



ICT SERVICES SALES

*Information and
Communication Technology*

PRICE LIST 2019

The listed prices are applied for Linate and Malpensa Airports and are excluding VAT. Services listed in the price list are referred to areas covered by SEA infrastructure. Any requests in other areas will be listed ad hoc.

1 TELECOMMUNICATION SERVICES PROVIDED BY SEA

1.1 LANDLINE TELEPHONE SERVICES

A range of full and inexpensive services to meet all your fixed telephony network needs within the airport as follows.

Telephone booths will be available at a certified network or a delivery point within the premises.



1.1.1 BASIC SERVICE

This service offers the performance of a modern and reliable digital PBX owned by SEA to make calls to numbers within the airport site (basic service users, extended service and DECT) and to receive calls from outside (the service does not allow you to make outgoing calls).

The number linked to **the base service** can also take advantage, if required, of the following features:

- caller ID (digital line),
- audio conference (up to 8 users),
- put on hold by user and recovery (parking),
- transfer (to transfer the call to another extension),
- divert call in case of no answer,
- automatic reservation on free line,
- selected number redial,
- Follow-me service
- call on hold.

The **Basic service** includes a fixed cost per telephone line + device + service and includes internal telephone traffic.

	COST PER USER
MONTHLY SERVICE FEE	€ 31,00
SERVICE ACTIVATION FEE (LUMP SUM)	€ 120,00
SERVICE TRANSFER FEE (LUMP SUM)	€ 240,00

Phone device supply is included in the above prices. In case of service deactivation, a lump sum of € 120,00 is required.

Service includes wiring from SEA telephone exchange to the customer space.

1.1.2 EXTENDED SERVICE

This service offers the performance of a modern and reliable digital PBX (Private Branch Exchange) owned by SEA to ensure a complete phone service with a lot of functions.

SEA also ensures a sufficient quantity of telephone lines to meet all of your needs. Each user who will activate the **extended service** will be able to make calls, as well as towards numbers within the airport site (basic service users, extended service and DECT), and to national and international fixed and mobile numbers; receive calls from outside and take advantage of the following features:

- caller ID,
- audio conference (up to 8 users),
- automatic external reservation,
- put on hold by user, and recovery (parking),
- transfer (to transfer the call to another extension),
- divert call in case of no answer,
- automatic reservation on free line,
- selected number redial,
- enabling with PIN code,
- Follow-me service
- call on hold,
- executive voice-mail.

Not only performance but also transparency and simplicity of the price list.

The **extended service** requires a per-user fixed fee that covers line + phone device + traffic to numbers within the airport area (basic service users, extended service and DECT). Traffic for outgoing calls will be charged by consumption on a bimonthly basis (traffic documentation on request, without any further charge, can be requested at: Commerciale.tlc@seamilano.eu).

The rates offered by SEA in the airport area are available on our website <http://www.seamilano.eu/it/b2b/servizi-itc>

	COST PER USER
MONTHLY SERVICE FEE	€ 40,00
SERVICE ACTIVATION FEE (LUMP SUM)	€ 120,00
SERVICE TRANSFER FEE (LUMP SUM)	€ 240,00

Phone device supply is included in the above prices. In case of service deactivation, a lump sum of € 120,00 is required.

Service includes wiring from SEA telephone exchange to the customer space.

1.1.3 INTERCOM SERVICE.

This is the service for you if you need a simple and cheap service that allows you to have two intercommunicating phones in the same Airport Terminal.

Easy to use and a simple price list: the **intercom service** requires a fixed cost (including telephone devices) for each pair of terminal points, including all traffic developed between the two lines:

	COST PER PAIR OF USER POINTS
MONTHLY SERVICE FEE	€ 50,00
SERVICE ACTIVATION FEE (LUMP SUM)	€ 240,00
SERVICE TRANSFER FEE (LUMP SUM)	€ 240,00

Telephone devices supply is included in the above prices.

In case of service deactivation, a lump sum of € 240,00 is required per each pair of intercom service.

Service includes wiring from the SEA telephone exchange to the customer space.

