30
15420	KFC Freight container trailer	24 hours	61.90
11996	KFC Freight container trailer	month	170.00
11067	KFW Cargo trailer	up to 30 minutes	11.10
11760	KFW Cargo trailer	24 hours	99.60
12367	KFW Cargo trailer	month	100.00
13837	KGC Baggage container trailer	up to 30 minutes	11.60
18102	KGC Baggage container trailer	24 hours	156.90
11886	KGC Baggage container trailer for double containers	up to 30 minutes	11.60
11887	KGC Baggage container trailer for double containers	24 hours	159.60
18103	KGW Baggage trailer	up to 30 minutes	9.30
11641	KGW Baggage trailer	24 hours	228.80
11888	KHT Transporter with lifting capacity, 20 feet, with driver	up to 30 minutes	223.20
11039	KKB Minibus with driver	up to 30 minutes	98.30
15418	KLT transporter up to 1 metric ton, with driver (cargo)	up to 30 minutes	84.10
11038	KLT transporter up to 1 metric ton, with driver (baggage)	up to 30 minutes	84.10
11069	KPA Pallet trailer (dolly)	up to 30 minutes	13.60
11079	KPA Pallet trailer (dolly)	24 hours	120.70
12368	KPA Pallet trailer (dolly)	month	540.00
12376	KPB Pallet trailer (sheet construction)	up to 30 minutes	20.10
11036	KSZ towing tractor heavy, with driver	up to 30 minutes	108.10
31824	KSZ towing tractor heavy, with driver - Special use	Use up to 30 min.	108.10
29581	KSZ towing tractor heavy without operator	up to 30 minutes	33.00
22460	KTC Animaltransporter for Container	up to 30 minutes	20.70
28054	KTH Horse transporter, without operator	up to 30 minutes	59.60
15421	KTL Flat-bed-trailer	up to 30 minutes	11.60
11074	KTL Flat-bed-trailer	24 hours	113.20
11991	KTL Flat-bed-trailer	month	180.00
11028	KTT Thermo pallet trailer, without operator	up to 30 minutes	59.60
28839	KTZ Engine trailer without operator	up to 30 minutes	59.60
31596	KTZ Engine trailer without operator	24 hours	1151.60
11078	KZF 20 feet trailer	up to 30 minutes	46.30
15419	KZF 20 feet trailer	24 hours	415.10
12348	KZF 20 feet trailer	month	1050.00
29554	KZF2 40 feet trailer without operator	up to 30 minutes	97.10
11914	KZH Hybrid towing tractor	up to 30 minutes	108.10
11890	KZU UNIMOG with salvage crane/Stacker truck including operator	up to 30 minutes	170.10

### 3.2.4. Special Transport

11037	Courier trip with transporter (up to 30 minutes)	each	128.10
11915	Courier trip with hybrid vehicle including baggage trailers (up to 30 minutes)	each	150.10
11032	KLK Refrigerated/temperature control truck, with driver	up to 30 minutes	170.10

S-No.	Service	Unit	EUR
22459	Special Transport with 40 ft. Trailer (KZU + KZF2) with driver	up to 30 minutes	403.00
11889	Special-transport with thermo pallet trailer, tractor and operator, 1 trailer (1 PMC)	up to 30 minutes	166.30
32042	Special-transport with thermo pallet trailer, tractor and operator, 1 trailer (2 PMC)	up to 30 minutes	225.90
28186	Special-transport with horse transporter, tractor and operator, 1 trailer	up to 30 minutes	166.30
28838	Special transport engine trailer	up to 30 minutes	263.90
<b>3.2.5. Passenger Transports</b>			
	Direct passenger transfer	Price to be requested	
11053	Crew transports	up to 30 minutes	108.50
17336	Additional crew transports	up to 30 minutes	108.50
17337	Airline personnel transports	up to 30 minutes	108.50
11898	Flat rate per km for off-airport use of passenger buses	1 km	3.40
11051	KKO Passenger bus (max. 50 Pax) with driver	up to 30 minutes	112.70
11052	KKO Articulated passenger bus (max. 95 Pax) with driver	up to 30 minutes	128.80
31586	"Last minute call" bus transport	up to 30 minutes	112.70
	Passenger accompany service in terminal	Price to be requested	
25773	PRM Highloader	up to 30 minutes	128.80
<b>3.2.6. Aircraft Towing Tractor</b>			
11913	KFZ Aircraft towing tractor including driver and tow bar	Use up to 20 min.	253.50
11901	KFZ Aircraft towing tractor / overtime	Use up to 20 min.	168.30
11669	KSZ Aircraft towing tractor including driver and tow bar	Use up to 20 min.	124.00
11902	KSZ Aircraft towing tractor / overtime	Use up to 20 min.	83.00
11674	KSS Tow bar	Use up to 20 min.	14.40
<b>3.2.7. Ground Support Equipment</b>			
*) Larger units will be charged according to the space actually used.			
11041	KMA Ground power unit trailer 28/112 V (without operator and tractor) for services other than ground handling	up to 30 minutes	77.70
11698	KJA Ground power unit trailer 400 Hz (without operator and tractor) for services other than ground handling	up to 30 minutes	111.90
11905	KFA Toilet service vehicle with operator	up to 30 minutes	133.90
11908	KWW Water service vehicle with operator	up to 30 minutes	104.80
11642	KAA Waste water tank trailer (without tractor)	up to 30 minutes	12.90
11906	KHS Tailpost (B 747) without tractor	up to 30 minutes	18.70
11029	KPR roller ramp for containers using one space (e.g.LD1,LD2, LD3 and LD46)	space and day	8.70 *)
<b>3.2.7.1. Air Start Supply</b>			
11692	Equipment for air start supply (ASU), narrow body aircraft	Binding time up to 30 min.	291.10
11693	Equipment for air start supply (ASU), wide body aircraft	Binding time up to 30 min.	533.10
17362	Equipment for air start supply (ASU), narrow body aircraft, maintenance	Binding time up to 30 min.	291.10
17363	Equipment for air start supply (ASU), wide body aircraft, maintenance	Binding time up to 30 min.	533.10
<b>3.2.7.2. Air Conditioning Units</b>			



S-No.	Service	Unit	EUR
11044	Equipment for air conditioning (ACU)	Binding time for up to 60 min.	539.50
11891	Equipment for air conditioning (ACU) / overtime	Binding time up to 30 min.	267.90
11643	KLJ Equipment for air-conditioning with Air Start Unit (ASU)	Binding time up to 30 min.	349.50

S-No.	Service	Unit	EUR
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### 3.3. Sale of Materials

\*) Prices are subject to alterations depending on changes in purchasing prices.

