Zurich Airport

Planning and Usage Regulations Handling Desks



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1. Background

The handling desks form part of the central infrastructure at Zurich Airport (Operating Regulations of 30th June 2011[1]).

For the purposes of these Planning and Usage Regulations, the Users (hereinafter referred to as User or Users) are the Service Providers at Zurich Airport who have a current third-party or self-handling authorisation for the check-in areas.

The Usage Relationship between Flughafen Zürich AG (hereinafter referred to as FZAG) and the Users is subject to the provisions of public law. Usage of the handling desks must be in line with the statutory provisions for Zurich Airport, in particular the Operating Regulations.

In the case of a breach of these Operating Regulations, FZAG will warn the User in writing, setting a reasonable deadline for rectification of the breach. If the deadline for rectifying the breach of the Operating Regulations is not met, the provisions of the third-party or self-handler authorisation will apply.

2. Purpose

These Regulations apply to the planning and usage of the handling desks and Self Bag Drop units. The allocation of the handling desks (location, number of desks and duration) is the responsibility of FZAG. The handling desks will be allocated in consultation with the Users.

The regulations regarding the check-in desks, the use of mobile work desks and relevant materials belonging to the specific airline, the check-in desk signage and the administration of monitors and queuing do not form part of this document. The regulations that apply to these services and the usage of other mobile check-in desk and gate infrastructure (e.g. mobile desks, Tensabarriers, moveable walls and tables) that does not form part of the central infrastructure are specified in the "Terminal Regulation"[2] document.

The definition and measurement of quality parameters are governed by the third-party handling authorisation[3] and are not included in this document.

[1] https://www.flughafen-zuerich.ch/en/company/policy-and-responsibility/politics-and-business/operating-concession

[2] https://www.flughafen-zuerich.ch/en/business/airlines-and-handling/flight-operations/ground-handling

[3] https://www.flughafen-zuerich.ch/en/business/airlines-and-handling/flight-operations/ground-handling

3. Usage

3.1. Check-in areas

3.1.1. Definition of terms for desk and area usage

Check-in desks

The purpose of check-in desks is to facilitate passenger handling and support, checking of travel documents, issuing of boarding passes, registration of baggage and transfer of luggage to the baggage sorting system. Additional services are only permitted if they are directly linked to the current flight (e.g. flight re-bookings, collection of excess baggage fees, upgrades, extra seats). Additional services (e.g. travel advice, ticket sales, hotel bookings) and the primary usage as a service desk are not permitted.

The supervisor desks, supervisor support desks and ticket desks should be used for the service desk function.

Supervisor desks (directly adjacent to check-in desks)

Supervisor desks are used for monitoring check-in desk processes and handling passengers with special requirements, as well as for managing irregularities. Supervisor desks are not usually linked to the baggage sorting system. Operations such as resource planning, ticket sales, hotel bookings and other processes that are not directly linked with the check-in location are not permitted at these supervisor desks.

The desks are allocated monthly by FZAG and this allocation forms part of the monthly check-in desk day planning. The duration for which supervisor desks are provided depends on the check-in desk occupancy and the Users' passenger handling processes. Users are not entitled to a specific supervisor desk. Supervisor desks are only allocated for short-term usage (see 3.1.2).

If no supervisor desks are available at the desired point in time and if check-in desks are available, a check-in desk may be used for supervisor operations subject to the agreement of FZAG. This will be charged as a supervisor desk and must not be used for check-in desk operations.

Supervisor support desks (not directly adjacent to check-in desks)

The purpose of supervisor support desks is to provide additional support for check-in desk processes and for handling passengers with special requirements, as well as the management of irregularities. Supervisor support desks are not usually linked to the baggage sorting system. As an exception, operations such as flight re-bookings or hotel bookings in the case of irregularities are permitted at these supervisor support desks, along with other processes that are not directly linked with the check-in location.

These desks are usually allocated per timetable period by FZAG in consultation with the Users. Subject to availability, desks can also be allocated within a timetable period. Users are not entitled to a specific

supervisor support desk. Applications for long-term usage of a supervisor support desk may also be submitted (see 3.1.2).