1.1.4 ADDITIONAL TELEPHONE SERVICES

Complete your company's telephone services and functions with the additional SEA telephone services (available for basic and extended services):

	SERVICE PRICE
ADDITIONAL TELEPHONE SERVICE	
DEDICATED VOICE MAILBOX WITH ANSWERING MACHINE, ON BASIC AND EXTENDED SERVICE	€ 6,00/ PER MONTH PER MAILBOX
TELEPHONE TERMINAL WITH DISPLAY (LEASED AND TO BE RETURNED WHEN DEACTIVATING THE CONNECTION)	€ 10,00/ PER MONTH PER TERMINAL

	SERVICE PRICE
VIRTUAL SWITCHBOARD - PBX	
* BASIC TELEPHONE TRUNK CONFIGURATION LUMP SUM	€ 500.00
CALLER GROUP (PRIMARY + INTERNAL TELEPHONE LINES; I.E. INT.1: 02 74858581 + INT. 2: 02 74858582)	€ 240,00/ ACTIVATION LUMP SUM € 40,00/ PRIMARY NUMBER MONTHLY CHARGES

**Message recording and internal extension assignment (eg: 1 Administration, 2 Sales, etc.) must be provided by the client.*

1.2 MOBILE TELEPHONE SERVICE – DECT

If you need mobility within the airport sites of Linate and Malpensa and at the same time you need a cheap service, SEA has come up with a standard DECT mobile phone service running in all Terminals areas.



1.2.1 BASIC SERVICE DECT

It's linked to a modern and reliable SEA digital telephone exchange the **basic DECT service**, through a DECT standard mobile phone, allows you to call within the airport site (basic service users, extended service and DECT) and to receive calls from outside (the service does not allow you to make outgoing calls).

The number linked to **the basic service** can also take advantage, if required, of the following features:

- caller ID,
- audio conference (up to 8 users),
- automatic external reservation,
- put on hold by user, and recovery (parking),
- transfer (to transfer the call to another extension),
- divert call in case of no answer,
- automatic reservation on free line,
- selected number redial,
- enabling with PIN code,
- Follow-me service
- on-hold call

Not only performance, but also transparency and simplicity of the price list: the **basic DECT service** has a cost per telephone device that includes the internal telephone traffic.

	COST PER USER
MONTHLY SERVICE FEE	€ 89,00
SERVICE ACTIVATION FEE (LUMP SUM)	€ 100,00

Standard DECT telephone terminal supply is included in the above prices. Any damage to the DECT device and/or any accessories will be charged to the user on SEA supplier's price list basis. In case of service deactivation, a lump sum of € 120,00 is required.

1.2.2 DECT EXTENDED SERVICE

It's linked to a modern and reliable SEA digital telephone exchange. The **extended service DECT**, through the standard DECT mobile device, allows you to make calls, as well as towards numbers within the airport site (basic service users, extended service and DECT), to national and international telephone numbers of fixed and mobile network, and to receive calls from outside.

The service offers the following features without any other additional activation:

- caller ID,
- audio conference (up to 8 users),
- automatic external reservation,
- put on hold by user, and recovery (parking),
- transfer (to transfer the call to another extension),
- divert call in case of no answer,
- automatic reservation on free line,
- selected number redial,
- enabling with PIN code,
- follow-me service
- on-hold call
- executive voice-mail.

The extended DECT service provides performance with price transparency and simplicity. It **includes** the line cost + phone device + traffic to numbers within the airport site (basic service users, extended service and DECT). Traffic for outgoing calls will be charged by consumption on a bimonthly basis. Traffic documentation on request, with no extra charge, can be requested at: Commerciale.tlc@seamilano.eu.

The rates offered by SEA in the airport area are available on the website:

<http://www.seamilano.eu/it/b2b/servizi-itc>

	COST PER USER
MONTHLY SERVICE FEE	€ 99,00
SERVICE ACTIVATION FEE (LUMP SUM)	€ 100,00

Provision of the standard DECT telephone device is included in the above prices. Any damage to the DECT device and/or any accessories will be charged to the user on SEA supplier's price list. In case of service deactivation, a lump sum of € 120,00 is required.

1.3 ADVANCED COMMUNICATION SERVICES

For those who need more advanced telephone services, staff efficiency and mobility, SEA has come up with advanced communication services, provided with a modern and reliable technology infrastructure.



1.4 BROADBAND SERVICES

A complete range of broadband services to meet all your Intranet/Internet connectivity needs to be provided by a performing network infrastructure, redundant and constantly updated.



For special requests not included in the price list we will carry out a preliminary technical feasibility study and a price quote for the project will be submitted.