11671	Ballast bag (filled) 25 kilograms	each	7.70 *)
12137	Spreader boards 27 mm	1 sq meter	15.10 *)
12139	Tie-down rope (Sisal-Perlon) 5 m	1 unit	6.60 *)
12138	Tie-down rope (Sisal-Perlon) 10 m	1 unit	7.70 *)
12141	Tie-down rings, small	each	4.10 *)
12140	Tie-down rings, large	each	7.40 *)
13626	Absorbent material AVI-PER	each	16.50 *)

### 3.4. Aircraft Cabin Cleaning

The following services apply exclusively in connection with bilateral contracts that still remain in force and include cleaning or cabin equipment services. They cannot be used beyond that.

11665	Vehicle with driver	up to 30 minutes	47.30
32628	Disposal of other waste	each	164.60
32613	Storage of laundry box	Box	11.00
32612	Change of one seat cover	seat	11.50
32614	Other cleaning service	Price to be requested	0.00

### 3.5. Baggage Identification, BRS, Use of X-ray Equipment

The rates below apply only for baggage identification services requested in due time. In the event of baggage already loaded into aircraft holds or on to pallets/containers, services will be charged on an hourly basis.

#### 3.5.1. Baggage Reconciliation - Variable Portion -

15729	All types of aircraft	per baggage item	0.50
12126	"Last Minute Scan" at A/C position - All types of aircraft	each	94.50

#### 3.5.2. Use of X-ray Equipment

Leasing of x-ray equipment	Prices upon request
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### 3.6. Other Services

#### 3.6.1. Vehicle Care

11941	Use of automatic car wash for Passenger cars and buses (up to 8 seats)	each	22.00
12054	Use of automatic car wash for Passenger cars and buses (9 to 25 seats)	each	36.20
12055	Use of automatic car wash for Buses (more than 25 seats)	each	54.40
11927	Use of automatic car wash for Catering vehicle	each	58.30
12076	Use of a washroom for manual washing of vehicles and equipment	up to 30 minutes	29.10
12080	Interior cleaning passenger car / buses (up to 8 seats)	each	51.80

#### 3.6.2. Palletizing/Containerization of Freight and Mail

11058	Palletizing/containerization of freight and mail	for each 100 kg or fraction thereof	29.80
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#### 3.6.3. Salvage of Defective Equipment

11907	Salvage of defective equipment up to 3 t	Use up to 30 min.	236.80
11910	Salvage of defective equipment up to 15 t	Use up to 30 min.	349.50
11911	Salvage of defective equipment over 15 t	Use up to 30 min.	521.40

## ***4. Fraport Executive Aviation***

S-No.	Service	Unit	EUR
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#### 4. Fraport Executive Aviation

##### Services offered by Fraport Executive Aviation

##### Everything to do with the aircraft

Acceptance of aircraft/helicopter  
 Removing wheel blocks  
 Tie-down of small aircraft at severe weather warning  
 Baggage unloading and loading up to max. 15 bags  
 Single transportation of baggage, passenger and crew from the aircraft to the General Aviation Terminal and v.v.  
 Engine start-up assistance  
 Communication between aircraft and service provider on company frequency (VHF 131,885MHz)  
 Reporting flight data and TOBT  
 Assisting in placing orders for aircraft fuelling  
 Utilization of crew lounges  
 Provision of wireless LAN

##### Further services

For further information concerning the content of our services, such as enhanced service package, please find at "Fraport Executive Aviation Conditions of Use and charges" - under [www.fraport-groundsolutions.com](http://www.fraport-groundsolutions.com)

Operational hours daily between 06:00 and 22:00 MEZ

Fraport Executive Aviation (BVD-RL 5)

Telephone: +49 (0)69/690-71719

Fax: +49 (0)69/690-59446

E-mail: [fragas@fraport.de](mailto:fragas@fraport.de)

Sita: FRAAG7X

#### 4.1. Vehicles, Equipment and Manpower

17358	Loader (ground handling service) GAT	up to 30 minutes	56.90
17359	Loadmaster (ground handling service) GAT	up to 30 minutes	71.20
12686	Ground power unit (incl. delivery to aircraft and removal)	up to 30 minutes	111.90
25774	KFB Self-propelled conveyor belt, loader with operator GAT	up to 30 minutes	142.40
17357	KKO passenger bus (max. 50 Pax) GAT	up to 30 minutes	112.70
12687	KFA Toilet service vehicle with operator	up to 30 minutes	133.90
12706	KWW Water service vehicle with operator	up to 30 minutes	104.80
25771	Air conditioning unit GAT	Use up to 60 min.	539.50
25775	Air conditioning unit GAT - additional time	Use up to 30 min.	267.90
32215	Aircraft towing truck GAT parking stand	Use up to 20 min.	98.00
12713	Air Start Supply narrow body aircraft	up to 30 minutes	291.10
32214	Walk Out Assistance GAT parking stand	up to 30 minutes	75.80

#### 4.2. Transport Executive Aviation

15346	Transport between GAT and aircraft position	On request
12787	Surface transport / Taxi	On request
15968	Limousine Transport	On request

#### 4.3. Other Services

12709	General services	On request
16879	Fraport Executive Service Package	On request
12675	Additional Fraport Executive Agent	On request
16067	Single request of Airport Slot	On request

S-No.	Service	Unit	EUR
16878	Provision of Weather & Flight information	On request	
26919	PC and printer sharing for flight crew	On request	
16066	Telex receive/send	On request	
12710	Load/Unload of Passenger/Crew baggage (from 16 pcs.)	On request	
15971	Catering and supplies (various)	On request	
12715	Catering coffee / hot water	On request	
12716	Catering icecubes	On request	
16880	Arrangement of third party services, Taxi, Limousine Service, Hotel, Catering, Maintenance Companies	On request	
15456	Hotel accomodation	On request	
15966	Safekeeping of car keys and documents	On request	
18120	Arrange for Cabin Cleaning	On request	
16065	Waste removal of aircraft	On request	

#### **4.4. Rent of Business / Executive Rooms**

##### **\*) Special arrangements on request**

12718	Room "Business"	per hour or fraction thereof	132.50 *)
16596	Room "Executive"	per hour or fraction thereof	84.60 *)

## ***5. Aviation Ground Services (BVD) Passenger Service and Operations***

S-No.	Service	Unit	EUR
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## 5. Aviation Ground Services (BVD)

## Passenger Service and Operations

The service package includes all air-related work such as check-in and boarding of passengers, provision of load and trim plans for ramp agents, as well as baggage tracing.