Bulky item desks

Bulky item desks accept baggage that doesn't meet the requirements regarding weight or size and therefore cannot be handled at conventional check-in desks. FZAG operates the bulky items infrastructure and accepts checked in pieces of luggage and feeds them to the GSA via bulky item belt or bulky item lift.

All Users have access to the bulky item desks. Further details about bulky item desks can be found in the "Pflichtenheft für die Erbringer von Bodenabfertigungsdiensten im Bereich Gepäcksortierung auf dem Flughafen Zürich" (baggage handling obligations document, available in German only).

Special desks

Special desks (e.g. in the event of schedule changes, special flights or maintenance activities) must be requested from FZAG and are assessed exclusively on a per-flight basis. Provided that no adverse effects on the overall system are expected, special desks may be approved for individual flights. Special desks for recurring charter flight series (chain charters) are generally not permitted. Such flights shall be handled within the regular check-in concept. Exceptions may be approved by FZAG in justified individual cases, provided that no adverse effects on operational efficiency, passenger flow or the overall system are expected. During peak operating periods, special desks will, wherever possible, be assigned a location outside the airline's regular check-in area. Outside peak periods, a location within the airline's regular check-in area may be assigned.

Passenger and baggage handling areas

The usage of the areas in front of the desks is included in the relevant Usage Fees. The management of these fees is dealt with in the Terminal Regulation document.

3.1.2. Types of usage and tariffs

Long-term usage

Usage of a desk is charged as long-term usage at a fixed amount per day if it is used for at least 11 hours during the opening hours of the relevant check-in area (4.00 a.m. – 10.30 p.m. local time). If the desk is used by several handling agents over the course of the day, the fixed amount is divided proportionally. Airlines which serve more than 10% of the market for local passengers at Zurich Airport can submit an application for long-term usage of a desk by their handling agent even if they do not fulfil the above criteria. FZAG reserves the right to refuse such an application if there is a shortage of desks.

Short-term usage

For desks which are not used in accordance with the long-term usage criteria, the relevant User is charged a short-term usage tariff, i.e. a tariff per minute of usage.

Tariffs

The current tariffs for the two types of usage are published in the Zurich Airport charge regulations[4].

3.1.3. Check-in types

Common check-in

Common check-in is the standard product at Zurich Airport. In common check-in, the User handles several flights from different airlines at the same desks during the same time period.

Dedicated airline branding is not permitted. The logos of the airlines that are operating during the same time period on a specific day are shown simultaneously on the monitors. Excepted from this is alliance check-in for two or more airlines, for which alliance-specific branding is permitted. If different IT systems are used for the different airlines, the User is responsible for ensuring that the systems are compatible with each other. Usage of IT systems must always be via CUTE. The check-in start at a common check-in must be guaranteed at least 150 minutes prior to the first departure in a check-in period, but no earlier than 4.00 a.m. Later desk opening hours may be approved in exceptional circumstances.

Dedicated check-in

In dedicated check-in, FZAG allocates a certain number of check-in desks to be used solely by one User for an airline or alliance. Dedication entitles the User to display the logos of the relevant airline or alliance on the allocated monitors. Dedicated branding and the use of specific handling materials are permitted insofar as they are in line with the Terminal Regulation document and the desk signage concept. Usage of IT systems must always be via CUTE using the dedicated airline login; usage of the handling agent's common login is not permitted. Check-in must be open at least 150 minutes before departure, but no earlier than 4.00 a.m. FZAG is responsible for the checking, allocation and communication of dedicated check-in desks.

The airline must fulfil the following criteria to be allocated a dedicated check-in desk:

The airline connects Zurich Airport to long-haul destinations. (Guide: four weekly frequencies with flight segments of over 4,000 km)

OR:

The airline brings Zurich Airport a substantial number of passengers. (Guide: 18,000 outbound seats per month, averaged over the current and next timetable season)

[4] https://www.flughafen-zuerich.ch/en/business/airlines-and-handling/flight-operations/charge-regulation

In addition to these criteria, participation in the check-in automation process – i.e. the use of Self Bag Drop and Self-Tagging – as well as compliance with the quality requirements as defined in the Third-Party Authorization (DAB) will be considered.

