

ZRH Services

Price List 2016/01

Prices of ICT services supplied by Flughafen Zürich AG



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1. General information

1.1. Airport-related products and services

Zurich Airport is a special place. Its unique combination of global aviation hub and business location offers an extremely attractive environment with high potential. Flughafen Zürich AG's range of ZRH Services consists of attractive ICT services that have been optimised for this location.

A modern IT and telecommunications infrastructure based on trend-setting technologies and customer-focussed services forms a stable foundation for the entire service range. The conditions of an intercontinental airport, which can be highly specific, have a positive effect on the services. Within its ZRH Services range, Flughafen Zürich AG (FZAG) offers "services on demand", in other words:

- Service-oriented products
- A service range designed to meet customers' requirements
- Scalability
- Optimised for airport processes
- Market-oriented services
- State-of-the-art technology

ICT services at Zurich Airport may be subject to certain restrictions as a result of various factors and certain general provisions. Every written offer by Flughafen Zürich AG for requested services takes all these factors into consideration, allowing you to plan reliably.

Detailed descriptions of the services and any potential requirements or conditions are provided in the ZRH Services Catalogue.

1.2. Delivery times

Standard orders (ICT Services as per price list) are carried out by our technicians within **10 working days** after the order confirmation is sent. If a standard order requires attention within three working days of order confirmation, a flat-rate express charge (R0999) per service is added to the prices indicated in this price list.

Delivery times may vary considerably, depending on the services and quantities involved. We will be happy to prepare a detailed quotation for you with the exact information.

1.3. Discounts

Any volume discounts on services charged on a monthly basis are indicated, if available, for each service.

Discounts and price reductions on one-off services:

- In the event of a relocation at the request of Flughafen Zürich AG, the relocation costs on this price list will be covered by Flughafen Zürich AG for free (100% discount).
- Discounts may be granted on collective orders that Flughafen Zürich AG can implement simultaneously, depending on the quantities and the number of locations involved (e.g. same room, floor distributors, etc.). These are indicated next to the respective services as tentative guidelines. The applicable discount depends on the anticipated cost of implementation.

1.4. Prices & validity

All prices are quoted in CHF **and exclude value-added tax and statutory charges**. Subject to errors and changes to products, services and prices.

The installation costs also include the costs for the de-installation or decommissioning of the service. The relocation costs refer to those of moving a service to another location or another place of service provision.

All services on this price list will be provided in accordance with the "**Bronze service times**" (Mon – Fri from 8 a.m. to 5 p.m.) as defined in the standard Service Level Agreement (SLA). Any deviations will be indicated on the order confirmation sheet.

The charge regulations of Flughafen Zürich AG take precedence over the ICT price list, particularly for central ICT infrastructure facilities (e.g. BRTS, trunked radio, CUTE).

This latest version of the price list fully replaces all previous versions.

2. General Terms and Conditions

Scope

The "General Terms and Conditions" set out below apply to the purchase of any products and services provided by the IT and Communications Department of Flughafen Zürich AG. They regulate all issues that are not covered by a separate agreement. In the event of a discrepancy between the contract and the GTC, the terms agreed in the special contract will take precedence.

Purpose

In return for a usage fee, Flughafen Zürich AG will provide the user with technical infrastructure, telecommunications facilities and telecommunications infrastructure and provide technical infrastructure and telecommunications services.

Use of facilities and services provided

The services taken up by users must be utilised exclusively for the users' own purposes. The transfer of services to third parties is prohibited, even if this is done at no charge. Any exceptions must be covered by an agreement. The customer shall observe all Swiss laws and all regulations issued by Zurich Airport when using such services.

Ordering of services

Orders for services in this offering must be made in writing.

Confidentiality

Users of services in this catalogue must observe the duties of non-disclosure and confidentiality. Under no circumstances may information about the telecommunications infrastructure at Zurich Airport be disclosed to third parties without the written consent of Flughafen Zürich AG.

Liability

Flughafen Zürich AG will assume liability only in cases involving gross negligence or intent. In particular, Flughafen Zürich AG will not be held liable for consequential damage or for indirect loss or damage as a result of deficiencies for which Flughafen Zürich AG is responsible. Users will be held fully liable for any damage or loss sustained by facilities or infrastructure belonging to Flughafen Zürich AG that is caused by themselves or by third parties they have engaged.

Usage fee

The services provided by Flughafen Zürich AG are subject to a usage fee invoiced on a monthly basis. A one-off flat fee will be charged for the commissioning, modification and dismantling of service components.

Price adjustments

Flughafen Zürich AG is entitled to adjust the prices of all telematics products and services offered every year. The new prices and the dates on which they enter into force will be announced to users by sending a new price list.

Terms of payment

The fee is payable from the day on which a given service ordered by the user is first used, and for the remainder of the month in question. Thereafter, the services will be paid for monthly until termination of the contractual relationship. The invoices issued by Flughafen Zürich AG are in Swiss francs, on net terms and to be paid within 30 days of the invoice date. Flughafen Zürich AG has the right to demand payment in cash, or to shorten the payment period at any time without offering justification. The place of payment is the registered office of Flughafen Zürich AG.

Default of payment

If the payment period indicated on the invoice is not observed, the user is automatically in default of payment. In the event of default of payment, Flughafen Zürich AG will be entitled to suspend the services in whole or in part, either permanently or temporarily and/or to terminate the contractual relationship without notice. Furthermore, Flughafen Zürich AG will be entitled to charge a reasonable rate of default interest as well as any collection expenses incurred.

Contract period

The contract will enter into force with the commissioning of the service ordered and is concluded for an indefinite period. In the absence of any special contractual agreement, the contract can be terminated by either party (user or Flughafen Zürich AG) after a minimum duration of three months with effect from the end of a month by giving three months' notice.