**Prices for the services package on request.**

### Manager Passenger Service and Operations:

Telephone: +49 (0)69 690-66051

Fax: +49 (0)69 690-495 66051

Sita: FRAAPXH

### Contracts and special agreements:

Ground Services

Sales & Customer Service (BVD-VC)

Telephone: +49 (0)69 690-60989

Fax: +49 (0)69 690-495 60989

E-mail: Groundservices@fraport.de

**The following additional services complete the service package:**

1. Baggage tracing for up to seven days (until claim is handed over to insurers)
2. Flight planning with crew briefing
3. Push-back assistance
4. Sales and ticketing

### 5.1. Personnel

13276	Supervisor	up to 30 minutes	68.00
11313	Flight Ops Agent	up to 30 minutes	68.00
12795	Flight Controller	up to 30 minutes	64.00
11315	Load Controller	up to 30 minutes	87.00
11304	Passage Service	up to 30 minutes	64.00
11309	Ramp Agent	up to 30 minutes	90.00
11307	Ticket Agent	up to 30 minutes	78.00
24861	Lost & Found Agent	up to 30 minutes	64.00

### 5.2. Additional Services

11310	Walk Out Assistance	Use up to 15 min.	117.80
	Flight planning	Price to be requested	
	Baggage tracing	Price to be requested	
12806	Photostatic copy A4	each	0.05
17697	E-Ticket Transaction Fee	Ticket	0.42

## ***6. Extra Services of Central Ground Handling Infrastructure***



S-No.	Service	Unit	EUR
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## 6. Extra Services of Central Ground Handling Infrastructure

### Contact:

Fraport AG

Marc Poeschmann, Senior Executive Manager Central GH-Infrastructure, Charges

60547 Frankfurt/Main

Telephone: +49 (0)69 690-20009

Fax: +49 (0)69 690-58002

E-mail: m.poeschmann@fraport.de

Fraport AG

Brigitta Melius, Central Ground Handling Infrastructure, Charges

60547 Frankfurt/Main

Telephone: +49 (0)69 690-20126

Fax: +49 (0) 69 690-58002

E-mail: b.melius@fraport.de

### 6.1. Electrical Power Supply -Passenger Aircraft and Mixed Version Aircraft-

\*) Service volume and charge upon arrangement (tel. 069/690-20126)

11638	Type of aircraft depending on size	each	*)
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### 6.2. Electrical Power Supply -Cargo Aircraft-

\*) Service volume and charge upon arrangement (tel. 069/690-20126)

11023	Type of aircraft depending on size	each	*)
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### 6.3. Storage of Baggage in the Customs Bonded Store

\*) Service volume and charge upon arrangement (tel. 069/690-20126)

32506	Storage fee customs baggage collection warehouse per baggage	1 day	4.40
12005	Hiring of a video display unit	per hour or fraction thereof	0.00 *)
12178	Hiring of a hardcopy printer	per hour or fraction thereof	0.00 *)

### 6.4. Baggage Personnel

31665	AVIH-Service	each	124.00
11027	Worker	1 hour	94.00
11302	Senior worker	1 hour	104.00

### 6.5. Administrative support

17438	Administrative Support "Basic"	1 hour	57.00
17439	Administrative Support "Premium"	1 hour	112.00

### 6.6. Operative maintenance

\*) Please note: Charge according to actual use

17896	Operational maintenance GFA	1 hour	79.00
	Material	per hour or fraction thereof	0.00 *)

### 6.7. BRS - Extra Services

\*) Charging referring to time needed

25172	Sending of BRS lists according to customer request	each	1.20
25171	BRS Programming and development	1 hour	125.00

S-No.	Service	Unit	EUR
25170	BRS Operating und/oder Schulung	1 hour	91.00
25169	Administration of Sort Rules	1 hour	84.00 *)

### 6.8. Sorting Rules

\*) *Prices on arrangement*

14327	Baggage sorting according specific criteria (5 and more)	per criterium	0.00 *)
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### 6.9. Passenger Bridge Extra Services

These services are not included in the standard services of Central Ground Handling Infrastructure.

27811	Passenger Bridges First Service	each	16.00
27810	Passenger Bridge-Full Service (Inbound Svc)	each	23.00

## ***7. Integrated Facility Management (IFM)***

S-No.	Service	Unit	EUR
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## 7. Integrated Facility Management (IFM)

Fraport AG can offer a wide range of services provided by the large number of its own specialized workshops.

The Airport Integrated Management maintains successfully the technical systems of its own buildings and also those of the customers at Frankfurt Airport around the clock. In addition, we include Postal Services, Airport Print Center, Fueling Services, Vehicle Rentals Services.

The cleaning Management insures a clean environment and long-term property value in buildings and facilities located either directly on the airport grounds or in the immediate vicinity.

The Vehicle Maintenance Service department of the Airport Facility Management takes care of the technical support and the maintenance of vehicle fleets at favorable conditions.

The Airport Facility Management (IFM) includes infrastructural and technical services, which are briefly described below:

- **Technical Facility Management**
- **Management of Technical Equipment**
- **Infrastructural Facility Management**
- **Vehicle Maintenance Service**

For general questions please contact the salesdepartment of the Airport Facility Management:

### **Airport Facility Management Sales**

E-mail: [facility-management@fraport.de](mailto:facility-management@fraport.de)

### 7.1. Technical building supply and disposal management

The Fraport AG technical building management department provides the technical services at Frankfurt Airport for all objects, areas and utility networks. The focus of service provision is the safety and availability of all technical facilities with the takeover of the operator´s responsibility.

Fraport AG can also offer a wide range of services for you.

We can handle complete technical facility management and maintenance for your buildings and building auxiliary systems according to DIN 31051, such as:

- Property Management
- Energy Management
- Inspections
- Expectations
- Troubleshooting
- Repairs
- Installations
- Low Constuction Works according to DIN 276
- Preparing and Execution of official Inspections
- Digitization of plans
- Measurements

#### **Rates are available upon request**

Furthermore, the Technical Building Management department operates a building services control center to:

- monitor building auxiliary systems in all buildings at Frankfurt Airport that are managed by Fraport
- control and adjust operating statuses to the respective requirements
- Recording an processing of disorders as well as coordination of necessary intervention activities
- 24 hours a day, 365 days a year

#### **Prices are available upon request**

#### **Sales contact:**

Katja Schwarzer

Telephone: +49 (0)173 6521403

E-mail: [facility-management@fraport.de](mailto:facility-management@fraport.de)

S-No.	Service	Unit	EUR
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### 7.1.1. Postal services

In cooperation with Deutsche Post and various other parcel services, we handle the distribution and dispatch of postal matter (letters and parcels) at Frankfurt Airport:

- Daily delivery of incoming mail to the place agreed with you
- Daily collection and dispatch of your outgoing mail
- Franking of letters and parcels
- Keeping records of registered mail (incoming and outgoing)

Customers are invoiced at the end of each month on the basis of a detailed statement of postal charges paid.

#### Prices upon request

##### Sales contact:

Katja Schwarzer

Telephone: +49 (0)173 6521403

E-mail: [facility-management@fraport.de](mailto:facility-management@fraport.de)

### 7.1.2. Airport Print Center / Letter Shop

Fraport AG's printing shop at FRA not only provides assistance and advice in layout and design but also can comply with individual requests at short notice, thanks to state-of-the-art digital and offset technology.

Here are a few examples of the Airport Print Center's product range::

- Brochures
- Forms, multi-copy forms, blocks
- Color copies, color plots up to A0
- Business cards
- Training and instruction material
- Stickers
- Customized invitations
- Circulars
- Personalized stationery
- Flyers
- Sheet laminating

The customer decides whether a product is cut, numbered, labeled, enveloped, punched, or stapled.

