

Annex No. 1 – Portfolio of Possible Services.

1 Price Terms

1.1 Charges

Special charges stated in this document become valid as at the day on which the Contract for Provision of Telecommunication Services comes into force. These charges shall remain valid for the period of this Contract.

1.2 Currency

Unless otherwise stated in this document, all special charges shall be expressed in American Dollars (USD), and shall be paid out in this currency unless the Parties to the Contract agree otherwise in writing.

1.3 Applicability of Charges

The charges stated in this “Annex” shall apply to the Contract for a minimum period of 3 years.

The availability of Services indicated in this document is subject to local technical and regulatory conditions.

2 Services Provision Conditions

2.1 Minimum Duration Period

- Unless otherwise stated in this document, all network connections for Services ordered under this Contract concluded between the LETIŠTĚ PRAHA and SITA must be maintained with SITA for a minimum period of 18 months starting from the Connection Date. In the event of the LETIŠTĚ PRAHA cancelling any of the connections before expiry of the 18-month period, full charges for the remaining period shall be invoiced to and paid by the LETIŠTĚ PRAHA.

2.2 Notice Period for Discontinuing of Network Connection

- Cancellation of connection (and therefore the service itself) is possible by a two-month notice in compliance with SITA Service Ordering Procedures. The charges shall be valid from the Date of the request for discontinuing for a period of two (2) months, as defined in the Service Ordering Procedures.

3 Default Rate

For the services and possibilities described in this document, where prices are defined as “available on request”, and any other Services and options, the Letiště Praha and SITA shall agree on prices in writing, before Letiště Praha orders such Services.

4 IPVPN FOR AIRPORT SERVICES

4.1 Price Structure for IPVPN at Airport Services

Prices for IPVPN at Airport Services consist of the following items:

- Installation charges for IPVPN
- Monthly IPVPN connecting charges

4.2 IPVPN Installation Charges for Airport Connecting

4.2.1 VPN Interconnecting Set-up Charges

Single installation charge of USD [REDACTED] shall be charged for configuration of the VPN throughput.

4.2.2 Set-up Charge for IP Port

Single set-up charge of USD [REDACTED] shall be charged for IP Port.

4.3 IPVPN at Airport Monthly Charges

4.3.1 VPN Throughput Monthly Charges

VPN throughput monthly Service Charges:

Country	Airport Hub	VPN Interconnecting in Kbps	Service Class	Monthly Charges in USD
Czech Republic	Prague – Ruzyně (PRG1)	64	Gold	[REDACTED]
Czech Republic	Prague – Ruzyně (PRG1)	128	Gold	[REDACTED]

4.3.1.1 Monthly Charges for IP Port

Monthly Service Charges for IP Port:

Country	Airport Hub	Airport Zone	IP Port Type	Monthly Charges in USD
Czech Republic	Prague – Ruzyně (PRG1)	Zone 1	Long Reach ETH	[REDACTED]

4.4 De installation charges

A one-time de-installation charge of US\$ [REDACTED] will apply per IP VPN at Airports connection.

4.5 Fault management for the IPVPN at airport service

The IPVPN at Airports Service is a managed network service that provides IP internetworking enabling virtual network connectivity between two or more locations. The Service allows the Customer to create IPVPN's between each location equipped with the appropriate infrastructure.

The Service Cover Period means the period when service levels apply to an IP VPN at Airports site. The Service Cover Period for an IP VPN at Airports site is 24 hours per day, 7 days per week.

Operational support and fault Management

The customer support and fault management processes for Airport Hubs are built to provide a single operation covering airport LAN, WAN and routers.

Customer support interfaces (contacts and procedures for level 1 support) are maintained as today, mainly through Global Customer Support Centres (GCSC). Contacts will be provided by acceptance of this project as a part of acceptance protocol.

The SITA service desk dispatches the support and fault management operations to suppliers as required, and as per procedures and tools agreed with suppliers (internal or external suppliers).

Complex cases and surveillance of supplier fault management performance are provided by a level 3 group (also known as NOC -Network Operations Centre).

Existing customer support centres (CTS1 GCSC) are instructed to forward all Airport Hub cases to the SITA service desk. Airport Hub cases are identified by an Airport Hub connection id or by customer location details and service type.

