

FEE REGULATIONS

VIE Landline Telephony

Last updated: January 2026

1. Fee Regulations for VIE Landline Telephony

These fee regulations are valid as of 5 November 2018.

All fees are indicated in euros and exclusive of value-added tax. All VIE Landline Telephony services are provided to customers that qualify as entrepreneurs within the meaning of section 1 Consumer Protection Act (KSchG) and do business on the Vienna Airport premises or the premises of Vöslau Airfield on the basis of the specifications for VIE Landline Telephony and the General Terms and Conditions for Information and Communication Services of Flughafen Wien AG (**ICT GTCs**).

Monthly fees are charged in arrears. They become payable on the due date indicated in the invoice.

The agreed prices are subject to annual indexation on the basis of the consumer price index 2020 or any index replacing it.

1.1. MONTHLY FEES - TELEPHONE BASE FEES

The monthly fees do not include any call charges or data volumes; these are charged separately based on the applicable rate schedule.

Digital/TDM	Monthly excl. of VAT
VIE Landline Telephony Extension	€ 23.76
VIE Landline Telephony Standard	€ 42.40
VIE Landline Telephony Pro	€ 44.86
VIE Landline Telephony Executive	€ 48.55
VIE Landline Analogue (fax and cordless phone)	€ 23.76

Service Level Agreement	Monthly excl. of VAT
FWAG SLA in acc. with the specifications	included without additional cost

1.2. ONE-TIME FEES

A one-time fee is charged for setting up a connection and installing VIE Landline Telephony services:

Set-up fee*	One-time, excl. of VAT
VIE Landline Telephony set-up fee for an extension	€ 211.74

* If additional work is required beyond the scope of standard set-up, the customer will be charged such work in accordance with the agreed costs.

If, in the event of relocation to other premises on the Vienna Airport premises, the customer wishes to retain the connection, the following fee will be charged:

Relocation fee	one-time, excl. of VAT
VIE Landline Telephony Relocation Fee	€ 211.74

A one-time fee is charged in accordance with the table below for any subsequent upgrade or downgrade to a different package (e.g. VIE Landline Telephony Standard to VIE Landline Telephony Pro) using the same underlying technology (digital) of the VIE Landline Telephony services (after expiration of the minimum contract period) or telephone number porting (if possible according to the SPECs). There is no possibility to switch from one technology to another (e.g. VIE Landline Telephony Analogue to VIE Landline Telephony Standard); therefore, any such switch needs to be ordered separately.

Conversion fee	one-time, excl. of VAT
Subsequent downgrade	included without additional cost
Subsequent upgrade	included without additional cost
Change of authorisation class	included without additional cost

1.3. ADDITIONAL TELEPHONE SERVICES - OPTIONAL, FEE-BASED ADD-ONS

Additional features	Monthly excl. of VAT	One-time set-up excl. of VAT	Relocation one-time excl. of VAT
Call pick-up per extension	€ 4.76	at cost*	at cost*
Manager-Assistant feature	€ 46.37	at cost*	at cost*
Interactive Voice Response (IVR)	€ 9.85	€ 282.36**	€ 282.36
IVR Monthly Report	€ 58.55	at cost*	at cost*
Series connection per extension	€ 2.96	at cost*	at cost*

Voicemail per extension	€ 11.75	€ 211.74	€ 211.74
XPHONE Std.® CTI Software	€ 13.66	€ 211.74	€ 211.74
Keymodul Standard	€ 9.21	€ 0.00	€ 0.00
Keymodul Pro	€ 10.59	€ 0.00	€ 0.00
Keymodul Executive	€ 11.65	€ 0.00	€ 0.00

* The technical and operational feasibility of the respective optional fee-based add-ons at the customer site will be verified by FWAG technicians and the customer will be charged at cost in accordance with the individual cost agreement.

** A minimum fee of the aforementioned price will be charged for planning and setting up IVR services. Depending on the scope of the requirements, the actual time and effort required may vary and will be charged on a case-by-case basis.

1.4. CALL FEES

FWAG has two rate schedules for calls using VIEA Landline Telephony: (i) Rate Schedule VIE Business Customer and (ii) Rate Schedule VIE VIP Customer. The rate schedule "VIE VIP Customer" is enclosed with these FRs as Annex 2 and the rate schedule "VIE Business Customer" is enclosed with these FRs as Annex 1. Customers are classified either as business customers or as VIP customers, and thus applicability of the above-mentioned rate schedules is determined on the basis of the monthly revenue generated in a monitoring period of three consecutive months. The relevant monthly revenue consists of:

- ▶ telephone base fees,
- ▶ monthly fees for additional telephone services, and
- ▶ call fees.

Rate schedule Business Customer	Rate schedule VIP Customer
Monthly revenue below € 1,100,000 excl. of VAT in three consecutive months.	Monthly revenue of no less than € 1,100,000 excl. of VAT in three consecutive months.

When revenues are below or above the indicated threshold levels for a period of three consecutive months, the appropriate rate schedule become applicable starting in the month immediately following the monitoring period.

Generally, customers are assigned the rate schedule VIE Business Customer by default. The following conditions apply for the relevant rate schedules:

- ▶ Telephone calls within the airport network and to the sites
- ▶ Business hours (BHs) are distinguished from non-business hours (NBHs):
 Business hours (BHs): during the day (Monday – Friday 8:00-18:00 hours)
 Non-business hours (NBHs): in the evening (Monday – Friday 18:00-8:00 hours), weekends (Saturday and Sunday 00:00 to 24:00 hours) and public holidays (00:00 to 24:00 hours).

- ▶ Call fees are calculated from the time the call is accepted by the party being called until the time at which the connection is terminated by either of the parties. For calls in networks that do not support back release, the call needs to be terminated by the caller.
- ▶ A customer can choose the destination region for calls made from each individual extension (authorisation class). Where needed, two authorisation classes can be assigned, and the customer can switch between the classes on the telephone set itself. FWAG is happy to implement relates changes free of charge at any time. The following authorisation classes are available:

Authorisation class	Description
Class 1	Outward-restricted: outgoing calls VIE Network only
Class 2	Länder zone: Vienna, Lower Austria, Burgenland
Class 3	Austria
Class 4	Europe
Class 5	Worldwide

2. Legal notice

Flughafen Wien Aktiengesellschaft

Registered office: Schwechat

Company Register court: Korneuburg District Court

Land Register no.: 42984m

VAT REG No.: AT U15447005

3. Annexes

Annex 1: Rate Schedule VIE Business Customer

Annex 2: Rate Schedule VIE VIP Customer