#### Letter shop

- Enveloping of your outgoing mail and information material
- Making credit information inquiries

#### Prices upon request

##### Sales contact:

Katja Schwarzer

Telephone: +49 (0)173 6521403

E-mail: [facility-management@fraport.de](mailto:facility-management@fraport.de)

S-No.	Service	Unit	EUR
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### 7.1.3. Fuel services

Fraport's fuel service unit provides fuels, oils, and lubricants for vehicles and equipment on the apron, via corporate filling station on the apron and a mobile fueling service. In addition, the unit operates a corporate filling station in the public airport area, for use by Fraport personnel and third parties.

- Motor fuels
- Lubricants
- Fuel oil

Prices upon request

Contact:

tankdienste@fraport.de

### 7.1.4. Waste management

Proper disposal of waste and hazardous waste.

Prices upon request

Contact:

abfallmanagement@fraport.de

S-No.	Service	Unit	EUR
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## 7.2. Automotive Engineering (IFM-IF)

Fraport's Automotive Engineering department renders maintenance and repair services for your complete vehicle fleet and provides motor vehicle parts and supplies at favorable conditions.

In addition, we offer concepts for workshop planning and equipment as well as customized hands-on training for specific vehicles and equipment.

### Sales contact:

Stefan Schmidt

Telephon: +49 (0)173 6999524

E-mail: facility-management@fraport.de

### 7.2.1. Repair shop services

- Repair of automobiles and commercial vehicles (cars, small trucks)
- Repair of standard equipment with special super-structures and/or repair of special equipment (canteen vans, water and toilet service vehicles, winter services equipment)
- Repair of special equipment and handling equipment (pallet lifters, aircraft tow trucks)

Rates are available upon request

### Contact:

Patrick Hoyer

Telephone: +49 (0)69 690-28640

E-mail: p.hoyer@fraport.de

### 7.2.2. Rental of special vehicles and equipment

Our Integrated Facility Management offers an extensive range of vehicles and special Equipment. You can rent our equipment for periods from on hour up to several years.

Below a selection from our offering:

- Diesel tugs of 4 or 6 tonnes empty weight for freight and baggage transportation
- Hybrid rugs of approx. 5 tonnes empty weight (diesel/elektric) for combined operations inside or outside of buildings
- Heavy-duty diesel forklift trucks of 12 tonnes empty weight
- Container transporters
- Other vehicles and equipment on request

All vehicles and special equipment are rented out with a full service package, which already includes the costs for maintenance, servicing legal inspections, and repairs (except physical damage). In addition, you can take out machinery breakdown insurance via us.

For electric vehicles you can also rent the matching batteries (24/48/80 volts) and suitable charging equipment. Together with you, we prepare a total package tailored to your individual needs and requirements.

You benefit from our challenge: The total package from our source, consistent pricing and service levels to meet the needs, highly flexible and reliable to our presence directly on site.

We look forward to hearing from you.

### Contact:

Stefan Schmidt

Telephon: +49 (0)173 6999524

E-mail: facility-management@fraport.de

### 7.2.3. Vehicle engineering

Upon request, the vehicle engineering unit performs the following activities for you:

S-No.	Service	Unit	EUR
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- Preparation of technical specifications for vehicles and equipment
- Inspection and acceptance testing of equipment at the manufacturer's premises
- Warranty handling
- Preparation of maintenance plans
- Pinpointing and eliminating weaknesses
- Computer-based monitoring of costs and material consumption

Technical inspections (only vehicles with a Air Field Licensing)

Upon request, the vehicle engineering unit performs the following activities for you:

- Brake tests, including test stand operation for cars, trucks, buses and handling equipment
- Road safety inspection of vehicles and equipment in accordance with the Traffic Rules and Licensing Regulations
- Tachograph inspections according to §57 StVZO

Upon request, the vehicle engineering unit performs the following activities for you:

- **Prices upon request**

**Contact:**

Sebastian Nink

Telephone: +49 (0)69 690-70478

E-mail: s.nink@fraport.de

Upon request, the vehicle engineering unit performs the following activities for you:



## ***8. Aviation***

S-No.	Service	Unit	EUR
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## 8. Aviation

The Aviation Department (AVN) provides not only the provision of aviation infrastructure (see fees and charges), but also a variety of other services.

For example, these include:

Aviation Passenger Process:

- Use of electric Vehicles
- Lost and Found Office
- rental of Blocking Elements with Roller Tapes
- Cleaning Management

Airport counters

- Use of Counters in the Terminal
- Rental of Lockers
- Logo Monitors -Rental
- Logo Monitors - Set up or modification of logos to be displayed on monitors

Fire Department Services

- Plan development, plotter services, and UV-resistant printouts
- Vehicles and Equipment
- Training room rentals
- Animal welfare / Animal rescue

ID Card Center

Special Safety and Security Services

### 8.1. Use of Electric Vehicles

10593	Electric vehicle for on-airport use	Price to be requested
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### 8.2. Rental of Blocking Elements with Roller Tapes

13327	Rental of blocking elements with roller tapes	on request
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### 8.3. Cleaning Management

We advise and help on any matters concerning cleaning of your buildings, offices or other facilities at the airport.

- Interior cleaning of buildings
- Exterior building cleaning
- Pest control
- Disinfecting

Prices upon request

**Contact:**

Janine Sieling

E-mail: j.sieling@fraport.de

S-No.	Service	Unit	EUR
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#### 8.4. Use of Counters in the Terminal

\*) valid from 01.09.2023

10805	Information counter / Sales counter for travel agencies zone B	piece per month	1180.00 *)
10805	Information counter / Sales counter for travel agencies zone C	piece per month	1070.00 *)
10807	Check-in counter with connection to GFA for regularly operated flights and with signed counter transfer agreement, cap: 1 month max., 1520 EUR	1 hour	13.75 *)
16867	Check-in with connection to GFA for single flights and without a signed counter transfer agreement	1 hour	25.00
24337	Hourly rental of ticket counters (only for airlines and in conjunction with adjacent hourly rental of check-in counters) and with a signed counter transfer agreement; Cap: 1 month max., 780 EUR	1 hour	7.00 *)

#### 8.5. Rental of Lockers

The rental charge depends on size of the lockers.