Termination

Notice of termination must be submitted in writing in all cases. On the final day of the contractual relationship and by no later than 5 p.m. the customer will hand over all the equipment that it has been using to Flughafen Zürich AG.

Translation into other languages

These provisions have been drawn up in the original in German. In the event that they are translated into other languages, the original German version shall remain legally binding in all cases.

Severability clause

Should any contractual provisions or provisions of these General Terms and Conditions prove to be or become ineffective or unenforceable, this will not affect the validity of the remaining provisions. In such an event, the parties to the contract will replace the provision in question with a new provision that most closely corresponds to the legal and economic intention and purpose of the original provision.

Applicable law and place of jurisdiction

These provisions are governed by **Swiss law**. Application of the Vienna Sales Law (UN Sales Convention on the international sale of goods) is expressly excluded.

The sole place of jurisdiction is the **registered office of Flughafen Zürich AG** and, to the extent permitted by law, it is agreed that the **Zurich Commercial Court** is the competent court.

GTC ZRH Services, version dated January 2013

3. Telephony

3.1. Services

IP telephony (VoIP)

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
T00063	IP DDI telephone service VoIP system access via separate subscriber number in the direct dial range of the airport telephone system.	Per service	35.00	-	17.00
T00065	Analogue IP DDI telephone line Analogue a/b connection with separate subscriber number in the direct dial range of the airport telephone system. Supports calling line identification presentation (CLIP) for incoming calls.	Per connection	150.00	150.00	27.00
T00360	IP telephone Premium C8961 VoIP system phone with 5" colour graphics display in VGA resolution (640 x 480 pixels). USB 2.0 interface for wireless headsets with electronic hook switch (EHS).	Per item	130.00	75.00	18.00
T00361	IP telephone Standard C6921 VoIP system phone with monochrome graphics display (396 x 81 pixels) and menu-driven user interface. Includes full-duplex hands-free function with headset connector and button.	Per item	130.00	75.00	12.00
T00362	IP telephone Komfort C6961 VoIP system phone with monochrome graphics display (396 x 81 pixels) and menu-driven user interface. Includes full-duplex hands-free function with headset connector and button and 12 additional programmable speed dial buttons.	Per item	130.00	75.00	15.00
T00368	IP telephone Basic C3905 VoIP system device with backlit monochrome graphics display (128 x 32 pixels) and a navigation button. Full-duplex hands-free function. Suitable for mounting on a wall.	Per item	130.00	75.00	7.00
T00369	IP telephone CKEM expansion module For expanding the Premium model (T00360) by a total of 36 programmable keys. The keys are labelled electronically using an easy-to-read backlit colour graphics display.	Per item	130.00	75.00	12.00

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
T00377	IP conference telephone C8831 VoIP conference phone with external keyboard and good readable, backlit mono-chrome graphics display.	Per item	130.00	75.00	32.00

Tab 1: VoIP service costs

Additional services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
T00058	DDI call number, permanently redirected Call number in direct dial range of the airport telephone system with permanent redirection to an internal or external destination.	Per item	35.00	-	12.00
T00066	"CMC" enabling code for service lines * Enabling code (Client Matter Code) to establish chargeable telephone connections to external subscribers from service lines.	Per code	130.00	50.00	10.00
T00109	Additional DDI call numbers Additional call number in the direct dial range of the airport telephone system on an existing line of the airport telephone system.	Per item	35.00	-	12.00
T00355	IP voice mailbox Voice mailbox with message storage and internal and external access to messages.	Per item	35.00	-	5.00
T00356	IP mobile integration Parallel call to a second device, usually a mobile telephone. Option to forward and retrieve calls by pressing a button.	Per item	35.00	-	8.00
T00997	Config. change to subscriber line Programming adjustment to an existing line (e.g. pick-up key assignment, etc.).	Per connection	35.00	-	-

Tab 2: Costs of additional services

* = This service is available only for VoIP customers.

3.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below. The T services listed can be cumulated to qualify for discount.

Service		Discount	Requirement
T00360	IP telephone Premium C8961	50%	As of the third unit, on the same floor distributor in the same order
T00361	IP telephone Standard C6921	50%	As of the third unit, on the same floor distributor in the same order
T00362	IP telephone Komfort C6961	50%	As of the third unit, on the same floor distributor in the same order
T00368	IP telephone Basic C3905	50%	As of the third unit, on the same floor distributor in the same order
T00369	IP telephone CKEM expansion module	50%	As of the third unit, on the same floor distributor in the same order
T00377	IP conference telephone C8831	50%	As of the third unit, on the same floor distributor in the same order

Tab 3: Telephony discount

4. IP MPLS network services

4.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
V0002	IP/MPLS connection IP connection to the airport LAN, Ethernet 10/100/1000 Mbps using existing UCC infrastructure, one port is required per terminal (1 MAC, 1 VLAN).	Per connection	280.00	110.00	59.00
V0005	IP Internet Surfport IP connection to the airport LAN in the airport Internet VLAN, protected by firewall, Ethernet 10/100/1000 Mbps using existing UCC infrastructure, one port is required per terminal.	Per connection	280.00	110.00	68.00
V0006	IP PayLan port IP connection for credit card payment machines to the airport LAN in the airport Pay-VLAN, protected by firewall, 10/100/1000 Mbps Ethernet using existing UCC infrastructure, one port is required per terminal.	Per connection	280.00	110.00	37.00
V0008	IP Lan-I port IP connection to the Swisscom Lan-I service at Zurich airport, Ethernet 10/100/1000 Mbps using existing UCC infrastructure, one port is required per terminal.	Per connection	280.00	110.00	59.00
V0009	IP SR VPN port IP connection to the Sunrise service at Zurich airport, Ethernet 10/100/1000 Mbps using existing UCC infrastructure, one port is required per terminal.	Per connection	280.00	110.00	59.00
V0010	IP UPC VPN port IP connection to the UPC Cablecom service at Zurich airport, Ethernet 10/100/1000 Mbps using existing UCC infrastructure, one port is required per terminal.	Per connection	280.00	110.00	59.00
V0012	FraMaLan port IP connection for franking machines to the airport LAN in the airport FraMa-VLAN, protected by firewall, 10/100/1000 Mbps Ethernet using existing UCC infrastructure, one port is required per terminal.	Per connection	280.00	110.00	27.00
V0021	PoE option IP MPLS Power over Ethernet on IP/MPLS port on terminals within the ICT service range.	Per option	15.00	10.00	6.00