Airlines that have already been granted dedicated handling will be given a grace period to implement automation: until the start of the summer schedule 2026 (for short-haul) or summer schedule 2027 (for long-haul).
If, by the end of the grace period, no integration into the Self Bag Drop and Self-Tagging systems has been achieved, or if the usage rates remain marginal within one year after integration (Guide: less than 20 %), the entitlement to dedication will expire and FZAG may revoke the allocation.

Additionally, if the SLA target defined in the DAB is not met for four consecutive months, FZAG reserves the right to revoke the dedication for the following schedule period.

FZAG reserves the right to adjust the listed criteria with adequate advance notice. Further criteria affecting the allocation of dedicated desks include additional restrictions in connection with state treaties, recommendations from Airport Security, and the desk capacity available at the relevant time.

Self Bag Drop

Annex C provides information about planning and using Self Bag Drop (SBD) facilities.

3.1.4. Calculation of desk requirements

Calculation of the required number of desks takes into account the primary and secondary desk requirements of the User.

Primary requirement

The primary requirement is the minimum number of desks required and is based on the following defined influencing factors: number of seats, seat load factors, share of transfer passengers, passenger arrival profiles, processing times, permitted waiting times and type of check-in. Charged additional usage of desks within common check-in is usually lower than for dedicated check-in due to synergies.
The planning parameters of FZAG are regularly aligned with the planning parameters of the Users. FZAG evaluates these influencing factors seasonally and ensures that the Users' primary requirements are met. For their part, the Users are not permitted to use less than the number of desks stated in the minimum requirement for an airline and must draft their Service Level Agreements accordingly.

For the calculation of desk requirements, the following initial check-in parameters per desk are applied:

Traditional check-in (no special requirements, e.g. point-to-point flights):	30 pax/h
Traditional check-in (with special requirements, e.g. passport checks and high proportion of passengers with onward flights):	20 pax/h
Bag drop-off:	60 pax/h
Maximum number of waiting passengers per check-in desk:	10 pax

(Requirement from "Self-handling authorisation"[5], consult chapter 3.2.2. in the respective document)

[5] https://www.flughafen-zuerich.ch/en/business/airlines-and-handling/flight-operations/ground-handling

To calculate primary requirements, a seat loading factor of 100% is used. For airlines with a share of transfer passengers amounting to over 10%, the seat loading factor is revised downward accordingly (average share of transfer passengers over last 12 months). The calculation for the monthly planning is based on the internal 10-week forecast.

For more precise planning and in consultation with the User, (e.g. high share of group check-ins, high time requirement for passenger questions or flights with a high share of bulky items), other parameters may also be applied.

Secondary requirement

The secondary requirement is based on the User's additional needs and can be approved by FZAG if the primary requirement is covered and check-in desk capacity is still available. Requirements can be communicated to the FZAG Key Account Manager. There is no automatic entitlement.

Duration of desk occupancy

Check-in desks are usually made available 195 minutes before the scheduled departure time at the earliest and must usually be vacated 40 minutes before the scheduled departure time. These timings include preparation and closing up. As standard, 15 minutes of preparation time are scheduled in, free of charge. If needed, a request may be made for earlier take over or later return of the desk. FZAG can approve this, provided residual capacity is available in the relevant check-in area. There is no automatic entitlement. Details of check-in desk occupancy are agreed with the airline and the User. The closure of a check-in desk must not affect the punctual departure of the flight for which check-in is provided. The prior approval of FZAG must be sought before check-in desks may be transferred to a third party.

Basic principles of desk allocation

The objective of FZAG is to allocate check-in desks as fairly and efficiently as possible taking into account the overall airport system. Effective desk allocation will take place on a monthly basis in consultation with the Users no later than one week before the start of the planning month and will then be published. Effective allocation is based on the calculated desk requirements and the following principles in order of decreasing priority:

Priority	Criteria
1.	Every flight and every airline has sufficient desks *The primary requirements for every flight and every airline according to the pre-defined parameters (processing time, seat load factor, permitted number of waiting passengers per desk, etc.) should be covered.*
2.	Efficient and equal utilisation of desks and check-in areas *Short routes for passengers of the airlines with the highest number of flights and passenger volumes over the day as a whole, and equal division of load on check-in areas at peak times*
3.	Consideration towards passengers as our customers *The check-in location should be a qualitatively high-end experience for our passengers. This includes offering sufficient waiting area and optimal passenger flow.*

4.	Consideration of airlines and handling agents as our customers *The operational wishes of airlines and handling agents will be considered wherever possible.*
5.	Stability and strength of the user concept *To simplify signage and communication and create simple passenger routes, the concepts should be able to cope with changes to daily operations.*

Table 1: Basic principles of desk allocation

Users do not have an entitlement to specific check-in desks. Corner desks are primarily allocated to Users who are allocated an adjacent supervisor desk during the same time period. Should flight timetable irregularities occur, the location or occupancy period of desks may be changed at short notice.

