



2024

IT&T Service Price Catalogue





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1 Data Ethernet Services

Data Ethernet Services offer secure and private connections between points inside AIA Campus Network. By combining a wide range of services a customer can benefit from the high available, resilient IP network and the AIA's Engineering team to design together the best solution that meet your business needs. Data Ethernet Services offers data ports for the following cases:

- Point-to-Point connection between customer points inside AIA campus.
- Access customer equipment to the internet by using AIA Internet Services.
- Access customer hosted equipment from its local point to AIA data center services.

VLAN			Service Fees €	
Service Item Code	Service Name	Service Description	Monthly	One Time
VL0100	Data V-LAN Port	Data Port - LAN (100Mbps) Maintenance fee	11,74	36,67
VL0101	Data V-LAN Port (1Gbps)	Data Port - LAN (1000Mbps) Maintenance fee	65	36,67

2 Metro Ethernet Services

AIA offers Metro Ethernet Services (Point-to-Point) between customers' local point inside the airport campus and his remote point outside airport campus. The service is the ideal solution for businesses that require a fast, efficient and reliable means of communications.

Connections with High Specifications

- Broad range of speeds : Speeds range from 1Mbps to 200Mbps and can be adapted to the particular needs of any business.
- Exclusive Capacity which is guaranteed and uninterrupted 24 hours a day.
- The Business Customers Support operates 24 hours a days, 365 days a year for your technical support .
- Customer Network Terminal Equipment (NTE) must be hosted in AIA's secured and high available and reliable data center premises.
- Hosting Services

Leased Lines			Service Fees €	
Service Item Code	Service Name	Service Description	Monthly	One Time
		Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased		



<p>MEP1M</p>	<p>Metro Ethernet Service 1 Mbps</p>	<p>Line between external customer Point of Presence and AIA. Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 1Mbps - EVC Local • Cosmote Ethernet 1Mbps - Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 4Mbps_NRC (2) <p>Notes: 1. Circuit will be terminated to new or existing customer VLAN in AIA. 2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center</p>	<p>470,76</p>	<p>444</p>
<p>MEP2M</p>	<p>Metro Ethernet Service 2 Mbps</p>	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA. Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 2Mbps - EVC Local • Cosmote Ethernet 2Mbps - Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 4Mbps_NRC (2) <p>Notes: 1. Circuit will be terminated to new or existing customer VLAN in AIA. 2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>	<p>492,36</p>	<p>444</p>
		<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased</p>		



<p>MEP4M</p>	<p>Metro Ethernet Service 4 Mbps</p>	<p>Line between external customer Point of Presence and AIA. Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 4Mbps - EVC Local • Cosmote Ethernet 4Mbps - Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 4Mbps_NRC (2) <p>Notes:</p> <p>1. Circuit will be terminated to new or existing customer VLAN in AIA.</p> <p>2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>	<p>840,36</p>	<p>444,00</p>
<p>MEP6M</p>	<p>Metro Ethernet Service 6 Mbps</p>	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA. Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 6Mbps - EVC Local • Cosmote Ethernet 6Mbps up to 100Mbps- Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 10Gbps_NRC (2) <p>Notes:</p> <p>1. Circuit will be terminated to new or existing customer VLAN in AIA.</p> <p>2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>	<p>924,36</p>	<p>1800,00</p>



<p>MEP8M</p>	<p>Metro Ethernet Service 8 Mbps</p>	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA. Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 8Mbps - EVC Local • Cosmote Ethernet 6Mbps up to 100Mbps- Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 10Gbps_NRC (2) <p>Notes: 1. Circuit will be terminated to new or existing customer VLAN in AIA. 2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>	<p>965,16</p>	<p>1800,00</p>
<p>MEP10M</p>	<p>Metro Ethernet Service 10 Mbps</p>	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA. Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 10Mbps - EVC Local • Cosmote Ethernet 6Mbps up to 100Mbps- Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 10Gbps_NRC (2) <p>Notes: 1. Circuit will be terminated to new or existing customer VLAN in AIA.</p>	<p>1008,36</p>	<p>1800,00</p>



		2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.		
MEP50M	Metro Ethernet Service 50 Mbps	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 50Mbps - EVC Local • Cosmote Ethernet 6Mbps up to 100Mbps- Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 10Gbps_NRC (2) <p>Notes:</p> <p>1. Circuit will be terminated to new or existing customer VLAN in AIA.</p> <p>2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>	1601,16	1800,00
MEP100M	Metro Ethernet Service 100 Mbps	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 100Mbps - EVC Local • Cosmote Ethernet 6Mbps up to 100Mbps- Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 10Gbps_NRC (2) <p>Notes:</p>	2126,76	1800,00