10809	Rental of stainless steel lockers behind check-in or ticket counters in Terminal 1 / Terminal 2	each	25.00
10810	Rental of lockers behind the ticket counters in Terminal 2	each	35.00

#### 8.6. Rental of Logo Monitors

10812	LOGO - Monitor 42 Zoll (TFT)	piece per month	165.00
10813	LOGO - Monitor 48 Zoll (TFT)	piece per month	175.00
31524	LOGO Monitor 55 Zoll (TFT) Logo monitor above check-in counter	piece per month included in the passenger charges	187.00

#### 8.7. Set up or modification of logos to be displayed on monitors

	In line with the initial installation for airline counters rented on a permanent basis the set-up is for up to 7 logos free of charge provided that supplied data (disc, e-mail, internet, etc.) are compatible with the system.	Price to be requested	
	In line with the initial installation of counters for other companies rented on a permanent basis the set-up is for up to 2 logos free of charge	Price to be requested	
15396	Additional logos in excess of the charge-free quantities as well as change of existing logos. Logos for customers not having rented a counter on a permanent basis	each	85.00

S-No.	Service	Unit	EUR
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## 8.8. Firebrigade

E-Mail: Flughafenbrandschutz-SG6R-Rechnungswesen@Fraport.de

### 8.8.1. Hourly Rates for Personnel

10646	Man-hour for the middle grade of the civil service	per hour	83.00
10647	Man hour for the upper grade of the civil service	1 hour	87.00

### 8.8.2. Preparation

Direct inquiries to Flughafenbrandschutz\_vbe@fraport.de

#### 8.8.2.1. Preparation

Preparation of technical deployment plans for the fire and rescue station and line-routing-cards.

Price upon request.

### 8.8.3. Vehicles and Equipment

#### 8.8.3.1. Fire Fighting Vehicles

*\*) Work and material needed to restore the operating condition of the equipment used will be charged separately.*

10677	False alarms in alarmsecured areas as a result of unauthorized misuse of fire exits and firealarms	each	1250.00
10658	Mayor firefighting vehicle 8x8 with crew	1 hour	1744.00 *)
10661	Fire fighting vehicle with crew	1 hour	705.00 *)
12566	Fire company for structural fire protection	1 hour	1916.00 *)
12568	Aircraft-Rescue-Fire-Fighting Unit	1 hour	6760.00 *)
12570	Hazardous-materials	1 hour	1931.00 *)

#### 8.8.3.2. Rescue Vehicles

17464	hydraulic jack	1 hour	443.00
10660	High Lift Rescue truck	1 hour	470.00

#### 8.8.3.3. Equipment Transport Vehicles

*\*) The use of above mentioned extinguisher media will be depending on real consumption charged.*

10659	Equipment vehicle with additional supply of crew	1 hour	334.00
10668	Small Fire-Fighting Vehicle	1 hour	361.00
10669	Container Loading Truck with crew and Hazardous Materials/Radiation Control Container	1 hour	485.00
10670	Container loading truck with crew and technical rescue tools-container	1 hour	486.00
10671	Command post vehicle 2 with crew	1 hour	1218.00
10672	Swap body vehicle with crew	1 hour	289.00
10673	Container Loading Truck with crew and foam-container and pump unit	1 hour	752.00 *)
10675	Container Loading Truck with crew and CO2-extinguisher-Container	1 hour	426.00 *)
11754	Command post vehicle 1 with crew	1 hour	380.00
17462	Container Loading Truck with crew and Dekon-Container	1 hour	758.00
17463	Container loading truck with crew and extinguisher-container	1 hour	610.00
25812	Skip Container short stay	per hour	520.00
25813	Skip Container mobile ventilation Hood lights	per hour	414.00
25814	Skip Container mobile smoke extraction	per hour	697.00

S-No.	Service	Unit	EUR
25815	Skip Container supplies for smoke extraction	per hour	342.00
25828	Container loading Truck with crew and Skip Container Water pumping equipment	per hour	738.00

#### 8.8.3.4. Trailers and Equipment

10664	Floodlights with operator, without tractor	1 hour	418.00
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#### 8.8.3.5. Leasing of Aircraft Salvaging-Equipment

The Airport Fire Brigade is holding specialized equipment for aircraft recovery. In the event such aircraft recovery becomes necessary, and an appropriate agreement was signed, we offer consultation services and the utilization and operation of the required equipment (if applicable).

The charges for the consultation services as well as any costs occurred by the utilization of the equipment, will be charged upon finalizing the service.

More information and details on request.

#### 8.8.3.6. Special Equipment

25826	Large frontlift (8T) fourwheeldrive	per hour	302.00
25827	medium frontlift (4t)	per hour	274.00

#### 8.8.3.7. Small Fire Extinguishers available on rental basis

10740	Delivery and collecting extinguisher	1 hour	190.00
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#### 8.8.3.8. Firemen course

The airport fire brigade offers a firemen course.

The training usually consists of a brief theoretical introduction to fire-fighting and fire-extinguishing (correct procedures in dangerous situations, fire classifications, types of extinguishers, extinguishing effects, use of extinguishers).

This is followed by practical training in the use of extinguishers.

#### Notes:

- The training program can be arranged to personally suit a groups needs
- Scheduling and program arrangements only by telephone Phone-Nr. +49 (0)690 690-78284 or e-mail to brandschutzhelfertraining@raport.de
- Participants must wear stout footwear and appropriate, practical clothing
- A confirmation of participation is issued to the participants upon request

12535	Rate per participant	each	104.00
	individual program	Price to be requested	0.00

#### 8.8.4. Other Services

The material and equipment necessary to absorb oil or dispose of special refuse shall be charged additionally, according to the actual use.

The right to charge higher rates in exceptional cases is reserved.

14001	oil absorbents Bioversal	can	267.00
14001	oil absorbents BiSorb	sack	55.00
14001	chemical absorbents	sack	113.00
10694	Measuring procedure of dangerous goods	each	178.00
10698	Maintenance and repair of breathing apparatus and face masks, refilling oxygen tanks. Closure of an agreement is mandatory!	expense	

S-No.	Service	Unit	EUR
10695	Special service: preparation of a permission for welding activities after work has been completed before permission was granted. If the case may be, plus costs for false alarm of fire brigade. (In case of recurrence fines will be doubled! In case of continued recurrence ID-Cards will be revoked!)	flat rate	500.00
12572	Fire watch, according to size/amount needed and according to government requirements	expense	
	Temporary storage of goods	1 hour	0.00

## 8.9. ID Card Services

### 8.9.1. ID cards

*\*) due with application*

*\*\*\*) Annual offsetting, first time with application*

*\*\*\*\*) requires the approval of HMWEVW*

10782	Airport ID card green, application	each	42.00 *)
10785	Airport ID card green + L, application	each	71.00 *)
10786	Airport ID card yellow, application	each	71.00 *)
32283	Airport ID card blue, application	each	71.00 *)
32284	Airport ID card green, annual fee	each	16.00 **)
32285	Airport ID card green + L, annual fee	each	16.00 **)
32286	Airport ID card blue, annual fee	each	16.00 **)
32287	Airport ID card yellow, annual fee	each	16.00 **)
31308	ID card transferable + M, application	each	169.00 *)
31308	ID card transferable + M, application (expected in the second quarter of 2024)	each	71.00 *)
32992	ID card transferable + M, per visit (expected in the second quarter of 2024)	each	25.00
32123	Visitor ID card	each	20.00
32993	Visitor ID cards, late return	each	20.00
32425	Visitor ID card, special permit	each	46.00
32288	Airport ID card, replacement	each	20.00

