

## NOTICE FOR NEW USERS

This is the first time that EUROCONTROL (Central Route Charges Office) is invoicing you for air navigation services. Please kindly note that the enclosed set of billing documents **may include several invoices**, respectively for en-route air navigation services provided in the airspace of the EUROCONTROL Member States (40 States participating in the common route charges system as of April 2017), for terminal navigation services (EUROCONTROL bills terminal charges on behalf of 17 Member States), for communication charges (EUROCONTROL bills communication charges on behalf of Ireland-Shanwick) or for air navigation services (EUROCONTROL bills air navigation charges on behalf of Morocco, Egypt, Belarus and Uzbekistan).

For each of these charges you will find enclosed the EUROCONTROL bill, possibly one or more VAT annexes, the detailed list of the flights that you operated and for which you received air navigation services as well as a statement of account; we invite you to make the related payment to the EUROCONTROL bank account as shown on the invoice.

This notice can be downloaded in electronic form from the EUROCONTROL Website <http://www.eurocontrol.int/crco>. It contains links to the following documents that could assist you:

- Our **Customer Guide to Charges** will offer you a good presentation of the charges invoiced by EUROCONTROL:  
<http://www.eurocontrol.int/node/4622>
- The **Information Circulars** will provide you with detailed information on each of the charges billed by EUROCONTROL (charge formula, tariffs, conditions of payment):  
<http://www.eurocontrol.int/articles/information-circulars>
- We strongly recommend you to use our secured , free of charge, website CEFA. Via CEFA you can download your billing documents, consult your account's latest status, submit and monitor your claims, and submit modifications of your fleet data. All details on the CEFA extranet can be found on the EUROCONTROL Website:  
<http://www.eurocontrol.int/services/central-route-charges-office-extranet-airspace-users-cefa>

**Fraud warning:** EUROCONTROL draws your attention to fraudulent practices whereby individuals communicate bank account numbers by e-mail. EUROCONTROL never communicates bank account numbers by e-mail. In all circumstances payments for charges must be made to the bank account numbers mentioned on the EUROCONTROL bills. Treat any e-mail with suspicion, especially if you are asked for financial information about your account or if a new bank account is communicated to you! **EUROCONTROL has no plan to open new bank accounts in the foreseeable future. Any announced change of bank account must be ignored.** In case of doubt, immediately ring our phone number: **+32 2 729 38 38**.

If you need any information or assistance on our invoices please contact the Central Route Charges Office (CRCO) of EUROCONTROL:

Email: [r3.crco@eurocontrol.int](mailto:r3.crco@eurocontrol.int)  
Phone: +32 2 729 3838  
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