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
V0022	MAC option IP MPLS Additional MAC address that can be used on an IP/MPLS port.	Per option	15.00	10.00	4.00
V0024	VLAN option IP MPLS Second VLAN on an IP/MPLS port	Per option	15.00	10.00	4.00
V0031	Gateway to external network (single) IP gateway from ZurichAirportNet to an external network, single connection (IP only)	Per gateway	3,800.00	1,300.00	1,690.00
V0032	Gateway to external network (dual) IP gateway from ZurichAirportNet to an external network, dual connection - redundant (IP only)	Per gateway	3,800.00	1,300.00	2,840.00
V0041	IP VoIP connection IP MPLS connection with limited functionality, exclusively for VoIP devices on the airport VoIP platform.	Per connection	165.00	70.00	14.00
V0066	Network gateway to service network Connection between a customer IP MPLS VLAN and the Zurich Airport service network for access to airport services.	Per gateway	850.00	310.00	100.00
V0202	SITA airport hub connection Connection between a customer IP MPLS VLAN and the SITA AirportHub service.	Per connection	380.00	150.00	40.00

Tab 4: Costs of IP services

4.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below. The V services listed can be cumulated to qualify for a discount.

Service		Discount	Requirement
V0002	IP/MPLS connection	75%	From the second port onwards, on the same floor distributor in the same order
V0005	IP Internet Surfport	75%	From the second port onwards, on the same floor distributor in the same order
V0006	IP PayLan port	75%	From the second port onwards, on the same floor distributor in the same order
V0008	IP Lan-I port	75%	From the second port onwards, on the same floor distributor in the same order
V0009	IP SR VPN port	75%	From the second port onwards, on the same floor distributor in the same order
V0010	IP UPC VPN port	75%	From the second port onwards, on the same floor distributor in the same order
V0012	FraMaLan port	75%	From the second port onwards, on the same floor distributor in the same order
V0041	IP VoIP connection	50%	Across the board until 30 June 2015, due to replacement of Aastra system

Tab 5: Discounts on IP services

4.3. Volume discounts

4.3.1. V0002 / V0008 / V0009 / V0010 volume discount

The following volume discounts apply to orders for IP ports on the same floor distributor:

Quantity	Discount	Price per item
1 – 4	0%	59.00
5 – 9	10%	53.10
10 – 19	20%	47.20
20 – 39	35%	38.35
40 units or more	55%	26.55

Tab 6: IP MPLS port volume discounts

5. Internet Services

5.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
I0003	Virtual firewall standard Firewall for Internet access from a VLAN at Zurich Airport. The service includes the basic firewall function, 10Mbit/s Internet bandwidth and an outside public IP address for PAT (Port Address Translation).	Per firewall	180.00	70.00	110.00
I0005	Virtual firewall dedicated Firewall for Internet access from a VLAN at Zurich Airport. The service is based on a physical firewall cluster. It consists of one virtual instance of a firewall offering full functionality (e.g. individual inspect rules), 20 MBit/s and an outside public IP address.	Per firewall	325.00	70.00	225.00
I0017	5 MBit/s speed upgrade Incremental upgrade of Internet bandwidth for various firewall products.	Per 5 Mbit/s	-	-	30.00
I0020	Public IP address IP address on the Internet. Comprises one additional outside public IP address.	Per address	70.00	70.00	22.00
I0032	Remote access VPN OTP SSL Remote access directly to the customer network via SSL client. This includes an OTP one-time password solution with a token and the client software.	Per token	200.00	50.00	13.00
I0040	LAN to LAN VPN Based on the airport's IPsec device. Virtualisation similar to that of the IP MPLS network, and independently of other customers' routing tables.	Per VPN peer	650.00	75.00	37.00
I0100	Externally managed firewall Placement of customer's own firewall in secure Zurich Airport computer room. Includes 1 public IP address, 10 MBit/s Internet bandwidth and electricity.	Per firewall	450.00	450.00	240.00
I0110	Remotely managed firewall Airport firewall at an outside location with direct connection to a Zurich Airport IP MPLS VLAN (requires service I0040). Operation and management by FZAG, bandwidth at outside location not included.	Per firewall	325.00	325.00	71.00

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
I0201	Internet proxy 25 Dedicated Internet proxy with URL filter and virus scanner for 25 users, installed on the customer's MPLS VLAN. Operated and managed by FZAG.	Per 25 users	3,675.00	310.00	365.00
I0202	Internet proxy 50 Dedicated Internet proxy with URL filter and virus scanner for 50 users, installed on the customer's MPLS VLAN. Operated and managed by FZAG.	Per 50 users	3,795.00	310.00	455.00
I0203	Internet proxy 100 Dedicated Internet proxy with URL filter and virus scanner for 100 users, installed on the customer's MPLS VLAN. Operated and managed by FZAG.	Per 100 users	4,275.00	310.00	565.00
I0210	R-a-C Internet proxy Optional add-on for services in the R-a-C front-end group. Includes proxy functionality for a Rent-a-Client workstation.	Per proxy	20.00	-	13.00

Tab 7: Costs of Internet services

5.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below.