### 8.9.2. Vehicle ID cards

*\*) due with application*

*\*\*\*) Annual offsetting, first time with application*

10783	Vehicle ID card green transferable, application	each	55.00 *)
31897	Vehicle ID card green, annual fee	each	48.00 **)
31898	Vehicle ID card red, annual fee	each	48.00 **)
10799	Apron registration plates	2 Pieces	66.00

### 8.9.3. Background Check

*\*) Fee is defined by aviation authority*

10793	Background check, application	each	16.00
10790	Background check, initiation of authority (approval)	each	86.00 *)
32994	Background check, initiation of authority (rejection)	each	86.00 *)
26013	Background check, termination of authority	each	64.50 *)
21859	Background check, recognition (cancellation)	each	33.00
32995	Background check, recognition (rejection)	each	33.00
32996	Background check, recognition (approval)	each	33.00
32678	Background check, revocation of authority	each	64.50 *)

### 8.9.4. Training

S-No.	Service	Unit	EUR
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#### 8.9.4.1. Aviation security training

32535	Aviation security training Fraport, duplicate login data	each	19.00
18056	Aviation security training Fraport	each	54.00
32293	Aviation security training Fraport, duplicate of certificate	each	33.00
32536	Aviation security training, recognition of certificate	each	33.00

#### 8.9.4.2. Aviation safety training

28951	Aviation safety training Fraport	each	23.00
32426	Aviation safety training Fraport, duplicate login data	each	19.00

#### 8.9.5. Other products

32681	WebPro, annual service fee	each	528.00
32679	Editing, paper application	each	36.00
32537	Access control 2-factor-PIN, second issuance	each	16.00
10794	Quick Service surcharge	each	46.00
11557	ID cards, late return	each	71.00
23853	Misuse ID card, administration	each	71.00
32124	Key card	each	36.00

### 8.10. Airport Security

#### 8.10.1. Known suppliers for airport supplies

The designation of a company as a known supplier for airport supplies at Frankfurt Airport is subject to a fee, which depends on expenditure. A difference is made between the first designation, a further designation that is required after 2 years and a recognition. The flat rate includes the allocation of relevant notations on the airport ID card. The travel allowance applies to a distance of more than 10 km up to 100 km from Frankfurt Airport and is billed as a flat rate. Any additional travel costs will be charged according to expenditure.

32126	first validation known airport supplier	each	500.00
31692	re-validation known airport supplier	each	400.00
32127	Travel costs 10-100 km	each	90.00
32793	recognition validation known airport supplier of other airports	each	200.00
32131	travel costs over 100 km	on time and financial basis	0.00

#### 8.10.2. other

Prices for security staff depend on the particular demand and have to be requested from Fraport AG (Airport Security), telephone +49 69 690 70718 before placing the order.

24949	security services	Price to be requested	0.00
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### 8.11. Animal transport welfare

Contact: e-mail: AVI-Services@fraport.de

\*) on Sundays and public holidays 300.00

\*\*\*) on Sundays and public holidays 450.00

24865	Animal Transport Welfare Advisor - Animal Welfare Advisor, Supervision of flight handling, Documentation	per hour	150.00 *)
24886	Representing the Responsible Person on behalf of Airline	on request	

S-No.	Service	Unit	EUR
24887	Availability of a competent person during transport of farm livestock and poultry in accordance with Council Regulation 1/2005, Article 17 (2)	per hour	150.00 *)
24888	Humane slaughter of animals - in accordance with Council Regulation 1/2005, Annex I, Chapter I (4)	each	225.00 **)



## *9. Medical Services*

S-No.	Service	Unit	EUR
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## 9. Medical Services

### Contact:

Fraport AG  
 Dr. med. M. Sroka  
 Representative for Medical Affairs  
 Telephone: +49 (0) 69 690-33901  
 E-mail: m.sroka@fraport.de

### 9.1. Hourly Rates for Personnel

Physician	Price to be requested
Medical assistant	Price to be requested
Nurse	Price to be requested
Rescue assistant	Price to be requested

### 9.2. Other Services

#### 9.2.1. Use of Sick-Room

Supervision by nursing staff will be charged additionally.

Use of sick-room	Price to be requested
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### 9.3. Ambulance Services (Transports of Patients)

#### 9.3.1. Emergency Ambulance

Transport of an emergency patient within the airport area, within the city of Frankfurt am Main or to locations outside the city of Frankfurt am Main with an ambulance.

The fees are determined on the basis of the Hessian Rescue Service Act (HRDG) between the service providers and payers and announced separately.

#### 9.3.2. Ambulance transport (non-medical)

Transport of a patient/guest who requires special positioning during transport (for example abdominal wall relief) between aircraft and/or terminal using an ambulance. Considering all federal police and customs regulations, plus observance of all safety regulations.

Non-medical patient transport seated/lying	mission	420.00
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#### 9.3.3. Ambulance Transport (medical)

Transport of a patient/guest who requires special medical positioning and medical care during transport (for example abdominal decompression and oxygen, etc.) between aircraft and/or terminal with the help of an ambulance. Considering all federal police and customs regulations, plus observance of all safety regulations.

Medical patient transport seated/lying	mission	630.00
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#### 9.3.4. Stretcher transport

Transport of a patient (indication outside the Hessian Rescue Service Act) between the aircraft and the picking up or delivering vehicle (emergency ambulance, ambulance or similar) with a medical lift truck in consideration of all Federal Police and customs regulations, as well as compliance with safety regulations.

If a patient cannot be taken directly to the next flight (e.g. stretcher not yet installed, aircraft not yet on site, waiting on a position longer than 30 min), a new mission will be charged. The stay of the guest in the emergency room is free of charge,

S-No.	Service	Unit	EUR
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additional services (e.g. oxygen or similar) will be charged separately by the airport clinic.

	Stretcher transport	mission	1467.00
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## ***10. Information Technology and Telecommunications (IUK) Products and Contacts***

S-No.	Service	Unit	EUR
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## 10. Information Technology and Telecommunications (IUK) Products and Contacts

IUK, the IT division of FRAPORT, provides to all airport business partner high performant IT products and services.

The IT portfolio, available throughout the airport, ranges from LAN and WiFi services, to VoIP phones, Internet access, provision of Flight Data Information, Radio Communication and many more.

We will be happy to assist you, give us a call:

### Sales Team (IUK-IT)

Freight Forwarders, Concessionaires, IT-Services,  
Construction Companies, Security Companies,  
Real Estate Operators, Travel Industry

**Herbert Stroh**      **069 690 77316**

Public Offices and Authorities, Fraport Subsidiaries      **Robert Reinholz**      **069 690-77309**

Airlines, Lufthansa Subsidiaries      **Marion Teichmann**      **069 690-77308**

Lufthansa Passenger Airline, Hotels, Handling Agents      **Sven Thines**      **069 690-77305**

Provider of Telecommunications, SITA, DFS      **Steffen Rosenberger**      **069-690-77304**

Mail: IUK-Vertrieb@fraport.de

### 10.1. Telephony

Call charges within the Fraport network are included in the monthly charge.