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		<p>1. Circuit will be terminated to new or existing customer VLAN in AIA.</p> <p>2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>		
MEP200M	Metro Ethernet Service 200 Mbps	<p>Point to Point Metro Ethernet Local (Athens Metropolitan Area) Leased Line between external customer Point of Presence and AIA.</p> <p>Includes:</p> <ul style="list-style-type: none"> • Cosmote Ethernet 200Mbps - EVC Local • Cosmote Ethernet up to 1000Mbps- Monthly Access Fees per end (2) • Data V-LAN Port (2) • Hosting per U height • Connection Fees per end_COSMOTE Ethernet up to 10Gbps_NRC (2) <p>Notes:</p> <p>1. Circuit will be terminated to new or existing customer VLAN in AIA.</p> <p>2. Active Customer Components (e.g. Router) must be hosted in AIA Data Center.</p>	3595,56	1800,00

Notes: 1. For Metro Ethernet Services of higher Bandwidth please contact your Account Manager.

2. The abovementioned prices are indicative. The feasibility study is necessary for the accurate calculation of the costs.

3. COSMOTE Metro ethernet service duration is 24 months unless otherwise agreed.

4. Customers hosted in AIA's Data Center may choose Metro Ethernet services by VODAFONE.

3 Internet

The Internet service aims at the provision of Internet access to all AIA's customers. The objective is to provide a reliable, fast Internet access via high available network of AIA.

Customers can select Internet Access via two services;

3.1 Direct Internet Access – DIA PLUS

- Direct Internet Access (DIA) services are a quality and reliable solution for internet connectivity and offer flexibility to meet the most specialized needs of a business.

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Service technical characteristics :

- Public WAN IPv4 address (single IP)
- Customer has control over the IPv4 address (eg NAT)
- Upon request a static block of 8 IP address (/29) (additional fee)
- Direct unrestricted access to Internet
- Allows Incoming/outgoing connections
- Capacity from 50Mbps – 200Mbps symmetric - TBD
- 24x7x365 technical support
- Customer Equipment Hosting in AIA DC

Use Case

- Server
- VPN Concentrator
- Customer can create his own network with own gateway router

DIA			Service Fees €	
Service Item Code	Service Name	Service Description	Monthly	One Time
IB20MS	DIA 20 Mbps	Symmetric Guaranteed Bandwidth Broadband Internet through existing customer VLAN. Services not included: -1 Static Public IP Address (10,45€).	423	
IB30MS	DIA 30 Mbps	Symmetric Guaranteed Bandwidth Broadband Internet through existing customer VLAN. Services not included: -1 Static Public IP Address (10,45€).	455	
IB50MS	DIA 50 Mbps	Symmetric Guaranteed Bandwidth Broadband Internet through existing customer VLAN. Services not included: -1 Static Public IP Address (10,45€).	585	

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IB100MS	DIA 100 Mbps	Symmetric Guaranteed Bandwidth Broadband Internet through existing customer VLAN. Services not included: -1 Static Public IP Address (10,45€).	780	
IB200MS	DIA 200 Mbps	Symmetric Guaranteed Bandwidth Broadband Internet through existing customer VLAN. Services not included: -1 Static Public IP Address (10,45€).	1170	

- Notes:** 1. For DIA circuits of higher bandwidth please contact your Account Manager.
 2. DIA service delivery time is up to fifteen (15) days
 3. Potential Cabling costs are finalized upon site visit.

3.2 Direct Internet Access Lite Internet Connect – **DIA LITE**

Internet Connect services are a quality and reliable solution for Internet connectivity to meet basic Internet access.

Service technical characteristics :

- Allocated Private IPv4 static address block (16 x IPv4 - /28)
- In-direct restricted access to Internet
- By default, no incoming connections
- AIA performs Carrier Grade NAT (CGNAT)
- Capacity up to 20Mbps symmetric
- 24x7x365 technical support

Use Case :

- Outbound Internet for small/medium customers
- POS Equipment
- Customer LAN with Hosts only
- Customer can connect to 10 Data Ports
- No use for VPN Concentrator , SD-WAN solution
- Can be combined with Data Ports and WiFi Service

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Internet Connect			Service Fees €	
Service Item Code	Service Name	Service Description	Monthly	One Time
DIAL10	Internet Connect 10Mbps <i>(by end of 2024)</i>	Internet Access of 10Mbps	110	0
DIAL20	Internet Connect 20Mbps	Internet Access of 20Mbps	220	0

3.3 Wireless Internet

The Wireless LAN (Wi-Fi) service aims at the provision of Wi-Fi access services to external customers. AIA Wireless LAN is based on Access Points operating with 802.11 b/g/n/ac standards and controlled by a centralized management system accessible by our NOC (Network Operating Center).

Dedicated centralized equipment ensures Wi-Fi performance, improves coverage and enhances network security.