1.4.1 "STANDARD" BROADBAND

Characterized by a perfect balance between performance and cost, the “**standard**” **broadband** offers both quality and flexible connectivity for your airport-related service requirements at highly competitive prices, with the possibility to choose between the profiles presented in the following table:

PROFILE	DOWNLINK/UPLINK BANDWIDTH	SYMMETRIC GUARANTEED BANDWIDTH [% DOWNLINK BANDWIDTH]	ACTIVATION / TRANSFER FEE (LUMP SUM)	MONTHLY FEE	
				NEXT BUSINESS DAY ASSISTANCE	HIGH PERFORMANCE 4H ASSISTANCE
Base	1,280 Kbps/256 Kbps	1%	€ 250,00	€ 39,00	€ 60,00
HP	7 Mbps/1 Mbps	1%	€ 250,00	€ 60,00	€ 80,00
Activity	10 Mbps/1 Mbps	10%	€ 250,00	€ 100,00	€ 120,00
Partners	2,048 Kbps/2,048 Kbps	10%	€ 250,00	€ 120,00	€ 160,00
Enterprise	4,096 Kbps/4,096 Kbps	10%	€ 250,00	€ 200,00	€ 260,00
Corporate	10 Mbps/10 Mbps	10%	€ 250,00	€ 400,00	€ 520,00
Executive	20 Mbps/20 Mbps	10%	€ 250,00	€ 800,00	€ 1.050,00
Technical	50 Mbps / 5 Mbps	10%	€ 250,00	€ 1.500,00	€ 1.700,00
Operative	100 Mbps / 10 Mbps	10%	€ 250,00	€ 2.000,00	€ 2.500,00

Guaranteed bandwidth for each profile is equal to the percentage of the overall Downlink bandwidth indicated.

Fee for each specific profile differs depending on the type chosen for the requested service, and in particular:

- **NBD assistance (“next-business-day” assistance/action by the fault)**
- **High Performance assistance (“within 4 working hours” assistance/action by the fault).**

Service is provided on the structured cabling network (optic fiber) and requires a technical assessment before activation. Customer is required to use an Ethernet router with RJ45 connector. In case of service deactivation, a lump sum of € 120,00 is required.

1.4.2 "PREMIUM" BROADBAND

Dedicated to those who want the best performance and the best guarantees of reliability, the "**Premium**" broadband service is characterized by the offer of high speed profiles with guaranteed bandwidth and a High Performance technical support that guarantees assistance in no longer than 4 hours, with the possibility to choose between the profiles offered in the following table:

PROFILE	DOWNLINK/UPLINK BANDWIDTH	SYMMETRIC GUARANTEED BANDWIDTH [%DOWNLINK BANDWIDTH]	TYPE OF ASSISTANCE	ACTIVATION/ TRANSFER FEE (LUMP SUM)	MONTHLY FEE
Partners	2,048 Kbps/2,048 Kbps	100%	High Performance 4h	€ 250,00	€ 600,00
Enterprise	4,096 Kbps/4,096 Kbps	100%	High Performance 4h	€ 250,00	€ 1.200,00
HP	7 Mbps / 7 Mbps	100%	High Performance 4h	€ 250,00	€ 1.500,00
Corporate	10 Mbps/10 Mbps	100%	High Performance 4h	€ 250,00	€ 2.700,00
Executive	20 Mbps/20 Mbps	100%	High Performance 4h	€ 250,00	€ 3.750,00
Technical	50 Mbps/50 Mbps	100%	High Performance 4h	€ 250,00	Project
Operative	100 Mbps/100 Mbps	100%	High Performance 4h	€ 250,00	Project

Guaranteed bandwidth for each profile is always equal to the entire overall Downlink bandwidth indicated in the table.

Service is provided on the structured cabling network and requires a technical assessment before activation. Customers are required to use an Ethernet router with RJ45 connector. In case of service deactivation, a lump sum of € 120,00 will be required.

1.4.3 ADDITIONAL PUBLIC IP ADDRESS

Complete your connectivity services with SEA's public IP service:

	MONTHLY FEE
PUBLIC IP ADDRESS	€ 20,00

1.4.4 ROUTER ON LOAN (SUPPLY, CONFIGURATION AND MONITORING)

CISCO Router is available for loan and is configured and monitored by SEA.