Service	Discount	Requirement
I0032 Remote access VPN OTP SSL	50%	From 2nd token onwards within the same order
I0032 Remote access VPN OTP SSL	75%	From 5th token onwards within the same order

Tab 8: Discounts on Internet services

6. IP wireless network services

6.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
W0010	WLAN indoor access flex* Access via wireless LAN to IP MPLS networks in offices as well at the public area. Charging according to a graduated price scale based on a monthly peak value.	1-1 user	Based on costs incurred	Based on costs incurred	39.00
		2-2 user			78.00
		3-5 user			100.00
		6-10 user			250.00
		11-25 user			450.00
		26-50 user			800.00
		51-100 user			1,250.00
		101-150 user			2,000.00
		151-200 user			2,750.00
	201-250 user	3,500.00			
	über 250 user	upon request			
W0011	WLAN access outdoors Access via Wireless LAN (802.11g/n) to IP MPLS network within the entire premises of the airport (indoors and outdoors).	Per MAC address	165.00	65.00	59.00
W0012	WLAN Outdoor Flex * Access via wireless LAN to IP/MPLS network in outdoor areas, rented office spaces and all the public areas. Billing based on a monthly peak value.	Per device Peak within a month	Based on costs incurred	Based on costs incurred	60.00

Tab 9: Costs of WLAN services

* = The pricing model is based on the peak load measured over a month. It will cost only relevant to effective use. Inactive devices do not cause costs.

6.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below.

Service		Discount	Requirement
W0011	WLAN access outdoors	80%	Customer manages the MAC address using MACman*, a FZAG system

Tab 10: Discounts on WLAN services

* = The FZAG system MACMan is provided to customers ordering a minimum of 25 WLAN accounts.

7. Rent-a-Client front-end

7.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
N0020	Workstation (CAD certified) R-a-C Workstation (CAD certified)with Microsoft Windows 7 and MS Office 2010 applications (both in German), incl. 24" LCD monitor.	Per item	260.00	100.00	260.00
N0021	Desktop R-a-C desktop with Microsoft Windows 7 and MS Office 2010 applications, includes 24" LCD monitor.	Per item	260.00	100.00	180.00
N0036	Notebook R-a-C notebook with Microsoft Windows 7 and MS Office 2010 applications includes docking station.	Per item	260.00	100.00	210.00
N0043	Printer black A4 R-a-C Black-and-white laser printer for small workgroups on existing network connection (HP Laserjet Family, format up to A4).	Per item	130.00	100.00	90.00
N0062	MFP Printer Color A4 R-a-C colour multifunction laser printer (includes copier, fax and scanner) on existing network connection (HP Laserjet Family, format A4, 2 paper trays).	Per item	260.00	150.00	140.00
N0068	FP printer colour A4/A3 3P R-a-C colour multifunction laser printer (includes copier, fax and scanner) on existing network connection (HP Laserjet Family, format up to A3, 3 paper trays).	Per item	260.00	150.00	250.00
N0077	Plotter colour A0 R-a-C 42" plotter (HP Designjet Family) on existing network connection.	Per item	130.00	100.00	230.00
N0301	Software packaging easy * Software packaging for a simple application (comprising files, registry entries, links).	Per software	1,310.00		
N0302	Software packaging medium * Software packaging for an application equipped with several installation options or requiring installation of services or additional drivers.	Per software	2,570.00		

N0303	Software packaging complex *	Per software	6,070.00
	Software packaging for a complex application equipped with a complicated installation procedure. Requires additional products or offers extensive options for adaptation during installation.		

Tab 11: Costs of client services

The minimum rental period for all R-a-C front-end services is 24 months.

* Licence costs not included

Options

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
N0012	Standard monitor R-a-C Additional 24" LCD screen for N0020, N0021, N0036 or N0037.	Per item	65.00	50.00	23.00

Tab 12: Costs of client add-on services

The minimum rental period for all R-a-C front-end add-on services is 24 months.

7.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below. The N services listed can be cumulated to qualify for a discount.

Service		Discount	Requirement
N0012	R-a-C standard monitor	50%	From third unit onwards, at the same location in the same order
N0020	R-a-C Desktop Professional	50%	As of the third unit, at the same location in the same order
N0021	R-a-C desktop Standard	50%	As of the third unit, at the same location in the same order
N0036	R-a-C notebook standard	50%	As of the third unit, at the same location in the same order
N0043	R-a-C printer Black A4	50%	As of the third unit, at the same location in the same order
N0062	MFP Printer Color A4	50%	As of the third unit, at the same location in the same order
N0068	R-a-C MFP Printer Colour A4/A3 3P	50%	As of the third unit, at the same location in the same order
N0077	R-a-C Plotter Colour A0	50%	As of the third unit, at the same location in the same order

Tab 13: Discounts on client services

8. Rent-a-Client platform

8.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
O0107	Server application small R-a-C virtual server as application platform or extension of the server platform. 2 CPU, 2 GB RAM, 50 GB disk (backed up) including network connection.	Per server	1,250.00	-	180.00
O0108	Server application medium R-a-C virtual server as application platform or extension of the server platform. 2 CPU, 4 GB RAM, 100 GB disk (backed up) including network connection.	Per server	1,250.00	-	200.00
O0109	Server application large R-a-C virtual server as application platform or extension of the server platform. 4 CPU, 8 GB RAM, 200 GB disk (backed up) including network connection.	Per server	1,250.00	-	250.00
O0110	Server application extra large R-a-C virtual server as application platform or extension of the server platform. 8 CPU, 16 GB RAM, 200 GB disk (backed up) including network connection.	Per server	1,250.00	-	350.00

Tab 14: Costs of server services

The minimum rental period is 36 months for physical servers and 24 months for virtual servers.