#### 10.1.1. Analog Lines

10153	Set-up expenses telephone	once	110.00
10047	Analog line without end device	per month	25.00
10041	Desk telephone without display	per month	1.60
10042	Desk telephone with display	per month	2.10
10046	Wall telephone	per month	2.20
10043	DECT Gigaset (cordless)	per month	6.90

#### 10.1.2. VOIP Telephony

Service features like mail box, call pick-up, external call forwarding can be provided upon request

10153	Set-up expenses telephone	once	110.00
31220	VOIP line for telephony only	per month	33.00
31221	VOIP desk phone	per month	3.00

#### 10.1.3. VOIP Telephony for Existing LAN Data Port

*\*) existing LAN data port required*

10153	Set-up expenses	once	110.00
18317	VOIP service LAN port	per month	16.00 *)
31221	VOIP desk phone	per month	3.00

### 10.2. LAN - Access

10014	Set-up expenses LAN per connection	once	240.00
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S-No.	Service	Unit	EUR
10009	10 Mbit LAN, switched, service hours Mon-Sun 0-24 Uhr, time to repair 4 hours	per month	97.00
10013	100 Mbit LAN, switched, service hours Mon-Sun 0-24, time to repair 4 hours	per month	99.00
10223	1 Gbit LAN, switched, service hours Mon-Sun 0-24, time to repair 4 hours	per month	189.00

S-No.	Service	Unit	EUR
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### 10.3. Wireless-LAN Access

#### 10.3.1. WiFi Access Basic (no internet)

\*) valid in public areas

23481	Set-up expenses/ configuration WiFi access	once	750.00
10219	WiFi Access/ client, service hours Mon-Sun 0-24	per month	75.00 *)

#### 10.3.2. WiFi Packages including Internet Access

\*) On Fraport areas/ in Fraport buildings only; all others on request

\*\*) includes: 5 mobile devices + 5 Mbit bandwidth internet

\*\*\*) includes: 10 mobile devices + 15 Mbit bandwidth internet

\*\*\*\*) includes: 15 mobile devices + 15 Mbit bandwidth internet

31227	Set-up expenses	once	320.00
31224	FRAwise Package 1	per month	290.00 *)
31225	FRA wise Package 2	per month	449.00 *)
31226	FRAwise Package 3	per month	649.00 *)

### 10.4. Internet Access

#### 10.4.1. Internet and VoIP via ADSL

In addition to a basic ADSL Data connection a static IP adress, a router, VoIP voice channels and phones or a router service package can be ordered. Kindly request the ADSL order form for all details and variations.

\*) (incl. 2 phone numbers each)

\*\*) Valid for 24 months. Details to be found in ADSL order form.

12640	Installation charge FraDSL Data 16000 (Data only)	once	110.00
31513	FraDSL Data 16000 connection (Data only)	per month	49.90
12640	Installation charge FraDSL Data & VoIP 16000 (Data & VoiP )	once	110.00
31514	FraDSL Data & VoIP 16000 (Data & VoIP, incl.2 parallel voice channels)	per month	65.00 *)
31518	Router FraDSL 16000 Router FraDSL 16000 works for 2 parallel voice channels	once	400.00
31521	Breakdown Care for Router DSL16000,per device	once	310.00 **)
15954	Installation charge for static IP address	once	30.00
31702	Surcharge for static IP address	per month	10.00

#### 10.4.2. Internet Access via LAN

10014	Set-up Expenses per Access	once	240.00
27531	SDSL 2 MBit viaLAN	per month	250.00
27532	SDSL 5 MBit viaLAN	per month	290.00
27533	SDSL 15 MBit via LAN	per month	390.00
27534	SDSL 30 MBit via LAN	per month	590.00
29061	SDSL 50 MBit via LAN	per month	790.00
27535	SDSL 100 MBit via LAN	per month	1390.00

### 10.5. Firewall

25287	Managed Firewall Service	per month	210.00
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### 10.6. Fraport IPTV Connections

17266	Set-up expenses TV access	once	240.00
22099	IPTV access	per month	86.00

S-No.	Service	Unit	EUR
<b>10.7. Access Flight Data Portal</b>			
10014	Set-up expenses FDTplus	once	240.00
22489	FDTplus format adaptation	once	960.00
22552	FDTplus Standard via Internet	per month	129.00
<b>10.8. Radio Communication</b>			
10127	Set-up expenses/ changes radio communication	once	150.00
14756	Primary programming for external devices, digital	once	40.00
14755	Trunked radio line, digital (single lead)	per month	75.00
10036	Radio line, analog (single lead)	per month	75.00
28652	TETRA Radio Network Access	per month	55.00
22910	TERTA Handheld Radio Transceiver	per month	39.00
22908	TETRA Vehicle Radio Transceiver (price and fitted on request)	Price to be requested	0.00
<b>10.9. Intercommunication Systems</b>			
<b>10.9.1. Fire Alarm System</b>			
10143	Set-up expenses fire alarm system	once	200.00
14977	Connection to fire alarm control center	per month	45.00
10313	Fire Alarm Network	per month	68.00
10307	Smoke Detector	per month	21.00
16516	Functional Check, Fault Clearance	per month	6.00
<b>10.10. Personel Services</b>			
25140	Application development	Price to be requested	
25141	Project management	Price to be requested	
25142	Senior project manager	Price to be requested	
14293	Planning and site management (network/ radio engineering)	Price to be requested	
14294	Site management (cabeling)	Price to be requested	
14295	Installation of video and flight information systems	Price to be requested	
14296	Installation of intercom devices and radio technology	Price to be requested	
14297	Installation miscellaneous	Price to be requested	
14298	Operation, system administration, support	Price to be requested	
15356	Consulting	Price to be requested	



## *11. Retail & Properties (HVM)*

S-No.	Service	Unit	EUR
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## 11. Retail & Properties (HVM)

### Meeting at the Airport

The Fraport Conference Center (FRACC) is an ideal location for your meetings, conventions, presentations, press conferences, seminars and other events.

31 air-conditioned rooms with natural daylight, an exclusive atmosphere and high-tech equipment are tailored to your specific needs and participants.

The expert staff will gladly assist you in planning your special event. Their professional assistance includes everything from making catering arrangements to providing technical equipment.

Please contact:

Fraport Conference Center (HVM-RV1)

Rental and Information:

Telephone: +49 (0)69 690-70500

Fax: +49 (0)69 690-70515

E-mail: fracc-reservierung@fraport.de

Reception:

Telephone: +49 (0)69 690-70503

Fax: +49 (0)69 690-71618

E-mail: fracc-rezeption@fraport.de

Homepage:

[www.fraport-conference-center.de](http://www.fraport-conference-center.de)

### 11.1. FRACC - Fraport Conference Center

**Book rooms for meetings for up to 150 people or for a conversation in private. Alternatively, you can also book our premises for a quiet retreat for individuals.**

In our conference center at Frankfurt Airport we offer you 31 rooms in six room categories from 20sqm to 335sqm - all with daylight. Choose the room category that suits you best with the equipment you wish to and we will offer you the perfect room for your purposes.