Wireless Internet			Service Fees €	
Service Item Code	Service Name	Service Description	Monthly	One Time
WI0MPS	ATH Premium	Internet Access through common infrastructure for one or more simultaneous users Provided at no charge for all customers using the internet broadband service.	40,63	0
WI2MPS	ATH Premium Advanced 2Mbps	Internet Access with guaranteed bandwidth for one or more concurrent users including: <ul style="list-style-type: none"> • 1 Public IP • 1 Internet broadband (2Mbps) • 3 Data ports • Router hosting (1U) 	260,5	0
WI4MPS	ATH Premium Advanced 4Mbps	Internet Access with guaranteed bandwidth for one or more concurrent users including: <ul style="list-style-type: none"> • 1 Public IP 		

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		<ul style="list-style-type: none"> • 1 Internet broadband (4Mbps) • 3 Data ports • Router hosting (1U) 	549,5	0
WI6MPS	ATH Premium Advanced 6Mbps	Internet Access with guaranteed bandwidth for one or more concurrent users including: <ul style="list-style-type: none"> • 1 Public IP • 1 Internet broadband (6Mbps) • 3 Data ports • Router hosting (1U) 	789	0
WI8MPS	ATH Premium Advanced 8Mbps	Internet Access with guaranteed bandwidth for one or more concurrent users including: <ul style="list-style-type: none"> • 1 Public IP • 1 Internet broadband (8Mbps) • 3 Data ports • Router hosting (1U) 	1165,5	0
WIPMPS	ATH Premium Private	Internet Access with guaranteed bandwidth and dedicated SSID for one or more concurrent users	Provided on special circumstances upon further discussion and analysis	

Note: one time fees might be applied depending on the necessity of any access point installation in your office

4 Business Telephony Services

The Business Telephony service aims at the provision of telephony services to AIA's internal and external users. AIA Telephony network is based on Cisco IP Voice Infrastructure. CUCM is an ip-based platform within the enterprise that switches calls between users on local lines while allowing all users to share a certain number of external phone lines.

A 5-digit closed numbering plan is used for all the airport community users with Direct inward dialing (DID) characteristics. All DID extensions belong to the range of 3XXXX – 49999, while outside callers dial the numbers 21035 - as a public switched telephone network (PSTN) area code, which is a fixed-length set of digits forming the most-significant part of the dialing sequence to reach a telephone subscriber within the Airport.

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The telephony system communication is an integral part of the airports operational communication systems and as such, the systems availability and capability will be part of the airport operational readiness requirements.

The Business Telephony Customers Support operates 24 hours a days, 365 days a year from experienced, highly skilled and knowledgeable personnel.

Telephony service			Service Fees €	
Service Item Code	Service Name	Service Description	Monthly	One Time
TSLIBA	Voice V-LAN Port	Voice Port Maintenance fee	14,67	36,67
TSLID1	TELEPHONE SERVICE with Basic Device Cisco 7821	Voice Line with Cisco 7821 Telephone Device		153,00
TSLID2	TELEPHONE SERVICE with Basic Device Cisco 7841	Voice Line with Cisco 7841 Telephone Device		219,00
TSLID3	TELEPHONE SERVICE with Telephone Device Cisco 7861	Voice Line with Cisco 7861 Telephone Device		237,00
TSLID3	TELEPHONE SERVICE with Telephone Device Cisco 8851	Voice Line with Cisco 8851 Telephone Device		357,00
TSOMD3	Cisco Expansion Module for 8851	Cisco IP phone Key Expansion Module for 8851		294,00
TSCCLA	Contact Center License	Contact Center License for Agents	76,00	
TSCCLS	Contact Center License	Contact Center License for Supervisors	66,00	
TSCCLR	Contact Center License	Contact Center License for Remote Agents	200,00	

5 Ground to Ground Communication (TETRA)

The Ground-to-ground service aims at the provision of terrestrial communication capabilities to AIA internal and external customers. The service is currently implemented through the use of TETRA (Terrestrial Trunked Radio) infrastructure and devices. TETRA is a set of standards developed by the European Telecommunications Standardization Institute (ETSI) that describes a common mobile radio communications infrastructure throughout Europe. This infrastructure is targeted primarily at the mobile radio needs of public safety groups (such as police and fire departments), utility

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companies, transportation and other enterprises that provide voice and data communications services.