Based on a basic questionnaire used by level 1 desks when receiving a customer fault report, and checking of network component status, the SITA helpdesk determine which supplier OBS (Orange Business Services) or SITA ADS (Airport & Desktop Services) - the incident is likely coming from, and dispatch the case accordingly.

Customer reporting

The following reporting is available via the Sita standard customer portal (WeCareDirect);

- QoS - Virtual Router Availability
- Customer Site Availability
- QoS - Bandwidth Utilisation
- QoS End to End Path Performance

SLA Baggage Net

No specific service levels apply to BaggageNet. Customer router service levels are normally covered by the existing service level agreements for IP VPN connectivity. In the case of Prague Airport, IPVPN at Airport service levels are applied.

5 IP SITATEX SERVICES

5.1 Introduction and Price Structure

The IP SITATEX version includes the following:

- SITATEX pro Windows IP

The SITATEX Service is available in two versions using the SITA IP solution for interconnectivity of the network, and these are available as:

- Single-user
- Multi-user

The price of SITATEX IP solution consists of the following items:

- Single charge for activation of the Service
- Monthly service charges
- Charges concerning the IP network connection
- Charges for type B messaging,
- SITATEX SDK (Optional)

5.2 Service Activation Charges

The single charge for activation of the IP SITATEX Service includes software package, software licence fee, and charge for setting-up of the Service. The charge for single-user IP SITATEX station amounts to USD [REDACTED]

In the case of multi-user IPSITATEX LAN gateway, the activation charge per gateway server amounts to USD [REDACTED] (multi-user LAN clients are not liable to pay activation charge).

- Note: Service activation does not include software installation at the site of usage. SITATEX software is developed in a way that allows installation by users.

5.3 Monthly Service Charges

The Monthly Service charges depend on the version of the IP SITÀTEX Selected Service. The charges include usage of the SITÀTEX servers, software maintenance, operational support, and charges for dialled access.

SITÀTEX Types	SITÀTEX Versions and Connections	Monthly Service Charges in USD	
SITÀTEX Windows IP	Multi-user of LAN Gateway via IP managed router or PPP Dial	■	Per gateway server
SITÀTEX Windows IP	Single-user via IP managed router or PPP Dial	■	Per station

5.4 Charges for Network Connection

The standard conditions applicable to the services concerned apply for fixed IP connectivity (such as IP VPN, ATeX, and LAN Access).

The Monthly Service charges for PPP dial connectivity include the relevant charges for the PPP dialling. Charges for the SITÀ dialled access do not include the costs of the call to the nearest SITÀ POP. For access to the IP SITÀTEX using the fixed IP connection through Services such as IP VPN, AteX, or LAN Access, it is necessary to subscribe the GMSnet service, for which there is no gateway charge. Where it concerns the GMS Net Access through IP VPN, the Silver Service type is not supported for such IP VPN connection. It shall be necessary to implement the Gold or Gold Flexible type of Service.

5.5 Charges for Type-B Messages

Type B messaging address and transmission charges concerning the usage of SITÀTEX will apply as per Type B pricing scheme.

5.6 SITÀTEX SDK (Optional)

The price of SITÀTEX SDK (Software Development Kit) of SITÀTEX 6 and of SITÀTEX for Windows IP consists of the following items:

- Single licence fee amounting to USD ■ including software and all documentation plus support and maintenance during the first year.
- Annual charge for maintenance amounting to USD ■

5.7 Fault Management for SITÀTEX service

Normal customer support centre procedures and support apply. The SITÀTEX servers in ATL and SIN are supported 7 days a week, 24 hours a day. First-level troubleshooting procedures in the Global Customer Support Center are first put in motion to identify and resolve network-related causes of customer problems. Contacts will be provided by acceptance of this project as a part of acceptance protocol.

A second level SITÀTEX support organization has been in place since early 2001 to provide specialist support and assistance for resolving SITÀTEX problems. When GCSC actions determine that the problem is related to SITÀTEX and/or its desktop environment, the problem is escalated to the appropriate Level 2 SITÀTEX support centre. Contacts will be provided by acceptance of this project as a part of acceptance protocol.

