

FEE REGULATIONS

VIE VPN MOBILE

Last updated: January 2026

1. FEE REGULATIONS for VIE VPN MOBILE

These fee regulations are valid from 01.07.2021.

All fees are in Euros and are exclusive of VAT. All VIE VPN Mobile services are provided to customers who are traders within the meaning of § 1 of the Austrian Consumer Protection Act and are active on the grounds of Vienna Airport or Bad Vöslau Airfield, on the basis of the Service Specification for VIE VPN Mobile and the General Terms and Conditions for Information and Communication Services of Flughafen Wien AG (**GTC-ICT**).

The monthly fees are charged retrospectively. The due date depends on the due date specified in the invoice. The agreed prices are subject to an annual index adjustment on the basis of the Consumer Price Index 2020 or an index subsequently replacing it.

1.1. ONE-TIME FEES

A One-Time fees of EUR 45.80 for standard installation measures will be charged for establishing the connection and setting up VIE VPN Mobile services.

1.2. OTHER ONE-TIME FEES

Service	Non-recurring excl. VAT
Lock SIM card	€ 25.00*
Number porting	€ 8.33

* No charge if a theft report is submitted.

Fees for tariff changes, deactivation of various services and adjustments according to Service Specification VIE VPN Mobile point 4.4 "FWAG services" will be charged according to actual costs.

1.3. MONTHLY FIXED FEES - BASIC TARIFF

The monthly fixed fees only include the included call units or data volumes specifically identified for the respective service in the Service Specification for VIE VPN Mobile. Call fees or data volumes exceeding the included units are invoiced separately according to

the applicable tariff model (see point 1.4.)

VPN-Enterprise Bundles	Monthly excl. VAT
VPN Enterprise Europe Small*	€ 31.00
VPN Enterprise Europe Medium*	€ 41.00
VPN Enterprise Europe Premium*	€ 78.10
VPN Enterprise Internet 5 GB**	€ 9.30
VPN Enterprise Internet 10 GB**	€ 14.30
VPN Enterprise Internet 25 GB**	€ 26.70

*The included minutes, SMS and MMS apply to active call minutes, SMS and MMS nationally, active call minutes, SMS and MMS to other European countries as well as active and passive roaming call minutes, SMS and MMS within Europe. Once the included free units have been used up, active call minutes, SMS and MMS nationally, active call minutes, SMS and MMS to European countries and active roaming within Europe will be charged as indicated below under 1.5. For voice communications in Austria in the Austrian A1 network as well as passive roaming call minutes in Europe, €0.00 will be charged once the included free units have been used up. Connections in your own network and to voicemail are exclusively free of charge in Austria and are not deducted from free units.

**In accordance with the EU Regulation, you can also use your domestic data volume in the EU to a certain extent. With the VPN Enterprise Internet benefit, you also enjoy the full EU data volume of the package regardless of the consumption of your domestic data volume. The amount of data included, which you can also use in the EU, will be adjusted accordingly in accordance with the EU Roaming Regulation with a reduction of the EU price limits. The billing of consumed units is based on the accurate number of bytes.

On Top data volumes for VPN Enterprise Bundles	Monthly excl. VAT
VPN Enterprise on Top 1 GB	€ 5.00
VPN Enterprise on Top 3 GB	€ 10.00

The included data volume applies in Austria and within the EU (according to the EU Roaming Regulation). The speed depends on your selected VPN Enterprise Bundle.

VPN Enterprise Bundle roaming options	Monthly excl. VAT
VPN-A1 United Business Area 150 MIN*	€ 54.70
VPN-A1 United Business Area 300 MIN*	€ 104.50
VPN-A1 United Business Area 150 MB	€ 54.70
VPN-A1 United Business Area 300 MB	€ 104.50
VPN-A1 United World Area 150 MIN**	€ 117.00
VPN-A1 United World Area 300 MIN**	€ 216.50
VPN-A1 United World Area 150 MB	€ 117.00
VPN-A1 United World Area 300 MB	€ 216.50

*The free units of the VPN-A1 United Business Area packages apply to active and passive telephony per billing period. Once the included free units have been used up, passive call minutes will not be charged, active call minutes will be charged at € 1.75. You can register one package per SIM card.

**The free units of the VPN-A1 United World Area packages apply to active and passive telephony per billing period. Once the included free units have been used up, passive call minutes will not be charged, active call minutes will be charged at € 2.99. You can register one package per SIM card.

1.4. EXCEEDING THE INCLUDED UNITS

Depending on the selected service, different units are included per accounting period. The data volume used shall be charged in units and rounded up to the nearest whole unit at the end of each accounting period.

If the units included in the **VPN Enterprise Bundles and roaming options** are exceeded, the monthly variable fees according to point 1.5 will apply for calls, messages and data use:

- ▶ from the A1 network and within Austria;
- ▶ from EU Member States to Austria and within the EU;
- ▶ from the A1 network abroad (EU and third countries).