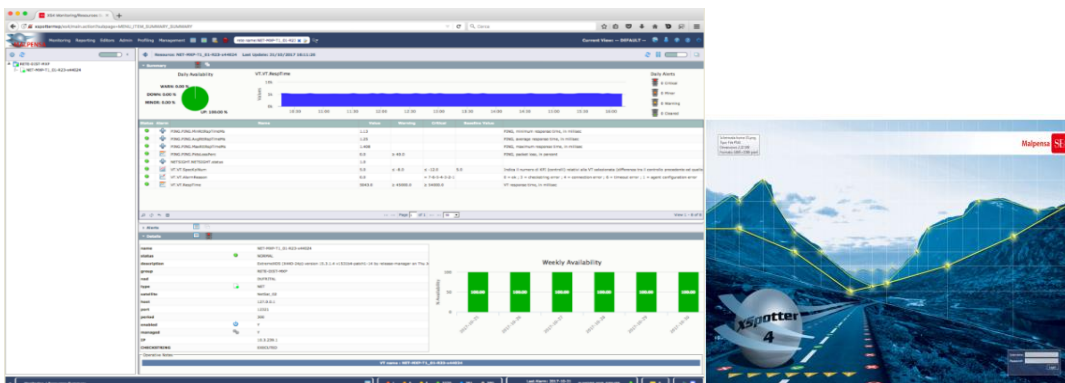
	LUMP SUM
ROUTER SUPPLY- RENT- AND CONFIGURATION	€ 250,00
	MONTHLY FEE
ROUTER MONITORING	€ 110,00

1.4.5 WIRED VIRTUAL LAN (VLAN) ACTIVATION

Activation of the VLAN service allows you to benefit from SEA network performance in a simple way that fits your needs, and to benefit from a simple and traceable price structure.

- Cost of the service is defined on a personalized project basis.
- Monthly fee for each single VLAN point = €80,00

1.4.6 DEVICE MONITORING



SEA 's Xspotter platform offers clients who use the VLAN service the opportunity to monitor equipment functionality in two different modes:

- “STANDARD”**: Device accessibility plugin controls integrated in the SEA Xspotter monitoring console (typically PING controls). The controls can be configured at regular intervals and include data logging. **€ 500,00/month**.
- “CUSTOM”**: The creation of ad hoc controls for client's specific requests. (e.g. Device temperature control, enabled ports, power control modes, network bandwidth etc.) For this kind of control personalized Plugins are developed for the Xspotter monitoring system. **Quotation on demand**.

For both services an “anomaly alarm” can be sent via SMS to the client's mobile number or via email.

PLEASE NOTE: The creation of CUSTOM Controls will require a dedicated access to the client's device. The protocols that can be used are: SNMP query, SSH access, telnet, etc.

Cost of the service is defined on a personalized project basis.

1.4.7 Wi-Fi / MOBILITY

SEA, after a technical check, allows operators to take advantage of the Wi-Fi service provided on SEA network infrastructure in areas where service coverage is guaranteed. Cost of the service is defined according to each project.

- Vlan Activation/Configuration = € 2.000,00
- Supplementary AP integration if needed = € 1.100,00/each
- VLAN Single Access Point Monthly fee = €110,00

1.5 "SEA SYSTEM" PACKAGE: VOICE + BROADBAND + Wi-Fi

"SEA SYSTEM" package allows you to have a single Interlocutor for the supply of TLC services guaranteed with airport standards, with the opportunity to take advantage of the reliable performance of the SEA network and services provided by its selected partners, at competitive prices and with an additional discount on the price list.

For more information about the package and to discover the benefits that SEA SYSTEM offers to its Customers, please send an email with your requests to: commerciale.tlc@seamilano.eu

1.6 STRUCTURED CABLING DATA DISTRIBUTION SERVICE

1.6.1 STRUCTURED CABLING

As the airports are generally equipped with structured cabling, Customers are required to use this system for the interconnection of two or more user points within the same terminal or between buildings within the airport grounds.

Customers are allowed to install their own cabling solely inside their leased spaces or between adjacent rooms without passing through shared areas, such as corridors, and/or third-party spaces.

For distribution of Customers' applications, SEA provides support for passive transmission only (fiber and copper) and agrees to house active network equipment inside its own cabinets within the systems rooms. Active network equipment will therefore be supplied, managed and maintained at the Customer's responsibility and expense, unless otherwise agreed.

a) Connection through fiber optic structured cabling between two technical rooms inside the terminal (62.5/125 multimodal, ST connector)

Optic fiber connection from the nearest technical room to delivery point inside your premises. A point of delivery is a single point (optic fiber box) on which one or more optical fibers will be attested, according to your request.