	Service description	Service fees
TETRA Voice Communication Services	<p>TETRA Voice Communication Services</p> <p>Packages of Prepaid Airtime for group calls:</p> <p>TETRA Group Voice 30 TETRA Group Voice 60 TETRA Group Voice 120</p> <p>Packages of Unlimited Airtime for group calls:</p> <p>TETRA 1 Group Unlimited Voice TETRA 2 Group Unlimited Voice TETRA 3 Group Unlimited Voice TETRA 4+ Group Unlimited Voice (*)</p> <p>Additional Voice Packages:</p> <p>Emergency TETRA call in talk groups (emergency call) TETRA voice interrupt in talk groups (Voice Interrupt) Emergency call to: 100,199,112,166,108 TETRA bar incoming calls TETRA bar outgoing calls Caller identification</p>	Following OTE price catalogue
TETRA Data Communication Services (SDS & Packet Data)	<p>Basic Packages:</p> <p>TETRA Data 3 MB Packet Data TETRA Data 22500 SDS TETRA Data 45000 SDS</p> <p>Additional Data Packages:</p> <p>TETRA Data 3 MB Packet Data TETRA Data 22500 SDS TETRA Data 45000 SDS TETRA PBX connection (120 users minimum) TETRA DMO</p>	Following OTE price catalogue
TETRA Bundle Packages	<p>TETRA Prepaid Bundle (120' Airtime, Data DMO) TETRA Unlimited Bundle 4+ (unlimited Airtime 4+, Data DMO)</p>	Following OTE price catalogue

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Additional Tetra Services	TETRA - Desktop Installation <i>Installation of a Desktop TETRA to an office</i>	Following OTE price catalogue
	TETRA - Vehicle Installation <i>Installation of a TETRA in a vehicle</i> TETRA- Antenna Installation	
	TETRA REPAIR	According to on every occasion repair
TETRA Terminals	MOTOROLA : <ul style="list-style-type: none"> • MTP6650 • MTP3550 • MTP3500 • MTP5400 	Following OTE price catalogue

Note: Prices above do not include air-time fees

6 Air-to-Ground Services

The Air-to-ground service aims at the provision of wireless communication infrastructure between airline or handler ground personnel and their respective airborne vehicles.

The wireless system offers Airline companies the ability to communicate with their aircraft in a two-way mode (either transmitting from the ground to the aircraft or receiving from the aircraft to the ground). Through this communication, the Airline companies are able to send/receive requests from/to the aircraft crews and achieve a quick, robust and safe communication.

In the Athens International Airport air-to-ground communication services have been deployed through Radio over Internet Protocol (RoIP) technology.

From the system point of view, it is essentially VoIP technology coupled with PTT (Push To Talk) functionality. To the user it can be implemented like any other radio network. With RoIP, at least one node of a network is a radio (or a radio with an IP interface device) connected via IP to other nodes in the radio network. The other nodes can be two-way radios, but could also be dispatch consoles either traditional (hardware) or modern (software on a PC).

Air to Ground Services	
Service Description	Service Fees €
Air to ground, Monthly Support and maintenance services	120
AG - Cabling for RCU & Infrastructure (Package 1) [M]	85,11

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7 Datacenter Services

We offer Primary and/or DR Data Center Services to our clients including but not limited to flexible modular infrastructure (rack, cabling, cages, etc.), modular storage capacity, web hosting services, managed security services and cloud services. We combine workspaces, as DR sites or redundant offices by providing contact center & service desk services.

AIA's Data Center have built to the highest specifications and they provide ideal conditions for a reliable hosting of equipment and systems.

Note: For any further information please contact your account manager.

8 Managed Security Services (MSS)

We offer managed security services related but not limited to firewall services, intrusion prevention, antivirus, remote user access, anti-spam, application control service, web filtering, secure remote connection, cloud sandboxing, anti-malware, as well as any other based on customers' requirements.

Note: For any further information please contact your account manager.

9 Flight Information Service

The Flight Information for displays service aims at the provision of flight information and other content (e.g. artwork, promotional material) through the combination of integrated display infrastructure and appropriate flight information processing functions. The service is implemented through the use of the Flight Information Display System (FIDS). FIDS consist of monitors that are deployed in designated public areas within the airport and provide a visual presentation of flight status and flight changes governed by specific business rules.

Flight Information Services	
Service Description	Service Fees €
Flight Information Display System Service [M]	73,37

Note: For any further information related to the provision and prices of FIDS monitors please contact your account manager

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10 IT&T Support Services

Technical Support per incident	
Service Description	Service Fees
Help Desk and Technical Support	Based upon offer

11 IT&T Cabling Services

IT&T Cabling Services	
Service Description	Service Fees
IT&T Cabling Services	Based upon offer

12 Provision of IT&T Consulting Services

IT&T BU, having capitalized its successful experience over the years, as a trustworthy infrastructure owner, operator, system integrator and digital services provider has acquired an in depth understanding of the Aviation and non-Aviation Business needs by exporting the company's experts know-how, aiming to offer Digital solutions, Data Center Services and ICT consultations from master planning and designing to full commissioning and deployment, either through its cloud infrastructure partners, or hosted on customers' premises by taking into account its particular requirements.

Service Categories	Service Items
Strategic & Consulting	Provision of IT&T Consulting Services based upon offer