Add-on services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
O0019	Server RAM R-a-C 1GB additional RAM	Per 1 GB	100.00	-	2.00
O0020	Server disk space R-a-C additional disk space on server platform, including backup and restore.	Per 50 GB	125.00	-	12.50
O0200	Citrix services R-a-C licence for 10 users working concurrently on the Citrix platform (including security token I0032 for each user). Requires additional physical and virtual servers.	Per 10 users	5,200.00	-	2,100.00

Tab 15: Costs of server add-on services

9. Housing & co-location services

9.1. Services

Housing services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
H0102	¼ 19" cabinet with 10 HU Use of a locked quarter of a 19" rack in a partner room at Zurich Airport. Power usage is charged separately at a flat rate.	Per item	490.00	190.00	200.00
H0110	½ 19" cabinet with 20 HU Use of a locked half 19" rack in a partner room at Zurich Airport. Power usage is charged separately at a flat rate.	Per item	600.00	210.00	350.00
H0103	19" cabinet with 40 HU Use of a locked 19" rack in a partner room at Zurich Airport. Power usage is charged separately at a flat rate.	Per item	725.00	240.00	600.00

Tab 16: Costs of housing services

The housing services can only be used by customers who are connected via the airport IP network infrastructure (services V0002, V0008, V0009 and V0010).

Co-location services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
H0402	¼ 19" cabinet with 10 HU Use of a locked quarter of a 19" rack in a partner room at Zurich Airport. Power usage is charged separately at a flat rate.	Per item	490.00	190.00	350.00
H0403	½ 19" cabinet with 20 HU Use of a locked half 19" rack in a partner room at Zurich Airport. Power usage is charged separately at a flat rate.	Per item	600.00	210.00	550.00

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
H0404	19" cabinet with 40 HU Use of a locked 19" rack in a partner room at Zurich Airport. Power usage is charged separately at a flat rate.	Per item	725.00	240.00	980.00

Tab 17: Costs of co-location services

Power usage

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
H0810	UPS power This is an additional option for the supply of ordinary electricity from a UPS device of FZAG with a guaranteed supply of 2400 W. Only available in addition to normal power provision.	Per socket	160.00	100.00	45.00
H0832	Power flat-rate per ¼ 19" rack Flat rate per ¼ 19" rack for normal power provided via Zurich Airport power supply.	Per item	130.00	50.00	100.00
H0836	Power flat-rate per ½ 19" rack Flat rate per ½ 19" rack for normal power provided via Zurich Airport power supply.	Per item	130.00	50.00	180.00
H0837	Power flat-rate per 19" rack Flat rate per 19" rack for normal power provided via Zurich Airport power supply.	Per item	130.00	50.00	280.00

Tab 18: Costs of power usage services

10. Time recording

10.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
M1001	Time recording data per user The use of the time recording infrastructure is calculated based on the number of employees who record their work times on it.	Per user	Based on costs incurred	Based on costs incurred	2.95
M1002	Batch reader dedicated A dedicated capturing device which is operated for your company only and cannot be used by other companies.	Per reader	1,250.00	Based on costs incurred	98.00
M1003	Batch reader public A capturing device which, due on its location, is not only used by your company but also by other airport companies.	Per reader	400.00	Based on costs incurred	35.00

Tab 19: Costs of time recording services

Usage by a minimum of 30 employees is charged per company (company code).

11. Master time services

11.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
M0000	Cable connection for slave clock Laying of a signal cable between the closest floor distributor and the location of the slave clock.	Per connection	Based on costs incurred	Based on costs incurred	-
M0001	CET time signal Time information from the Zurich Airport master clock. Central European Time (CET). Automatic switch between summer and winter time. Time base from GPS satellite network.	Per clock	175.00	175.00	10.00
M0004	Slave clock Digi H, red (401A) Displays hours, minutes, seconds, dimensions 305x90x58mm. Time shown in red LEDs with a font size of 50mm.	Per clock	900.00	420.00	12.00
M0005	Slave clock Digi H, green (401A) Displays hours, minutes, seconds, dimensions 305x90x58mm. Time shown in green LEDs with a font size of 50mm.	Per clock	950.00	420.00	12.00
M0006	Slave clock Digi D, red (450A) Displays hours, minutes, day of the week, day, month, dimensions 550x90x58mm. Time shown in red LEDs with a font size of 50mm.	Per clock	1,210.00	420.00	12.00
M0007	Slave clock Digi D, green (450A) Displays hours, minutes, day of the week, day, month, dimensions 550x90x58mm. Time shown in green LEDs with a font size of 50mm.	Per clock	1,260.00	420.00	12.00
M0008	Slave clock Digi D, red qG (454A) Displays hours, minutes, day of the week, day, month, dimensions 300x300x58mm. Time shown in red LEDs with a font size of 50mm.	Per clock	1,355.00	420.00	12.00
M0009	Slave clock Digi D, green qG (454A) Displays hours, minutes, day of the week, day, month, dimensions 300x300x58mm. Time shown in green LEDs with a font size of 50mm.	Per clock	1,405.00	420.00	12.00