Costs for Fiber Optic cable laying / supply = €6,00/m as lump sum (Activation fees contribution).

	COST
ACTIVATION FEE CONTRIBUTION FOR F.O. (TX-RX) BETWEEN TWO TECHNICAL ROOMS (LUMP SUM)	€ 6,00/m.
MONTHLY TECHNICAL SUPERVISION FEE, INCLUDING THE USE OF CONNECTIONS UP TO 400 METERS IN LENGTH	€ 70,00
MONTHLY TECHNICAL SUPERVISION FEE, FOR THE USE OF EVERY 200 METERS IN EXCESS OF 400 METERS (EACH CHANNEL)	€ 20,00

Above prices refer to existing and available routes. Any ad hoc extended distances for Customer will be quantified per project. In case of service deactivation, a lump sum of € 500,00 is required.

b) Connection through fiber optic structured cabling external to the Terminal or intra-terminal

Any request for Fiber Optic connections from outside the terminal or between two terminals, will be quoted by specific project, without effecting the method of certification of the optical fibers at the delivery point (optical box), will be quoted on the basis of specific projects.

SEA Fiber Optic and structured cabling connections, excepting for Providers, may only be requested to connect spaces headed to the same customer.

c) Copper connection (cat 5-sftp) from the nearest technical room to delivery point inside your premises

A delivery point is a box or floor-standing tower containing one or more RJ45 inputs (see photo) in accordance with your request.



PLEASE NOTE

Unless otherwise agreed, it is understood that signal distribution within the Customer's space is at the Customer's responsibility and expenses.

	COST FOR SINGLE RJ45
ACTIVATION/TRANSFER FOR EACH RJ45 INPUT (LUMP SUM)	€ 250,00
MONTHLY FEE FOR MAINTENANCE AND SUPERVISION	€ 15,00

In case of service deactivation, and/or transfer in the same room, a lump sum of € 120,00 is required.

1.6.2 HOUSING RACK FEE in SEA "19 racks" located inside technical rooms (*)

An affordable and safe **Housing** service. SEA accommodates your equipment inside air-conditioned rooms under monitored access and equipped with everything necessary for their proper functioning (e.g. SEA power electricity).

Customer owned network equipment installed in SEA cabinets must be suitable to be housed in 19" racks. Structured cabling connection patches are at the Customer's responsibility and expense.



MONTHLY OCCUPATION FEE PER INDIVIDUAL UNIT	€ 15.00
(*) MONTHLY FEE FOR WHOLE RACK	€ 500.00

(*) Subject to availability

2 OPERATING INFORMATION DISTRIBUTION AND MANAGEMENT SYSTEMS

2.1 M-AIS EASY FLIGHT VIEW (formerly TVCC)

M-AIS (Milan - Airport Information System) EASY FLIGHT VIEW, hereinafter

M-AIS EFV, is an application that allows the viewing of operating information including incoming and outgoing flights, weather forecasts, etc.

The M-AIS EFV application, since it is developed in 'web' version, has the advantage of not being subject to location constraints, as it can also be installed outside airports, and requires the use of a PC equipped with an internet connection.

As a result, the service is provided under one or more licenses depending on the number of workstations that the Customer intends to have operating.

	COST FOR SINGLE WORKSTATION/TERMINAL
ACTIVATION/TRANSFER COSTS FOR EACH INDIVIDUAL LICENSE (LUMP SUM)	€250,00
MONTHLY FEE FOR 1 LICENSE WITH PC PROVIDED BY SEA (ONLY FOR USERS ON SEA LAN UNTIL 2015)	€160,00
MONTHLY FEE FOR NO. 1 SINGLE LICENSE WITH CUSTOMER-SUPPLIED PC	€150,00

For any new activation, Sea no longer offers HW (pc)

2.2 M-AIS AIRPORT OPERATION (formerly BDV - FLIGHT DATA BASE SYSTEM)

The name M-AIS AIRPORT OPERATION (hereinafter M-AIS AO) identified an application much more performing than the above-mentioned M-AIS EFV, with a wider range of operating information including daily and seasonal flight schedules, gates and stands status, etc., and above all the possibility of extracting on Excel spreadsheet. the data viewed

Therefore, the product has a much richer information bouquet. Additional details on the contents and use are available on request.