6.0 ASCU Prices

ASCU pricing will be charged yearly according to SITÀ standard pricing (TOPS). The quotation below is TOPS 2007. These prices apply until year end 2007 and may be amended for subsequent years.

IATA Code	Country	Zone	Price Range
CZ	Czech Republic	EURO	C

**Types of Connections for Services Specific for Air Traffic
(P1024B/C, P1024/P1124, and AX.25)**

A01 Type of connection	This concerns synchronous connection to ports shared between different clients . The rate of this connecting may fluctuate from 2.4 kbps up to 9.6 kbps . This is a typical ACSU type connecting on shared ports.
A02 Type of connection	This concerns synchronous connection to dedicated (single client) port of transport network. The rate of this connecting may fluctuate from 2.4 kbps up to 19.2 kbps .
A03 Type of connection	This concerns synchronous connection to the dedicated (single client) port of the network concentrator. The rate of this connecting may fluctuate from 9.6 kbps up to 19.2 kbps .
A04 Type of connection	This concerns synchronous connection to dedicated port of transport network. The rate of this connecting may fluctuate from 56 kbps up to 64 kbps .

Charges for Connections for Services Specific to Air Traffic

Type of Connection	Price Range								
	A	B	C	D	E	F	G	H	I
A01	539	578	649	726	677	792	1001	1315	1672
A02	759	1265	1430	1590	1474	1738	2206	2893	3674
A03	1513	2860	3234	3614	3355	3960	5005	6567	8349
A04	5088	7150	8085	9031	8377	9900	12513	16418	20873

Transmission charges

Traffic between EUR7 and NAM1 zones will be charged ██████ per MCM (Million Characters per Month). ██████ per call attempts will be charged on top.

ASCU installation charge: USD █

7.0 MQ Access - Type B

The MQ access to the Type B Services allows exchange of Type B messages between client HOSTs, using MQ on top of TCP/IP band Type B messaging domain. The MQ is a middleware specialised in messages and characterised as a system for sequencing of messages and providing "application-to-application" communication across IP networks. The MQ is available on several popular platforms, including the following: IBM 370/390, IBM RS/6000, Sun, HP 9000/3000, Tandem, Unisys 2200/A, and U series, NT servers. The MQ uses standard TCP port for establishing of communication with SITA MQ by access to the Type B Services. Following the establishment of the connection, all Type B messages are exchanged between the queues residing within the customer system and the queue within SITA server dedicated to this customer's connection.

Advantages of using the MQ Access for the Type B messages include the availability of the MQ software on several platforms. In comparison with MATIP, the MQ offers a limited output and it is developed for lower-middle volume of exchanges. With the MQ Access for the Type B, it is possible to use any network IP Service, including the LAN Access on Frame Relay Access or LAN Access on the X.25 Direct Access, Intranet Connect or AeroNet.

7.1 MQ monthly charge

The Price Scheme for Type B applies for address charges and transmission charges. The monthly charge for access to Service (in USD) shall be charged for the MQ Access to Type B according to the price band (*) of the country of access:

Price Band								
A	B	C	D	E	F	G	H	I
900	900	1300	1500	1800	2500	3500	4500	6000

(*) See Connection Price Range Table

The standard price range is applicable to network connectivity (free of any other charges, provided that the LP is already using the IP network Service and pays for it).

7.1.2 MQ Set-up Charge

The single set-up charge amounting to USD [REDACTED] is charged.

7.2 Connection Price Band Table

Country	Price Band
Czech Republic	C

The single charge of [REDACTED] is charged for registration, configuration, testing, and commissioning of the first group of mailboxes and branding of web-based delegated administration and client self-care interfaces.

Traffic to fax is charged as for e-mail to fax per minute, based on the point of origin and point of destination.

8 Project Management

8.1 Services in Project Management Area

8.1.1 Project Management Fees

One time charges project management fees

Costs related to project management for 12 days period amount to [REDACTED]

Commencement of Project	1.5 Day
Planning/Realization/Validation of Project	10 Days
Finalising of Project	½ Day
Total	12 Days

Project management conducted by SITA involves a full service, taking responsibility for all aspects of deploying the IT infrastructure. Project managers designated by SITA shall co-ordinate implementation as from the commencement up to the end, world wide. This measure ensures comprehensibility and consistency in all aspects of relations between SITA and the Prague Airport (LP).

