

## **RESOLVING A DISAGREEMENT REGARDING FINAVIA OYJ'S AIRPORT CHARGES DECISION**

If an airport user disagrees with the pricing decision on the airport charges by Finavia Oyj, the decision can be referred to the Finnish Transport and Communications Agency for processing in accordance with the Act on the Airport Network and Airport Charges (210/2011).

The claim shall be made to the Finnish Transport and Communications Agency within 30 days of publication of the pricing decision.

The claim for resolving a disagreement shall be lodged in writing and shall be addressed to the Finnish Transport and Communications Agency. The document shall indicate what change for the pricing decision is demanded and the grounds on which the claim is based.

In addition, the document shall indicate name and domicile of the claimant as well as the address and telephone number at which notifications may be sent to.

If right of action is exercised by a legal representative or proxy, his/her name and domicile should be indicated in the claim.

The document shall be signed by the claimant or by the proxy. Provisions on electronic signature are given in Act on Strong Electronic Identification and Electronic Signatures (617/2009).

As an appendix to the claim it is required to submit the documents to which the claimant refers in support of the claim, unless already delivered to the Finnish Transport and Communications Agency and the proxy's power of attorney, unless he/she is an advocate.

The claim shall be filed at the Finnish Transport and Communications Agency within the time limit. The claim shall be lodged at the registry of the Finnish Transport and Communications Agency within the opening hours on the last day of the time limit. The opening hours of the registry of the Finnish Transport and Communications Agency are 8.00 am – 4.15 pm. Claim may be filed in person, by mail or by proxy or messenger. Lodging the claim by mail or electronically is at claimants own risk.

Contact details of the Finnish Transport and Communications Agency:

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