	COST FOR SINGLE WORKSTATION/TERMINAL
ACTIVATION/TRANSFER COSTS FOR EACH INDIVIDUAL LICENSE (LUMP SUM)	€250,00
MONTHLY FEE FOR 1 LICENSE WITH PC PROVIDED BY SEA (ONLY FOR USERS ON SEA LAN UNTIL 2015)	€270,00
MONTHLY FEE FOR NO. 1 SINGLE LICENSE WITH CUSTOMER-SUPPLIED PC	€250,00
MONTHLY FEE FOR LEASE OF A DOT MATRIX PRINTER, IF APPLICABLE (SEA STANDARD ONLY FOR SERVICE OPERATED UNTIL 2015)	€ 21,00

For any new activation, Sea no longer offers HW (pc/printer)

2.3 VOOME SYSTEM – IPTV (Ex. SDVCS SYSTEM no longer available because replaced by VOOME SYSTEM)

At Milano Airports the new IP-TV system is available on SEA infrastructure.

Browser and WEB based system allows the management of contents in an almost automatic way, through a Smart Box device on loan for use.



This television system, based on a modern IP infrastructure, allows to convey messages with different functions:

- Streaming TV channels
- Possible choice of TV channel
- Advertising function, multimedia contents (quoted on request)
- Creation of palimpsest with possible commercial inserts (quoted on request)
- Different contents for each screen
- Activation of functions also from remote control
- Messaging features (quoted on request)
- Sending messages in real time (quoted on request)
- Display of messages from other systems (quoted on request)
- Service messaging such as: Flights, Weather, Track Data, etc. (quoted on request)

AVAILABLE CHANNELS

1	CCTV News	14	Euronews
2	Russia24	15	Sky News International
3	Al Jazeera	16	CNN International Europe
4	Al Arabiya	17	TVE International
5	TG Com 24	18	Kika HD
6	NHK World	19	Nickelodeon Germany
7	AutoMoto TV	20	Disney Channel Germany
8	SportTelevision	21	DTT - Rai 1
9	Baraem Europe	22	DTT - RTSI1
10	Rai News 24	23	DTT - RTSI2
11	Russia Today	24	DTT - Boing
12	Rai Gulp	25	DTT - Italia1 HD
13	BBC World News	26	DTT - Focus
		27	DTT - Sky TG 24

	COST /€ 201920
SERVICE ACTIVATION (LUMP SUM)	€ 1.000,00
TRANSFER OF LINES (LUMP SUM)	€ 250,00
MONTHLY SERVICE FEES	€ 180.00

The service is available at Malpensa and Linate Airports.

The list of commercial channels can be integrated with new digital solutions and / or customer needs).

2.4 FIDS

FIDS System (Flight Information Display System), distributed on SEA's network, can be installed in rent spaces, e.g. VIP lounges.

Service is provided through 32" TFT flat monitors, subject to availability, operating as peripherals of the Solari system in use for the display of travel information.

A different layout configuration is customizable on request: e.g., background, flight selection, etc. Customization are quoted by project.

While the installation of power sockets and mounting brackets is at the Customer's responsibility and expenses, service includes: installation and activation of a monitor, which remains SEA property, maintenance and replacement in case of irreparable damage, software application management and updating.

	COST
SERVICE ACTIVATION/DEACTIVATION/TRANSFER FEE (LUMP SUM)	€ 250,00
FLIGHT INFORMATION DISPLAY MONTHLY FEE	€ 120,00

2.5 DEDICATED CUTE

The term dedicated 'CUTE workstations' identifies workstations that are not installed in 'common' environments, but in rent spaces such as offices, ticket counters, etc., for exclusive use of the applicant.

Dedicated CUTE workstation can have different configurations, depending on how it is used. It can therefore consist solely of IWS (PC + Monitor + standard keyboard) or have more complex configurations that include printers, keyboards, pointing devices (with incorporated mouse), OCR/MSR keyboards (for optical character reading and magnetic tape), etc.

This paragraph deals with the provision of the CUTE service, understood as the HW and SW of the system, including the connectivity of the dedicated workstation(s) of the LIN/ MXP T1 / MXP T2 core rooms.

Service includes the license to use the CUTE system linked to each IWS, the supply, installation and maintenance of the HW, as well as assistance in the event of malfunction of the system.