Requests from Users for additional check-in desks – for example due to flight timetable changes, special flights or maintenance work – which are made up to two working days in advance are processed by FZAG, Planning & Optimisation. Requests received at shorter notice and requests made at a weekend or on a public holiday are processed by FZAG, Terminal Management. If check-in desks are not needed and this is proven, FZAG reserves the right to change the desk allocation at short notice after consultation with the User.

3.2. Airside areas

3.2.1. Definition of terms for desk usage

Transfer desks

Transfer desks are to be used solely for the issuing of boarding passes, for rebooking flights, for selling tickets and for processing and supporting passengers who have connecting flights or are affected by irregularities, for example by making hotel reservations or issuing vouchers. If a transfer desk is not staffed, the User must provide an information board and telephone at the desk to help passengers. The user concept is evaluated on a seasonal basis.

Gate desks

The gate desks are used primarily for passenger boarding. Subject to availability, gate desks can also be used as transfer desks to check in transfer passengers. The allocation of gate desks is dependent on the allocation of stands and is carried out by Airport Steering.

Gate handling areas

The usage of the areas in front of the desks is included in the relevant Usage Fees. The management of these fees is dealt with in the Terminal Regulation document.

3.2.2. Calculation of desk requirements

Transfer desks

Transfer desk entitlement is calculated according to the market share of air traffic movements (ATM) at Zurich Airport.

- A User is entitled to a maximum of one transfer desk per percentage point of ATM market share handled, and a minimum of two desks per area (Docks A, B or E) in which the User handles flights.
- No handling agent is entitled to more than 50% of all transfer desks.
- Gate desks that are not required at departure time may be used as dedicated transfer desks with the agreement of FZAG.
- Desk location requests from Users will be considered wherever possible.

Additional requirements

In the event of short-term temporary additional requirements, adjacent transfer desks may be used temporarily with the consent of the relevant User. Confirmation must also always be obtained from FZAG Terminal Management.

4. Change of use

Only the services listed in this document may be performed at the handling desks. No additional services may be offered by either the User or a third party.

5. Alterations to desk infrastructure

5.1. By the User

Structural alterations to any desk are subject to approval from, must be registered with, and must be carried out by FZAG. The costs of changes, adjustments or modifications are carried by the User. Users are not permitted to use their own infrastructure or to make optical or decorative changes to the existing infrastructure without the approval of FZAG.

Further information on check-in desk regulations (e.g. use of screens, queuing poles, COB frames, carpets, etc.) can be found in the Terminal Regulation document.

5.2. By FZAG

FZAG reserves the right to carry out alterations to the handling desks at any time. In such cases, FZAG will avoid, as far as possible, any disruptions to the User's operational activities. The User must grant tradesmen and suppliers access to the check-in desk.

6. Maintenance

FZAG is responsible for the maintenance of the desks. Any installations or equipment brought in by the Users are to be maintained by the Users at their cost.

Cleaning is undertaken five times a week by FZAG. With regard to waste disposal, the cleaning service only includes the removal of waste from ordinary business operations. Users will be charged an additional fee for disposal of any other waste.

7. Interruptions to planned usage

FZAG reserves the right to relocate the check-in desks for essential operational reasons. Essential operational reasons include superordinate official stipulations, construction work, flight timetable changes or infrastructure capacity limits, as a result of which the check-in desk capacity is insufficient.

8. Changes to the Planning and Usage Regulations

Changes to the Planning and Usage Regulations must be made in writing with a notice period of at least three months and sent to the participants of the check-in user concept & handling meetings. The current version of the regulations is published on the FZAG website under Business and Partners, Flight operations, Ground handling.