The A1 Mobile Worldwide tariff according to point 1.7. applies to calls or messages and data use:

- ▶ from EU Member States outside Austria to third countries;
- ▶ from third countries.

The zoning is listed under point 1.8.

1.5. MONTHLY VARIABLE FEES – AUSTRIA TARIFF

1.5.1 Connections from the A1 network to Austrian networks and connections from EU Member States outside Austria

The following fees apply when using the services in Austria and for connections from EU Member States outside Austria within the meaning of the EU Roaming Regulation in accordance with point 1.6:

VIE VPN Mobile customer (from the A1 network)	Price per minute/SMS/64 KB* excl. VAT
calls to A1, A1 voicemail	€ 0.00
calls to landline	€ 0.25
calls to other mobile networks/connections	€ 0.25
send SMS	€ 0.25
send MMS to A1 and email addresses	€ 0.42
send MMS to other mobile connections	€ 0.42
send/receive data (for the first 10 MB)**	€ 0.25
send/receive data (from the eleventh MB)**	€ 0.25
calls to emergency numbers (112, 122, 128, 133, 141, 142, 144)	€ 0.00
calls to dial-up accesses (0718) and location-independent landline numbers (0720)	€ 0.25
calls to numbers for convergent services (0780)	€ 0.25
calls to private networks (05)	€ 0.25
calls to Inmarsat-A (0087x1, 0087x8), Inmarsat-Aero (0087x5), Iridium (008816, 008817), Globalstar (008818,008819) OnAir (0088298), MCP (0088232), Aeromobile (0088299), JasperWireless (0088235)	€ 4.50
calls to Inmarsat-B or Inmarsat M (0087x3, 0087077 or 0087x6)	€ 4.50
calls to Inmarsat Mini-M (0087x76) or Thuraya (0088216)	€ 4.50

* Cycle rate: 60/60 or started 64 kB.

** Data connection costs only apply to contracts without data tariffs / options with included units.

The fee rate "to other mobile connections" applies in principle to connections to Austrian mobile connections; exception: In the case of an upstream network announcement, the fee rate applies to those destination connections which are specified in the network announcement, even if the network announcement is suppressed. For connections from the A1 network from Austria to foreign networks (including EU Member States), EU Regulation 531/2012 (see point 1.6.) does not apply.

1.5.2 Connections from the A1 network to foreign networks

The following fees apply to connections from the A1 network to foreign networks:

VIE VPN Mobile customer	Price per minute/SMS * excl. VAT
calls from Austria abroad (worldwide)	€ 0.675
send SMS from Austria abroad (worldwide)	€ 0.25
MMS	€ 0.50

* Cycle rate: 60/60.

1.6. EU ROAMING

In EU countries, the domestic tariff has been in force since 15.06.2017 in the scope of application of the EU Roaming Regulation 531/2012 - "Roam like at Home". If the respective tariff contains included free units in Austria, these are also used for roaming in EU countries. Free units or connection fees that can only be used for connections to the A1 network or its legal successor do not apply within the EU.

Validity: The customer shall enjoy the above-mentioned tariff classification as long as the regulation exists or is valid in Austria. Please note: After 30.06.2022 or in the event that the regulation is repealed prematurely, the conditions of the A1 Mobile Global tariff automatically apply to the customer in all countries:

- ▶ Outgoing connections per minute: EUR 5.00;
- ▶ Incoming connections per minute: EUR 2.50;
- ▶ Outgoing SMS: EUR 0.90 per SMS; incoming SMS are free of charge;
- ▶ Price per MMS: EUR 2.00;
- ▶ Price per 100 kB data unit: EUR 2.00;
- ▶ Cycle rate: 60/60 or 100 kB.

Exception: The temporal scope of the EU Regulation is extended.

1.7. MONTHLY VARIABLE FEES - A1 MOBILE WORLDWIDE TARIFF

Pricing Table A1 Mobile Worldwide Tariff

Zone	Active per minute		Passive per minute	SMS transmission per SMS	Data per 100 kB	per MMS
	Nationally and to Austria	In the zone and from zone to zone			Up & Download	Sending & Receiving
Zone 1	€ 0.19	<i>Price of respective higher zone</i>	€ 0.0108	€ 0.06	€ 0.0195	€ 0.2
Zone 2	€ 1.658		€ 0.825	€ 0.333	€ 1.241	€ 0.825
Zone 3	€ 3.325		€ 1.658	€ 0.375	€ 1.658	€ 0.825
Zone 4	€ 4.158		€ 2.075	€ 0.416	€ 1.658	€ 0.825

Prices excl. VAT

- ▶ Cycle rate Zone 1: Voice: active 30/1, passive 1/1; Data per kB
- ▶ Cycle rate Zone 2-4: Voice: 60/60 (active & passive); Data per 100 kB
- ▶ Cycle rate from zone to zone: Voice 60/60 (active and passive)

1.8. A1 MOBILE WORLDWIDE TARIFF - FOREIGN ZONES

Zone 1 (EU): Aland Islands, Belgium, Bulgaria, Denmark, Germany, Estonia, Finland, France, French Guyana, Gibraltar, Greece, Great Britain, Guadeloupe, Ireland, Iceland, Italy, Croatia, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte (Réunion)*, Netherlands, Norway, Poland, Portugal, Réunion, Romania, Sweden, Slovak Republic, Slovenia, Spain, St. Barthelemy, St. Martin, Czech Republic, Hungary, Cyprus.