The rooms are designed in the four exclusive and attractive equipment lines "Aura", "Aqua", "Urbana" and "Terra" - large-format photographs show you a "journey around the world" and thus create the connection to the international airport environment.

Our conference rooms offer you perfect conditions and enough space. In addition to our premises, our two elegant lounges with coffee points are also available to you and your guests during your visit.

Of course, we offer our guests a culinary and varied catering offer, which we will coordinate with you during the booking process.

please do not hesitate to contact us.

phone: +49 (0)69-690-70500

email: fracc-

reservation@fraport.com

**We look forward to you!**

**Your Fraport Conference Center team**

32020	Webcam for hybrid meetings	each	165.00
10823	studio soundbar with 4K camera and USB port	flat rate	165.00
10824	Conference phone spider	flat rate	145.00
10825	Conference room Kat. L	1 hour	115.00
10826	Conference room Kat. S	1 hour	80.00
10827	Conference room Kat. M	1 hour	100.00
10829	Conference room Kat. XXL	1 hour	155.00
10837	Conference room Kat. XL	1 hour	120.00
10844	Conference room Kat. XXXL	1 hour	370.00

S-No.	Service	Unit	EUR
10867	Loudspeaker (2 pieces)	each	30.00
10888	Rental of additional flipchart	each	20.00
10889	Rental of metaplan board incl. moderation kit	each	40.00
10892	Rental of PC-presenter	each	5.00
10901	Technical assistance	1 hour	60.00
10902	Fax dispatch	each	2.50
10909	PC print-out	each	0.50
10911	Photocopy DIN A4 / name tag	each	0.50
10912	Photokopie DIN A4, double sided	each	0.70
10913	Photocopy DIN A4, coloured	each	1.60
10917	Photocopy DIN A3	each	0.60
10918	Photocopy DIN A3, double-sided	each	0.80
10919	Photocopy DIN A3, coloured	each	1.90
11392	Night charge (from 10 p.m.)	1 hour	60.00
11393	notebook rental	1 hour	100.00
12214	Rental of tables (standing)	each	15.00

## 11.2. VIP Service

For guests in need of special attention and discretion the Frankfurt Airport VIP-Services offer the utmost comfort and highest standard.

### VIP-Services for You and Your Guests

#### For Departures

- a) Arrival at the VIP-Terminal, reservation of parking spaces following prior notification of exact number of cars.
- b) Personal reception of guests at the VIP-Terminal.
- c) Stay in the VIP-Terminal, on request food order from a restaurant (at additional cost).
- d) Performance of all formalities such as check-in, baggage handling at/with the relevant airline, emigration and customs formalities.
- e) Transfer of guests from the VIP-Terminal to the gate/plane.
- f) Our VIP escorts and any persons accompanying the passengers take leave of them at the plane; the accompanying persons are then transferred back to the VIP-Terminal.

#### For Arrivals

- a) Reception of any meeters & greeters for the expected passengers in arriving planes at the VIP-Terminal, remaining there until the flight is approaching Frankfurt Airport.
- b) Drive from the VIP -Terminal across the apron to the parking position of the arriving aircraft ? on request with the meeters & greeters. Welcoming of the arriving passengers right at the plane.
- c) Transfer of guests to the VIP-Terminal. Handling of immigration formalities (presentation of passports to the border police). Our guests are required, if immigration formalities are required, to remain in the VIP-Terminal until cleared by the border police.
- d) After the baggage has arrived, transfer of it to the waiting cars by our baggage service.

#### For Transit Passengers

- a) Reservation of parking spaces near the VIP-Terminal for any meeters & greeters for the expected transit passengers.
- b) The meeters & greeters remain in the VIP-Transit-Lounge until the transit passengers arrive or depart.
- c) Drive from the VIP -Transit-Lounge to the parking position of the arriving aircraft ? on request with the meeters & greeters. Welcoming of the arriving passengers.
- d) Handling of immigration/emigration formalities.
- e) On request, catering for guests while they are in transit from a restaurant (at additional cost).
- f) Handling of the formalities for the continuing flight with the relevant airline.
- g) Transfer of guests from the VIP-Transit-Lounge to the gate/plane.
- h) Our VIP escorts and any persons accompanying the passengers take leave of them at the plane; the accompanying persons are then transferred back to the VIP-Terminal.

S-No.	Service	Unit	EUR
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During your stay in our VIP -Transit-Lounge, we offer you tea, coffee, soft drinks, alcoholic beverages and a selection of small meals. If you would like more extensive catering, this can be arranged at additional cost.

Prior to departure or while in transit, our guests can get to the shopping and duty-free areas of the airport at any time. We will accompany them on request. We gladly organize limousine shuttles for you at an additional charge. We can also make hotel reservations for you.

### 11.2.1. VIP Services

### 11.2.2. VIP-Service Suites

### 11.2.3. VIP-Service Special Services

### 11.2.4. VIP Service Packages

### 11.3. Visitor Services

#### Visit our world of experience at the airport

Experience our airport with our tours and get up close and personal with the latest aircraft types. Find out which building at the airport could easily accommodate the Eiffel Tower or what happens to the mango before it lands on the supermarket shelf.

Or enjoy our visitors' terrace. Here you can feel the travel lust and send your thoughts on a journey with the planes taking off. Or you simply relax on one of the numerous seats.

Another highlight is our new visitor center. Thrilling 360-degree experiences, impressive augmented reality applications, exciting stations to join in, fascinating views into otherwise invisible airport worlds - be curious and experience our airport in a whole new way.

As part of our Miles & More programme, you can even earn miles when you buy tickets for the visitor centre and the round trips.

Curious? Then visit our website [Visit Airport Flughafen besuchen \(frankfurt-airport.com\)](http://Visit Airport Flughafen besuchen (frankfurt-airport.com)).

If you are an employee of Fraport - then you will profit from many discounts ready for you. Take a look: [Visitor Service Besucherservice \(fraport.de\)](http://Visitor Service Besucherservice (fraport.de))

#### We look forward to you!

#### Your Fraport Visitor Services Team

32280	regular ticket visitor centre	1 person	12.00
32280	reduced ticket visitor centre	1 person	10.00
32280	children under 4 years of age	1 person	0.00
32111	regular ticket starter tour (duration: 45 minutes)	1 person	11.00
32111	reduced ticket Startertour (duration: 45 Minuten)	1 person	9.00
32111	children under 4 years of age (not entitled to a seat)	1 person	0.00
32111	regular ticket XXL tour (duration: 120 minutes)	1 person	24.00
32111	reduced ticket XXL tour (duration: 120 minutes)	1 person	22.00
32111	children under 4 years of age (not entitled to a seat)	1 person	0.00
32111	reduced ticket Kombi-Tour (duration: 120 minutes)	1 person	19.00
32111	reduced ticket Kombi-Tour (duration: 120 minutes)	1 person	16.00
32111	children under 4 years of age	1 person	0.00