9. Product manager and contact for desk infrastructure

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Annex

A. Handling desk equipment

The infrastructure available at the desks is made available by FZAG for the usage and operation of the desk. All fixtures, infrastructure, equipment, furniture, etc. are the property of FZAG. None of the above items may be removed or replaced without the agreement of FZAG.

Desk equipment:

- Chair or standing stool
- Monitors (check-in/FIDS/infotainment) incl. maintenance and support
- Telephone and basic line fee excl. call charges and internal calls
- LAN ports
- UCC (only connections actually in use)
- Rubbish bin
- 2 pull-out boxes (only at check-in 2, R1-4)
- Wastepaper bin (only at check-in 2, R1-4)
- Footrest (only at check-in 2, R1-4)
- Self-boarding security door (only in gate area at gates specified by FZAG)

All desks have common user terminal equipment (SITA-CUTE) functionality, which provides access to the individual departure control systems of the handling agents. CUTE is central infrastructure and all handling agents must use this infrastructure.

B. CUTE service level

General

The following is a summary of the key service level requirements for CUTE (common use terminal equipment) at Zurich Airport. The definitive document is the ICT CUTE SLA from Zurich Airport.

Single point of contact for faults

The single point of contact for reporting CUTE faults at Zurich Airport around the clock (7x24x365) is the CUTE helpdesk (internal number 66764). The language used at the CUTE helpdesk is German or English. The telephone number of the CUTE helpdesk is listed at every CUTE device, and faults must be reported by tele-phone.

Fault repair time

During the day (5 a.m. to 11 p.m.) CUTE workstations will be repaired within 45 minutes of fault registration or referral of the trouble ticket to Field Support. A maximum of 10% of all CUTE workstation faults is permitted to exceed the 45-minute repair time stipulation (over a one-month period).

SITA core system fault repair

The SITA CUTE core system is supported by SITA with a maximum reaction time of 15 minutes during office hours and 30 minutes outside of office hours.

C. Self Bag Drop (SBD)

C.1. Basis

- Flughafen Zürich AG (FZAG) is responsible for the procurement and operation of the check-in infrastructure. Self Bag Drop units (SBDs) form part of this central infrastructure (Operating Regulations of 30th June 2011[6])
- FZAG is the owner of the SBD units.
- The airlines are the Users of SBD within the meaning of these Planning and Usage Regulations.

C.2. Subject

- This annex relates to the planning and use of the SBD infrastructure. Please refer to the Planning and Usage Regulations for Handling Desks for general matters.
- The allocation of SBD units (location, number, operating hours) and all operational requirements at Zurich Airport are the responsibility of FZAG.
- FZAG will integrate airlines on the SBD platform provided it is possible to connect the respective airline to the SBD Common Use Web Service.

C.3. Usage

C.3.1. Use of SBDs

- SBDs are used to register and transfer bags to the baggage sorting system, provided they comply with the SBD baggage standard[7].
- Baggage standard:
    - Compact bag (items of baggage that also need to be placed in trays at the desk, such as rucksacks or boxes for instance, are not permitted)
    - Maximum dimensions: 100 x 50 x 80 cm (length x width x height)
    - Maximum weight: 40 kg[8]
    - Minimum weight: 2 kg
    - Minimum dimensions: 20 x 20 x 8 cm (length x width x height)
- Baggage with dimensions that are smaller or bigger than the SBD standard must be handled as tray baggage items or special baggage at the check-in desk (see A.3.3.2).
- Airlines that use SBD must offer their passengers a mobile web check-in service (no passenger check-in and no issuing of boarding passes and bag tags at the SBD). The process should only ever be started if the passenger is already in possession of a boarding pass and a bag tag.

C.3.2. Operation and exceptional handling

[6] https://www.flughafen-zuerich.ch/en/company/policy-and-responsibility/politics-and-business/operating-concession

[7] May differ from the airline's baggage specifications.

[8] FZAG's baggage sorting system (GSA) specifies certain maximum values that apply for an item to be transported by the sorting system; any weight restrictions defined by the airline may be reflected

- To support their check-in processes and check in passengers in special cases or deal with irregular situations, SBD-participating airlines must provide a staffed check-in desk from at least 150 minutes prior to departure (but no earlier than 4.15 a.m.)[9] . Such special cases include, for example, handling excess baggage, tray baggage, bulky items and group check-in.
- Additional services (such as excess baggage for example) and ancillary services (e.g. re-bookings, upgrades, special menus, priority lane etc.) cannot be provided at the SBD.
- It should generally be possible to check in baggage at an SBD from 23 hours before the scheduled departure time.
- Owing to restrictions in connection with state treaties, recommendations from Airport Security, and country-specific requirements (e.g. from TSA), FZAG reserves the right not to permit baggage going to certain destinations to be checked in at an SBD unit.