CUTE service does not include connectivity to CNA hosts and what else is needed to enable the DCS. The offer also excludes authorizations, passwords and signatures needed to access the different Airline DCS via CUTE system.

Lump sum for connection to the core room and active peripheral devices (switch or media converter), which applies to new installations and to the transfer of existing workstations, varies depending on the number of workstations required and their localization.

	COST FOR ACTIVATION/DEACTIVATION/TRANSFER OF EXISTING WORKSTATIONS (LUMP SUM)
INSIDE THE TERMINAL OR, MORE GENERALLY, IN AREAS ALREADY COVERED BY CUTE SYSTEM	€ 800,00
IN AREAS NOT COVERED BY THE SYSTEM AND WHICH REQUIRE EXTENSION OF THE CUTE NETWORK AND/OR INSTALLATION OF DEDICATED EQUIPMENT	PRICE QUOTE ON SPECIFIC PROJECT

Monthly fee for standard IWS equipment (PC + Monitor + standard keyboard) € 150,00 in areas with Cute network coverage.

3 ACCESS TO TELECOMMUNICATION SERVICES PROVIDED BY THIRD PARTIES

3.1 Telephone connections and data transmission on copper cable, within the Terminal

Without prejudice to the role of the provider chosen by the Customer, the cabling and installation of the outside line, from provider's main distribution frame in the airport up to delivery point takes place through SEA telecommunications infrastructure.

At this regard, it should be noted that the line end box will be located in a delivery point within your space, and signal distribution inside such space will be provided at Customer responsibility and expense.

Request for "provision of a telephone or data transmission line" will be forwarded to SEA ICT Services Sales via email at: **commerciale.tlc@seamilano.eu**, after the contract for the provision of the service is signed with the chosen provider.

SEA will authorize the request and activate the service as soon as the selected provider notifies SEA technicians about signal availability.

APPLICATION PROCEDURE AND FEES

When Customers send a request to SEA for the activation of a connection, it is assumed that they have already reviewed, and accepted fees listed below.

The "request" forms to fill in can be downloaded from the website <http://www.seamilano.eu/it/b2b/servizi-itc>

	ACTIVATION/TRANSFER COST (ONCE ONLY)	MONTHLY TECHNICAL SUPERVISION AND MAINTENANCE FEE:
LINE (1 PAIR)	€250.00	€16.00
THREE-WIRE LINE	€300.00	€18.00
LINE (2 PAIRS)	€350.00	€24.00
FIVE-WIRE LINE	€ 400,00	€ 26,00
LINE (3 PAIRS)	€ 400,00	€ 30,00
LINE (4 PAIRS)	€ 450,00	€ 34,00
LINE (5 PAIRS)	€ 500,00	€ 38,00
LINE (6 PAIRS)	€ 550,00	€ 42,00
LINE (7 PAIRS)	€ 600,00	€ 46,00
LINE (8 PAIRS)	€ 650,00	€ 50,00

In case of service deactivation, a lump sum of € 120,00 is required.

PLEASE NOTE

In case of voice or data service malfunction, the customer should contact their provider for an inspection of the systems or equipment in use.

If the result of the provider's inspection is negative, the Customer may request SEA assistance in order to verify correct operation of the internal lines.

For fiber-optic connectivity services in the airport terminal, the request for a quotation must be made to SEA directly by the client's chosen Provider.

3.2 Customer's PABX telephone circuits on SEA telephone wiring inside the terminal.

MONTHLY FEE FOR EACH TELEPHONE EXTENSION	€25,00
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4 TECHNICAL ASSISTANCE

For services provided by SEA, consisting primarily of wiring systems structured for voice and data transmission made available to Customers, including:

- **optic fiber and/or copper connections**
- **telephone and TD connections**

SEA, through its Customer support and maintenance teams, ensures rapid recovery in case of malfunctions and/or failures reported by Customers.