Zone 1 (non-EU): Faroe Islands, Guernsey UK, Isle of Man UK*, Jersey, San Marino*.

Zone 2: Albania, Andorra, Bosnia & Herzegovina, Greenland*, Canada, Kosovo, Macedonia, Moldova, Montenegro, Switzerland, Serbia, Turkey, Ukraine, USA, Belarus.

Zone 3: Egypt, Australia, China, Dominican Republic, Hong Kong, India, Morocco, Singapore, South Africa, South Korea, Taiwan, Thailand, Tunisia, United Arab Emirates.

Zone 4: Afghanistan, Algeria, Angola*, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba*, Azerbaijan, Ethiopia*, Bahamas, Bahrain, Bangladesh*, Barbados, Belize*, Bermuda, Bhutan, Bolivia, Bonaire, Brazil, British Virgin Islands*, Brunei Darussalam, Burkina Faso, Burundi*, Cayman Islands, Chile*, Costa Rica, Curacao, Dominica, Djibouti, Ecuador, El Salvador, Ivory Coast*, Fiji, Gabon*, Gambia*, Georgia, Ghana*, Grenada, Guam, Guatemala, Guyana*, Haiti, Honduras*, Indonesia, Iraq, Iran, Israel, Jamaica, Japan, Yemen*, Jordan, Cambodia, Cape Verde, Kazakhstan, Qatar, Kenya, Kyrgyzstan, Colombia, Dem. Rep. of the Congo, Cuba, Kuwait, Laos, Lebanon, Liberia*, Libya*, Macao, Madagascar*, Malawi*, Malaysia, Maldives, Mauritius, Mexico, Mongolia, Montserrat, Mozambique*, Namibia, Nepal*, New Zealand, Nicaragua, Niger*, Nigeria, Oman, Pakistan, Palestine*, Panama, Papua New Guinea, Paraguay*, Peru, Philippines, Puerto Rico, Rwanda*, Russia, Samoa, Saudi Arabia, Senegal*, Seychelles, Sierra Leone*, Sri Lanka, St. Kitts & Nevis*, St. Lucia, St. Maarten, St. Vincent & Grenadines, Sudan, Suriname*, Swaziland, Syria, Tajikistan, Tanzania, Tonga*, Trinidad & Tobago*, Chad, Turkmenistan, Turks & Caicos, Uganda*, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Zambia*. Aircraft*, Satellite*, Ships & Ferries*, all countries not listed*.

*GPRS/UMTS/LTE data roaming and MMS sending/receiving is not possible in these countries.

1.9. VIOLATION OF THE FAIR USE POLICY

If the Fair Use Policy is not observed (see Service Specification for VIE VPN Mobile point 2.2. "A1 Roaming Fair Use Policy"), FWAG shall be entitled to charge the following surcharges:

Service	Maximum fee in accordance with Regulation 531/2012 excl. VAT	Surcharge
Active calls (per minute)	€ 0.19	€ 0.0384
Passive calls (per minute)	€ 0.0108	€ 0.0109
Sent SMS	€ 0.06	€ 0.0120
Data roaming (per GB)*	€ 200	€ 7.2000

* The maximum data roaming surcharges will automatically decrease by 2022 as follows: From 01.01.2019: € 5.40; From 01.01.2020: € 4.20; From 01.01.2021: € 3.60; From 01.01.2022: € 3.00.

1.10. TARIFF CLASSIFICATION AND CYCLE RATE

Tariff period: The billing of connection fees begins as soon as the connection is established and ends when the connection is disconnected again.

Billing: The billing depends either on the duration of the connection (calls) or on the amount of data transferred (data services) or on a combination of both.

Call connections: Call connections are calculated in certain time periods (cycles). The duration of the cycles is given in the form of two numbers separated by a slash, e.g. 60/60:

- ▶ the first number indicates the duration of the first cycle: it begins as soon as the connection is established; the second number indicates the duration of all subsequent cycles;
- ▶ the respective cycle rates can be found in the price tables in this document;
- ▶ Connections to satellite connections are always calculated with the cycle rate 10/10;
- ▶ Connections to value-added services (0900, 0930, 0939) are always calculated with the cycle rate 30/30.

At the beginning of the respective cycle, the fee is incurred for the entire cycle duration, irrespective of whether the connection lasts the entire cycle.

Data connections: Data connections are calculated according to defined data units (e.g. 64 kB). The respective units can be found in the price tables in this document.

SMS/MMS messages: For SMS and MMS, we charge a fee per sent and received SMS of up to 160 characters or MMS – we also charge the amount of data transmitted for MMS.

2. Imprint

Flughafen Wien Aktiengesellschaft

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