C.3.3. Check-in area, signage and visual appearance

- FZAG is in charge of managing the area and queuing in front of the SBDs; this is set out in the Terminal Regulations[10]. In accordance with the general conditions specified in C.3.4, Dedicated SBD, any different provisions must be agreed with FZAG.
- The appearance (branding, airline logo, colour scheme) of the units will be defined by FZAG.
- FZAG will determine what signage is to be used for passenger information purposes within the framework of the current signage guidelines.

C.3.4. Types of use

Common use SBD

- The standard product at Zurich Airport is common use SBD where the baggage for several flights operated by different airlines is checked in at the same machines.
- FZAG is responsible for assisting passengers at common use SBD units. This includes passenger assistance at the machines (help to use a unit if necessary), ID checks, responsibility for handling dangerous goods in luggage[11], queuing, and providing consumables such as bag tags and paper. In accordance with the general conditions specified in C.3.4 Dedicated SBD, any different provisions must be agreed with FZAG.
- In cases exceeding the above scope of assistance, and where baggage cannot be handled by an SBD, any affected passengers will be referred to Exception Handling and directed to the relevant check-in desks for the airlines in Check-in 1 or Check-in 2.
- To determine the minimum number of staffed check-in desks for common use SBD Users without dedicated desks, the rules shown in Table 1 apply to simultaneously handled flights (i.e. with an overlap of 15+ minutes).

No. of flights	Min. no. of desks without SBD	Min. no. of desks with SBD

[9] Or subcontract the staffing of manual check-in desks to a third-party handling agent.

[10] See *2.5. Queuing* and *2.6. Special Features Check-in* in the Terminal Regulations for Zurich Airport (version for the 2021 summer timetable).

[11] Employees have received dangerous goods training according to IOSA Cat. 9.

1	**2**	**1**
2	**3**	**1**
3	**4**	**2**
4	**5**	**2**
5	**6**	**2**
6	**7**	**3**
7	**8**	**3**
8	**9**	**3**
9	**10**	**4**

Table 2: Minimum number of check-in desks when participating in common use SBD

Dedicated SBD

Prerequisites

- In the case of dedicated use, FZAG makes a defined number of SBD units exclusively available to one airline or a group of airlines with a common DCS.
- FZAG is responsible for checking, allocation and communication in relation to dedicated check-in desks.
- Dedicated use can be permitted if an airline/group has a market share of at least 25% of the total passenger volume over a year[12] at Zurich Airport, provided it is also participating in and is connected to all the common use SBDs at Zurich Airport.
- In addition, a minimum volume must be handled at common use SBDs.
- If the conditions for dedicated use are no longer met, FZAG reserves the right to change these SBDs over to common use operation within a period of 6 months.

Obligations

- The airline must use its own communication channels[13] to provide information about both its dedicated and all common use SBD areas.
- Dedicated branding and the use of specific handling materials may be permitted if agreed with FZAG. FZAG reserves the right to define product standards with respect to consumables (e.g. bag tags).
- Any monitor signage requires the prior consent of FZAG.
- The queuing setup is subject to the applicable Terminal Regulations[14] and will be defined in consultation with FZAG Terminal Management.
- The airline is responsible for assisting passengers. This may be subcontracted to a suitable partner, provided it has the appropriate third-party handling authorisation to provide the service.

[12] The year is taken to be the 12 months preceding the point of calculation.

[13] Such communication channels include in particular the airline's website, self-service boarding pass, customer newsletters and social media. Also, a mobile app if possible (the booking process is explicitly excluded).

[14] See chapter *2.5. Queuing* in the Terminal Regulations for Zurich Airport (version for the 2021 summer timetable).