Please note that if the aforementioned technical intervention identifies that the failure or malfunction is not attributed to the provided sections of data or telephone cabling in use, the technical intervention will be billed to the Customers with the following rates:

FLAT-RATE CALL FEE	€ 160,00
HOURLY RATE OF THE SERVICE	€ 50,00/H

5 PROVISION AND SERVICE TERMS AND CONDITIONS

- 1) Any service not included in this Price list shall be subject to specific negotiations and quotes/estimates. Estimates stipulated by SEA shall be effective for 15 days, after that date SEA reserves the right to revise the amounts on the basis of any changes in equipment supply and installation costs.
- 2) Prices, such as fees for maintenance and supervision, as well as lump sums will be invoiced in advance at the beginning of each year and, in the case of installations performed during the year, invoices will be issued according to the system activation and/or service provision date, unless different conditions are set out in the offer.
Monthly fee for maintenance and technical supervision do not include calls for Customer equipment/line malfunctions and/or failures.

PLEASE NOTE

Reported amounts in the invoice may differ slightly (higher or lower) than those stated in this price list. The difference is due to the automatic invoicing with SAP SD, which uses the daily and not the monthly amount to calculate prices as stated in the price list.

- 3) Payment of fees and prices for activation of services and everything else included in this price list will have to be made in a lump sum on sight, unless otherwise agreed.

- 4) All payments must be made via wire transfer with indication of the fixed value date for SEA S.p.A. to the bank account: Banca Popolare di Milano – Agenzia 51 Segrate (MI)
- Acct. no. 0000000000001
 ABI 05584
 CAB 20600
 CIN B
 IBAN IT81 B055 8420 6000 0000 0000 001
 SWIFT BPMIITM1051
- a) In the case of late payment of fees, and in accordance with the application of Articles as provided in Legislative Decree 231/02, and subsequent amendments, S.E.A., without prior formal notice, may charge the operator default interest rates, that will be charged according to the re-financing rate of the European Central Bank indicated by Legislative Decree No. 231/02, Art. 5, plus 3,5 percentage points from the due date of the invoice until its full payment.
- b) In the case of non-payment of invoices for the use of technology services and/or systems, and within 15 days following dispatch of the reminder for contributions, SEA reserves the right to disable services and recover any equipment provided without prejudice to legal process activation for the recognition of rights acquired up to that date.
- 5) Technology service requests must be sent to **S.E.A. ICT Services Sales at: commerciale.tlc@seamilano.eu** - indicating the following information:
- a. services type and quantity (according to price list);
- b. reference data of the space where the services are to be activated (terminal, floor, area and number of the space as specified in the contract);
- c. invoicing details (company name, address, VAT number, etc.);
- d. Customer contact's name and telephone number (and/or email address) in case of problems;
- e. also, for telephone and/or data services supplied by other service providers, the line identification number as communicated by the service provider.
- f. "Request" forms to be filled in, can be downloaded from the website: <http://www.seamilano.eu/it/b2b/servizi-itc>

PLEASE NOTE

- A. For SEA telephone services requests, including DECT, two-wire, four-wire lines, etc., that exploit the available data/telephone wiring inside the terminal, it is enough to send a request to SEA via e-mail: commerciale.tlc@seamilano.eu
By sending the request, the Customer explicitly accepts the terms and conditions stated in the price list.

- B. Termination notices for all Technological Services must be formally notified to **ICT Services Sales via email: commerciale.tlc@seamilano.eu** , at least 30 days before the date of the termination request, in order to stop payment and proceed with any pricing adjustments. Failure to submit the notice does not interrupt the accrual of fees.
- C. Upon return of airport premises, all Technological Services that are active on the premises must be formally cancelled by sending an email to: commerciale.tlc@seamilano.eu. In absence of a termination notice, SEA shall continue to invoice services until the Handover Report of the leased Spaces has been received. The signature date will be considered as the date of termination of the TLC services. Upon receipt of the notice of services cancellation, SEA will proceed within 30 days to the deactivation of the same.
- 6) For ICT services supplied by third parties, when the service provider notifies SEA of the deactivation of its service with the Customer, SEA shall proceed to recover its installations in accordance with its network technical needs, without the obligation of Customer notification.
- 7) All equipment supplied by SEA for the provision of ICT services are on loan. For any breakages, loss of the equipment costs will be charged to the customer at SEA cost +10% based on existing supply contracts.
- 8) For SEA telephone services technical assistance: Help Desk
Tel. 02 74852500 - 7/7 24h.
- 9) For SEA ICT services technical assistance (excluding telephone services):_Help Desk
Tel. 02 74853500 7/7 24h.
- 10) Documentation relating to SEA ITC services is available in electronic format at the following web address: <http://www.seamilano.eu/it/b2b/servizi-itc>

Always consult the section "News" to be updated on new SEA ITC services.