The SITA Project Managers (PM) cooperating with the Project Team shall work with the LP for the duration of the Project in the area of defining, planning, managing and monitoring of all the aspects of the Project. They shall ensure timely provision of services and specifications in line with the budget.

SITA expects that LP will appoint designated entities/persons that shall be authorised to allocate resources to the Project within the framework of the organisation.

SITA Project Manager

- He is the main liaison and communication person between SITA and the LP during the Project period.
- He shall define tasks and duties for all participating parties.
- He shall define and obtain consent concerning the extent of the Project, of the Project Plan and of the related documents and materials for the Client.
- He shall prepare reports on work progress of the Project for employees of SITA and the LP.
- He shall ensure defining of escalation and installation procedures within the framework of the Project.
- He shall ensure to have the acceptance and “ordering” (commissioning) criteria defined before the commencement of installation.
- He shall ensure that all set goals within the framework of Project Stages (Milestones) are adhered to by all participating parties.
- He shall ensure control of all financial matters concerning the Project.
- He shall implement timely implementation of Services in a way that shall meet the presumptions of LP.

Methodology

- He shall introduce specific procedures that shall facilitate high quality and timely execution of the Project within the framework of the set budget.
- He shall ensure optimal effectiveness, consistency, and communication within the process of implementation of the Project.
- He shall facilitate adjustment of procedures in each individual Project.

9 ServiceNet

9.1 Introduction and Price Structure

ServiceNet is the architecture that allows the clients access to a number of Air Traffic applications through their existing IP infrastructure, whether it is IP VPN, LAN Access or ATeX service. Each ServiceNet is based on an application or a group of applications.

ServiceNet price structure includes the following:

- Monthly service charge: Gateway charge for access to ServiceNet. This charge includes provision of shared infrastructure of services and traffic via the network. These Gateway charges may be charged for the Client’s VPN or for the router configured for access to ServiceNet.
- Application used: The afore mentioned charges include only network access to the application. These charges do not cover usage, content, and accessibility of the application. Application services are charged by each provider of the application according to the specific agreed price terms.

9.2 Charges for ServiceNet

The following monthly charges shall apply to ServiceNet Service:

ServiceNet	Monthly Charges in USD	Gateway Charge applies to	Application Provider	Applications Available
ISNet for access to one application		VPN of the Client	SITA INC	Flight Operation: GraFlite (AIRCOM Flight planning), Ground weather, NOTAMS if it is required through GraFlite, Graphical Weather, AIRCOM FleetWatch (Traffic control), Aerocater. WorldTracer, Gabriel, PRA, DCS, MaestroDCS, Strategy, Flight ticket price, Fares Data Supply (Flight tickets prices), authorisation of credit cards, Liaison, Ticketing, Interline e-Ticketing, Timatic, Sahara/SITA Cars, SuperCargo, Cargo Information Repository
ISNet		VPN of the Client	SITA INC	Flight operation: GraFlite (AIRCOM Flight Planning), Ground weather, NOTAMS, if it is required through GraFlite, Graphical Weather, AIRCOM FleetWatch (Traffic control), Aerocater. WorldTracer, Gabriel, PRA, DCS, MaestroDCS, Strategy, Airfare, Fares Data Supply, Credit Card Authorization, Liaison, Ticketing, Interline e-Ticketing, Timatic, Sahara/SITA Cars, SuperCargo, Cargo Information Repository
BaggageNet				BagMessage

Note: Where it concerns access to ServiceNet through IP VPN, the Silver Service type for IP VPN is not a supported connection. It shall be necessary to implement the Gold or Gold Flexible type of Service.