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
M0010	Slave clock Flex 30 Analogue clock with a 30 cm diameter and clock face ZB200.	Per clock	600.00	420.00	12.00
M0011	Slave clock Flex 40 Analogue clock with a 40 cm diameter and clock face ZB200.	Per clock	680.00	420.00	12.00
M0012	Slave clock Digi H, red (490A) Displays hours, minutes, seconds and analogue seconds, dimensions 300x300x58mm. Time shown in red LEDs with a font size of 50mm.	Per clock	1,200.00	420.00	12.00
M0013	Slave clock Digi H, green (490A) Displays hours, minutes, seconds and analogue seconds, dimensions 300x300x58mm. Time shown clearly in red LEDs with a font size of 50mm.	Per clock	1,275.00	420.00	12.00
M0014	Slave clock Digi H, yellow (452A) Displays hours, minutes, seconds and analogue seconds, dimensions 300x300x58mm. Time shown clearly in red LEDs with a font size of 50mm.	Per clock	1,275.00	420.00	12.00
M0101	UTC time signal Time information from the Zurich Airport master clock. Universal Time Coordinated. Time base from GPS satellite network.	Per clock	295.00	295.00	10.00

Tab 20: Costs of master time services

12. Multimedia services

12.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
K0001	Broadcast TV 46" Broadcast TV receiver 46" flat screen.	Per item	390.00	200.00	65.00
K0002	Broadcast TV 55" Broadcast TV receiver 55" flat screen.	Per item	390.00	200.00	85.00
K0003	Broadcast TV 40" Broadcast TV receiver 40" flat screen.	Per item	390.00	200.00	57.00
K0004	Broadcast TV 22" Broadcast TV receiver 22" flat screen.	Per item	390.00	200.00	29.00

Tab 21: Costs of multimedia services

13. Video View services

13.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
Q0001	Video View soft monitor Video display station with static predefined image connection. 1, 4 or 9 image layouts are available. Includes IP network connection and PC with standard monitor.	Per console	300.00	100.00	200.00
Q0002	Video View soft client Video display station for displaying camera feed from the video system. Find and save recordings, control PTZ cameras. Includes IP network connection and PC with standard monitor.	Per console	300.00	100.00	235.00
Q0003	Video View soft monitor medium Video display station with static predefined image connection. 1, 4 or 9 image layouts are available. Includes IP network connection and PC with 32" monitor.	Per console	300.00	100.00	215.00
Q0004	Video View soft monitor large Video display station with static predefined image connection. 1, 4 or 9 image layouts are available. Includes IP network connection and PC with 40" monitor.	Per console	300.00	100.00	285.00
	Video View stream Camera stream activated for video display station (Q0001 to Q0004).	Per camera/company	65.00	-	20.00
Q3001	Indoor camera dedicated * Indoor camera in non-public rental space on the premises of Zurich Airport, including network connection.	Per camera	890.00	-	85.00
Q3002	Outdoor camera dedicated * Outdoor camera in non-public rental space on the premises of Zurich Airport, including network connection.	Per camera	890.00	-	115.00
Q3101	24-hr recording Digital recording of a Q3001 or Q3002 service. Records the last 24 hours.	Per camera	100.00	-	19.00

Q3102	Recording 3d Digital recording of a Q3001 or Q3002 service. Records the last 3 days.	Per camera	100.00	-	22.00
Q3103	Recording 30d Digital recording of a Q3001 or Q3002 service. Records the last 30 days.	Per camera	100.00	-	29.00
Q3104	Recording 10d Digital recording of a Q3001 or Q3002 service. Records the last 10 days.	Per camera	100.00	-	26.00

Tab 22: Costs of video services

* = The minimum rental period for dedicated cameras is 24 months. Cabling for dedicated cameras is charged on the basis of actual costs incurred.

13.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below.

Service		Discount	Requirement
Q0101	Video View stream	50%	Activation of 10 – 49 streams on the same display station and within the same order
Q0101	Video View stream	75%	Activation of 50 or more streams on the same display station and within the same order

Tab 23: Discounts on video services

14. Digital trunked radio services

14.1. Services

Trunked radio

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
B0001	Trunked radio network access Implementation of basic functions (initial configuration of a terminal based on customer specifications)	Per group	135.00	-	-
B0002	Usage charges Monthly charges for use of the trunked radio infrastructure	Per device	-	-	108.00
B0003	Changes Modification of group function over radio interface	Per change	400.00	-	-
B0008	Hand-held service charge Service fee for hand-held radios, includes use of the repair service provided by the ZRH Service Centre	Per device	-	-	8.00
B0009	Programming of terminals Loading of terminal- and customer-specific data	Per device	160.00	-	-
B0013	BEGO desktop unit Lease without network access, including maintenance. The following additional services are required: B0002, B0009 and B0101	Per device	-	-	200.00
B0027	Booking in/out of original terminal Booking in/out of original terminal, if necessary for a repair.	Per event & device	135.00	-	-
B0037	Provision of replacement terminal Booking in and programming a temporary replacement terminal (clone) in place of a terminal that is already configured on the system.	Per device	200.00	-	-
B0046	Tower call Additional charge if B0001 basic configuration is implemented at the same time. Permission to communicate with the apron / tower (authorization required).	Per device	200.00	-	12.00

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
B0101	BEGO connection Two-wire copper line from LAG to BEGO anywhere on entire airport premises.	Per device	200.00	75.00	50.00
B0201	Installation of terminals in motor vehicles Charged on the basis of costs actually incurred	Per installation	Based on costs incurred	Based on costs incurred	-
B0212	Clearance of equipment Clearance of installed equipment without certificate, required for activation on trunked radio network.	Per device	200.00	-	-
B5042	TPH700 hand-held radio Includes battery and aerial. Requires services B0002 and B0008.	Per item	1,670.00	-	-
B1003	RAMP@ZRH hand-held radio Rental for hand-held radio with desktop charging unit, including network access and maintenance contract	Per item	180.00	-	108.00