- In the event of a malfunction, Users undertake to report the fault immediately to the hotline indicated on the unit and open a service ticket.
- The User is responsible for providing consumable materials (bag tags, paper for boarding pass).
- Special arrangements may be possible for dedicated SBDs (to pay fees for excess baggage for example) and require the prior consent of FZAG.

C.4. Technical requirements

C.4.1. On the part of FZAG

- To provide a functioning common use infrastructure, FZAG will provide hardware and the SBD Common Use Web Service (CUWS) to connect SBD units.
    - FZAG is responsible for the following technical requirements:
    - FZAG will provide the required locations for SBD units in the check-in areas.
    - FZAG will provide the power supply for the SBDs.
    - FZAG will provide a connection to the Zurich Airport IP network.
    - FZAG will ensure that the SBD Common Use Web Service is operational.
    - FZAG will make the manufacturer's standard application available for customer use; this will communicate with airline systems via CUWS.
- In the event of a malfunction, FZAG will ensure the necessary intervention until normal operation is re-stored. If a malfunction is caused by the airline's interface or backend systems, FZAG reserves the right to shut down the application for this airline if it is impacting other airlines. The airline may only be reactivated after successful testing.
- FZAG undertakes to provide 180 days' notice of changes to the SBD infrastructure that affect the web service application. The timing and the release of any modification will be mutually agreed.

C.4.2. On the part of the User

- The User is responsible for the following technical requirements:
    - Provision and maintenance of the DCS interface.
    - All additional costs in connection with the user-specific DCS connection will be billed as shown on the ICT price list.
    - The User will ensure that a compatible and sufficiently powerful data connection exists between its host and the Zurich Airport IP network (including WAN connection to Airport Connect). The User will bear any costs for connection up to the network gateway to Zurich Airport.

C.5. Maintenance

FZAG is responsible for providing technical support for the units.
All work necessary to ensure correct operation and maintenance of the SBD units will be paid for by FZAG. FZAG is also responsible for cleaning, servicing, fault reporting and rectification.
FZAG reserves the right to conduct passenger surveys and process analyses for quality assurance purposes.

D. Baggage sorting system restrictions

3.4 Gepäck – Abmessungen

3.4.1 Normalgepäck

Als Normalgepäck gilt alles Gepäck, welches folgende Werte nicht über- bzw. unterschreitet.

Maximalwerte: - 900x450x700mm (LxBxH) und 40 kg Gewicht

Minimalwerte: - 200x200x50mm (LxBxH) und 2 kg Gewicht

Nur Gepäck welches innerhalb dieser Werte liegt und keine der unter Punkt 4.7 (Sperrgepäck) aufgelisteten Ausnahmen darstellt, darf über die Normalbänder der Anlage zugeführt werden.
Alles andere Gepäck muss als Sperrgepäck behandelt werden.

3.4.2 Sperrgepäck

Als Sperrgepäck gilt dasjenige Gepäck, welches die Masse von Normalgepäck über- bzw. unterschreitet oder welches von seiner Art her nicht für den Transport auf Förderbändern geeignet ist.
(Siehe Gepäck-Auflistung unter Punkt 4.7, sowie Anhang J)
Beim Sperrgepäck wird zwischen bandfähigem und nicht-bandfähigem Sperrgepäck unterschieden.

3.4.2.1 Bandfähiges Sperrgepäck

Als bandfähiges Sperrgepäck gilt dasjenige Gepäck, welches die Masse von Normalgepäck über- bzw. unterschreitet und via die separat geführten Sperrgepäckbänder transportiert werden darf.

Die max. zulässigen Sperrgepäckmasse für den Förderband-Transport sind wie folgt festgelegt:

Bei einer Länge bis zu 1600mm = 1600 x 900 x 800mm (LxBxH),
bei einer Länge zwischen 1600 und 1900mm = 1900 x 800 x 800mm (LxBxH),
bei einer Länge zwischen 1900 und 3000mm = 3000 x 600 x 800mm (LxBxH),
bei einer Länge zwischen 3000 und 5000mm = 5000 x 200 x 200mm (LxBxH).

Das max. zulässige Gewicht pro Sperrgepäck beträgt 50kg. Einzelne, bis 70 kg schwere Sperrgepäcke dürfen auf das Sperrgepäck-Förderband abgeladen werden, sofern genügend Abstand (4m) auf dem Förderband eingehalten wird.

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