10 SITATEX GATEWAY/OUTSOURCING, LAN FILE SERVER, SLA for Selected Services.

10.1 Hardware and Software Requirements

The following infrastructure is necessary for installation and operation of multi-user version of SITATEX:

1. 2 PC (personal computers) **SITATEX Gateway servers** (1 main, 1 backup)
2. **LAN file server** with sufficient disk space
3. **IP connection** to LAN network
4. **SITATEX** user stations (PC)

10.2 SITATEX Gateway Server:

Shall be provided by SITA with the following minimum requirements:

10.2.1 Hardware

PC with the following minimum hardware configuration:

- 450MHz Pentium processor or compatible with minimum 256 MBytes RAM
- Modem or LAN connection
- CD-ROM drive
- Mouse or pointing device.

Disk Space

SITATEX requires a minimum 2MBytes disk memory plus a space necessary for storage of messages. For security reasons, it is recommend that the Gateway PC is dedicated to this STX Gateway Server function only.

10.2.2 Software

Operating system: Windows XP with latest Service Pack

STX version: STX for Windows IP

Remote management: KVM Switch, Power switch + GSM alert

Monitoring SW: Servers Alive s/w

10.3 LAN File Server

Shall be provided by SITA with the following minimum requirements:

10.3.1 Hardware

A PC with the following minimum hardware configuration:

- 450MHz Pentium processor or compatible, with minimum 256MBytes RAM
- CD-ROM drive
- Mouse or pointing device
- Tape back up facility

Disk Space

The LAN file server requires the following:

- Approx. 15 Mbytes for software
- 10 Mbytes for the message storage queues
- Approximately 2 Mbytes per user for attachments

10.3.2 Software

Microsoft Windows 95, Windows 98, Windows Millennium, Windows 2000, Windows XP or Windows NT 4.0. The latest Service Pack should be installed for the operating system being used.

10.4 Network Connectivity

The already existing WAN network connection (Airport Hub connection at PRG Airport named pprg671, pprg672) is designated for the STX access and is not part of this Gateway outsourcing; therefore Network Connectivity remains under the responsibility of Prague Airport (e.g. opening of Trouble Ticket with the Helpdesk).

10.5 One-time Installation Charges

HW Installation USD [REDACTED]
Installation of the two Gateway PCs (main and back-up) into the 19" Rack in the SITA computer centre, cabling, including connection to UPS, Network and File Server

SW Installation to the Two Gateway PC USD [REDACTED]

- Installation of Windows XP with latest Service Pack
- STX for Windows IP
- Monitoring SW
- SW for remote management

TOTAL INSTALLATION CHARGES USD [REDACTED]

10.6 Monthly Charges

All of the following charges are based on a three-year contract duration period.

➤ **Monthly Hardware Charges** USD [REDACTED]

- 2 Gateway PC
- 1 Uninterruptible Power Supply
- Rack space

➤ **Monthly Charges for SW** USD [REDACTED]

- Windows XP
- STX SW – See proposal section 5.3
- SW for remote management
- Monitoring SW

➤ **Monthly Maintenance Charges (SLA)** USD [REDACTED]

- User creations/editions/deletions
- Session creations/editions/deletions
- User/session tests
- STX upgrades
- Backups/restores/configuration
- Directory and file organisation
- Trouble shooting

Maintenance Operating Hours 5:30 – 21:00 (7 days a week)

Response time 1 hour

Restore time 1 hour

Penalty USD [REDACTED] if SLA not kept, up to a maximum of [REDACTED] USD/Year for all SLA-penalties from this agreement.

Extension to 24 Hours daily**Maintenance Operating Hours 21:01 – 5:29 (7 days a week)**

USD [REDACTED]

Response time 2 hours

Restore time 2 hours

Penalty USD [REDACTED] if SLA not kept, up to a maximum of 3,600 USD/Year for all SLA-penalties from this agreement.

➤ TOTAL MONTHLY CHARGES

USD [REDACTED]

11. OTHER CHARGES related to IPVPN

The below charges for handling, move and changes are applicable to all network services:

Description	One-time charge in US\$	Unit
Changed order (after order acknowledgement)	[REDACTED]	/ order
Configuration change to be handled within a week (standard)	[REDACTED]	/ change
Configuration change to be handled within 72 hours (express)	[REDACTED]	/ change
Configuration change to be handled within 24 hours (expedite)	[REDACTED]	/ change
Move (within a building that requires a change in the address)	[REDACTED]	/ move

Note: Migrations are treated as a disconnect of the existing service plus the installation charge of the new service