Tab 24: Costs of trunked radio services

Accessories

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
B0907	Replacement battery	Per item	95.00	-	-
B0908	UL replacement antenna	Per item	25.00	-	-
B0909	Accessory connector cover	Per item	5.00	-	-
B0910	Battery compartment cover	Per item	30.00	-	-
B0912	Single unit charger	Per item	205.00	-	-
B0913	6-unit charger	Per item	1,135.00	-	-
B0914	Leather case, no belt loop	Per item	60.00	-	-
B0915	Leather belt loop with press studs and retainer	Per item	25.00	-	-
B0916	Hand-held microphone with speaker and 3.5mm socket	Per item	105.00	-	-

Service no.	Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
B0854	Car cradle	Per item	400.00	-	-
B0917	Loudspeaker-microphone	Per item	375.00	-	-
B0918	Car cradle with loudspeaker-microphone	Per item	600.00	-	-

Tab 25: Costs of accessory services

14.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below.

Service	Discount	Requirement
B0009 Programming of terminals	50%	For three units or more in the same order
B0027 Booking in/out of original terminal	50%	For three units or more in the same order
B1003 RAMP@ZRH hand-held radio	50%	For three units or more in the same order

Tab 26: Discounts on trunked radio services

14.3. Volume discounts

14.3.1. B0002 volume discount

On usage charges (B0002) configured for the same organisation, the following discounts apply to the respective quantities:

Quantity	Discount	Price per item
1 – 80	0%	108.00
81 – 120	10%	97.20
121 – 180	15%	91.80
181 – 240	18%	88.55
241 units or more	20% (with special contract)	86.40

Tab 27: Discounts on trunked radio usage costs

15. Airport radio system services

15.1. Services

CUT

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
A0001	Usage charges for CUT Use of the CUT aircraft radio service. The frequency is shared with other subscribers.	Per frequency	650.00	250.00	280.00
A0002	CUT remote control unit Remote control device for the use of the CUT aircraft radio service including line rental and connection. Standard model with built-in loudspeaker and gooseneck microphone.	Per item	195.00	75.00	80.00
A0005	Usage charges for CUT aircraft radio service, exclusive frequency Use of the CUT radio system on an exclusively allocated frequency for sole use. The service is charged for each remote control device connected.	Per frequency	4,550.00	250.00	400.00

Tab 28: Costs of CUT services

MoZart

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
A0101	MoZart user licence Use of the aircraft radio monitoring service over the airport data network on a separate VPN on a separate workstation.	Per user login	165.00	65.00	100.00
A0202	MoZart radio monitoring device Use of the aircraft radio monitoring service using a preconfigured monitoring device, including IP connection and user licence.	Per item	260.00	100.00	175.00

Tab 29: Costs of MoZart services

16. FIDS and AIMS AODB services

16.1. Services

FIDS (Flight Information Display System)

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
F0001	FIDS public standard landscape/portrait Standard 40" display (16:9), fixed display, includes PC and LAN connection on the airport premises. Also requires data feed F0101	Per item	850.00	650.00	360.00
F0002	FIDS public large landscape/portrait Standard 46" display (16:9), fixed display, includes PC and LAN connection on the airport premises. Also requires data feed F0101	Per item	850.00	650.00	380.00
F0041	FIDS staff monitor standard office Standard 19" office screen (4:3) with selectable display using 10-key keypad, includes PC and LAN connection on the airport premises. Also requires data feed F0101	Per item	410.00	150.00	90.00
F0042	FIDS staff dual monitor standard office Two standard 19" office screens (4:3) with selectable display using 10-key keypad, includes PC and LAN connection on the airport premises. Also requires data feed F0101.	Per item	475.00	185.00	110.00
F2001	Installation work Installation of FIDS displays, includes cable routing for power supply and network connection	Per item	Based on costs incurred	Based on costs incurred	-
F2002	Front glass for F0001 with lettering Front glass for standard monitor (16:9) with lettering.	Per item	Based on costs incurred	Based on costs incurred	-

Tab 30: Costs of FIDS services

AIMS AODB (Airport Operational Data Base)

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
F0101	AIMS data feed Usage costs for the retrieval of data from the AIMS AODB system, required for every FIDS monitor.	Per monitor	-	-	200.00
F0102	AIMS pages Specially prepared page on the AIMS AODB system for display on FIDS monitors.	Per page	Based on costs incurred	-	50.00
F0103	AIMS data link Connection between the AIMS AODB system and a partner system for the transmission of planning and historical data and dynamic data retrieval for the current day.	Per data link	Based on costs incurred	Based on costs incurred	1,000.00
F0106	AIMS HCI client Graphical user interface for entering data.	Per client	-	-	400.00
F0120	ESB data link Connection between the ESB system (Enterprise Service Bus) and a partner system for data transmission or dynamic data retrieval.	Per data link	Based on costs incurred	Based on costs incurred	1,000.00
F4000	Logo on AIMS display Activation of a new logo, in accordance with the provisions in the Terminal Regulation.	Per item	500.00	-	-

Tab 31: Costs of AIMS services

AIMS movement fees

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
F0105M	Movement master flight fee	Per movement	-	-	7.50
F0105S	Movement slave flight fee	Per movement	-	-	2.50

Tab 32: AIMS movement fees

Movement fees are billed directly to the handling agents.

16.2. Discounts

Discounts on one-off services (installation and relocation) are granted as per the table below.

Service	Discount	Requirement
F4000 Logo on AIMS display	100%	Initial activation of the company logo

Tab 33: Discounts on FIDS and AIMS services

16.3. Volume discounts

16.3.1. Volume discount on F0101

The following volume discounts apply to the AIMS data feed (F0101), within the same partner company, for the respective quantities:

Quantity	Discount	Price per item
1 – 9	0%	200.00
10 – 20	10%	180.00
21 – 35	20%	160.00
36 – 50	25%	150.00
51 – 100	30%	140.00
101 units or more	35%	130.00

Tab 34: Volume discounts for AIMS data feed

16.3.2. Volume discount on F0106

When ordering AIMS HCI clients (F0106) configured for the same organisation, the following discounts apply to the respective quantities:

Quantity	Discount	Price per item
1 – 5	0%	400.00
6 – 10	20%	320.00
11 – 15	30%	280.00
16 – 25	40%	240.00
26 – 35	50%	200.00
36 units or more	60%	160.00

Tab 35: Volume discounts on AIMS HCI clients

16.3.3. Volume discounts for F0105M

The following volume discounts apply to master flight (F0105M) movement fees per airline:

Quantity	Discount	Price per item
0 – 1,500	0%	7.50
1,501 – 3,000	10%	6.75
3,001 – 4,500	20%	6.00
4,501 – 6,000	30%	5.25
6,001 – 7,500	40%	4.50
7,501 – 9,000	50%	3.75
9,001 – 10,500	55%	3.38
10,501 or more	60%	3.00

Tab 36: Volume discounts on AIMS master flight movement fees

16.3.4. Volume discounts for F0105S

The following volume discounts apply to master flight (F0105S) movement fees per airline:

Quantity	Discount	Price per item
0 – 1,500	0%	2.50
1,501 – 3,000	10%	2.25
3,001 – 4,500	20%	2.00
4,501 – 6,000	30%	1.75
6,001 – 7,500	40%	1.50
7,501 – 9,000	50%	1.25
9,001 – 10,500	55%	1.13
10,501 or more	60%	1.00

Tab 37: Volume discounts on AIMS slave flight movement fees

17. CUTE check-in infrastructure services

17.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
C0001	CUTE costs for local PAX Use of the CUTE (Common Use Terminal Equipment) infrastructure. The costs are based on the total number of departing local passengers (local PAX)	Per local PAX	-	-	0.45
C0002	CUTE costs for transfer PAX Use of the CUTE (Common Use Terminal Equipment) infrastructure. The costs are based on the total number of departing transfer passengers (transfer PAX)	Per transfer PAX	-	-	0.25

Tab 38: Costs of CUTE services

18. Reconciliation and Tracking System (BRTS) services

18.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
E0001	Baggage reconciliation Service on a central server infrastructure that handles the reconciliation process for each departing passenger (local PAX plus transfer PAX).	Per PAX	-	-	0.07

Tab 39: Costs of BRTS services

19. Cabling

19.1. Services

Service no.	Service Service description	Accounting unit	Installation costs	Relocation costs	Costs per month
U0005	Optical fibre single-mode * Single fibre optic line from a carrier's site feed to a floor distributor at Zurich Airport.	Per 100 m min. 1,000 m	995.00	600.00	15.00
U0007	Optical fibre single-mode duplex * Fibre optic pair from a carrier's site feed to a floor distributor at Zurich Airport.	Per 100 m min. 1,000 m	1,210.00	650.00	30.00

Tab 40: Costs of cabling services

* The minimum rental period is 12 months. Availability is limited and will be determined on request.

Telephone cable connections from a main telephone distribution frame at the airport (UP900, UP990, UP1000) will no longer be available for the entire site as of 1 January 2016. As part of developments in technology, two-wire and four-wire copper connections will no longer be used to transmit voice messages and data on the airport site. The now obsolete cable infrastructure will be gradually dismantled and can no longer be offered as a service.

20. Hourly rates for management services

20.1. Services

Hourly rates

Service no.	Service Service description	Accounting unit	Costs
R0002	System engineer Engineering and design of complex systems (UNIX, Cisco, Microsoft, communication, aviation systems)	Per hour	210.00
R0003	Project manager/solution architect Management of special projects (ensuring data transfer, building infrastructure, coordination, etc.)	Per hour	210.00
R0005	System technician Commissioning, servicing and maintenance of systems/equipment	Per hour	150.00
R0998	Express intervention Express surcharge for technician call-out outside the agreed SLA times	Per call-out	500.00
R0999	Express surcharge Express surcharge for order completion within 3 working days	Per service	500.00

Tab 41: Hourly rates

The hourly rates for administration tasks apply to services rendered by staff of Flughafen Zürich AG. The smallest accounting unit is one hour.

Surcharges

Service no.	Service Service description	Accounting unit	Costs per month
R0021	Surcharge for night work Working days 10 p.m. to 6 a.m.	Per call-out	50%
R0022	Surcharge for Saturday work Midnight to midnight	Per call-out	50%
R0023	Surcharge for Sunday work Midnight to midnight	Per call-out	100%
R0024	Surcharge for work on public holidays Public holidays from midnight to midnight	Per call-out	100%
R0030	External specialist Specialist from external partner company, as per external rate plus 10% order administration surcharge	Per order	15%

Tab 42: Hourly rate for services

Appendix

A.1. Contact addresses

Administration and advice	ICT Shared Services	Competent and free advice on all ZRH Services and administrative matters	043 816 75 00 (int. 6 75 00) ictadmin@zurich-airport.com
Support	Customer Service Desk	Fault reports	043 816 73 00 (int. 6 73 00) csd@zurich-airport.com

A.2. Queries and orders

Information about the services and other details can be requested from ICT Administration by telephone or in writing (e-mail, fax).

All customer orders must be placed in writing. As a rule, if the order situation is unclear, ICT Administration issues an offer which is automatically converted into an order on receipt of the customer order or offer acceptance.

Forms for ordering the most common standard services (telephony and IP MPLS network) are available from ICT Administration.

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Sources:

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