INTERNATIONAL ZAGREB AIRPORT ICT SERVICES CATALOGUE

ZAGREB AIRPORT

Međunarodna zračna luka Zagreb d.d.
International Zagreb Airport Jsc.

ICT SERVICE CATALOGUE

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REVIZIJE DOKUMENATA RECORD OF DOCUMENT REVISIONS	VERZIJA VERSION	DATUM DATE	OPIS DESCRIPTION	REVIDIRANA STRANICA ILI PODRUČJE PAGE OR CHAPTER REVISED	AUTOR AUTHOR
	V0	01.12.2017.	Original document was developed of the basis of the International Zagreb Airport ICT services catalogue from 11/2016		Marin Tica
	V1	29.07.2019.	Version 1 document update according the new company rebranding standard.	All pages	Marin Tica

DISTRIBUCIJA DOKUMENTA DISTRIBUTION LIST	Vidi CC-IMS-FO-001-1 / See CC-IMS-FO-001-1

SVRHA DOKUMENTA PURPOSE OF THE DOCUMENT	This document defines all the ICT services provided to the customers by the International Zagreb Airport Jsc., as well as their prices and method of calculation.

PODRUČJE PRIMJENE SCOPE OF APPLICATION	Međunarodna zračna luka Zagreb d.d. International Zagreb Airport Jsc.

REFERENTNI DOKUMENTI REFERENCE(S)	Priručnici / ➢ Manuals
	Postupci / ➢ Procedures
	Obrasci / ➢ Forms

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PREGLEDAO/ REVIEWED BY:	Marin Tica	IT Director	04.12.2019.	
KONTROLA KVALITETE/ QUALITY BY:	Gabrijela Špoljar	Quality manager	04.12.2019.	
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1. Skraćenice / Abbrevations

SKRAĆENICE ABBREVIATIONS	/ OPIS / DESCRIPTION
ISO 9001:2015	➢ Sustavi upravljanja kvalitetom – Zahtjevi / Quality Management Systems – Requests
ICT	Information and Communications Technology
UPS	Uninterruptible Power Supply
LAN	Local Area Network
VLAN	Virtual Local Area Network
IP	Internet Protocol
FIDS	Flight Information Display System
CUPPS	Common Use Passenger Processing Systems
VOIP	Voice Over Internet Protocol
ToIP	Telephony Over Internet Protocol
TETRA	Terrestrial Trunked Radio
VPN	Virtual Private Network
SSID	Service Set Identifier
ISP	Internet Service Provider
U	Rack unit, unit of measure defined as 1 3⁄4 inches (44.45 mm)
HRK	Croatian Kuna

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2. International Zagreb Airport

Background information

International Zagreb Airport is the largest Croatian airport, and also the only airport located near the Croatian capital of Zagreb. A distance from the airport to the Zagreb city centre is 17 km (by road) and the city centre can be reached by car, bus, taxi or rent a car.

Total surface of the airport area is 2,924,053 m2. The airport has one runway with total length of 3,252 m and apron for commercial and general aviation with total of 43 parking positions (22 for commercial aviation).

ICT Infrastructure Presentation

International Zagreb Airport has a unique location and it is well-integrated and perfectly connected for data and telecommunications traffic as well as electric power.

The lines to the airport site all come from different directions in completely independent ways. The optical fibre lines are supplied by a variety of providers, making a great selection available:

- HT
- A1
- Metronet
- ISKON
- SITA
- Arinc

The capacities of the cable conduits at the airport allow further expansion at any time.

Power is supplied by two different electricity substations and also backed up by UPS systems for facilities critical to operations.

International Zagreb Airport ICT Services are based on high-performance network infrastructures. A redundant and extremely fast IP network connects the interfaces of the various ICT Services.

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3. International Zagreb Airport ICT services Overview

International Zagreb Airport, an extremely attractive environment with high potential offering a range of attractive ICT services that have been optimized for airport activities and business.

A modern IT and telecommunications infrastructure based on trend-setting technologies and customer-focused services forms a stable foundation for the entire service range. The conditions of an international airport, which can be highly specific, have a positive effect on the services:

- Service-oriented products
- A service range designed to meet customers' requirements
- Scalability
- Optimized for airport processes
- Market-oriented services
- State-of-the-art technology

ICT services at International Zagreb Airport may be subject to certain restrictions as a result of various factors and certain general provisions.

Detailed descriptions of the services and any potential requirements or conditions are provided in the ICT services catalogue.

ICT services Classification

ICT services have been grouped into eight areas, ranging from basic, low value added products such as unlit infrastructure to complex, high value-added products like advanced data services or housing.

	Service area	Description
1	Cabling	Basic physical infrastructure, excluding any data transmission equipment.
2	Managed LAN	Point-to-point or point-to-multipoint data & Internet Protocol (IP) transport services between the customer's premises
3	Telephony	Telephony products and services targeted at business or private end-users (excluding mobile telephony).
4	Private Business Radio	Private Mobile Radio based on TETRA standard and technology
5	Wireless LAN	Wi-Fi network covering all the airport indoor premises and airside outdoor
6	Internet access	Access to an Internet.
7	Hosting / Housing	Services relating to the management of either complete hardware items or data on behalf of the customer.
8	Common Use Services	Software-driven network services having a greater focus on Airport software technology.

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Delivery Times

Standard orders (ICT Services as per price list) are carried out by our technicians within 10 working days after the order confirmation is sent. If a standard order requires attention within three working days of order confirmation, a flat-rate express charge per service is added to the prices indicated.

Delivery times may vary considerably, depending on the services and quantities involved. We will be happy to prepare a detailed quotation for you with the exact information.

Prices & Validity

All prices are quoted in EUR and exclude value-added tax and statutory charges. Subject to errors and changes to products, services and prices.

The installation costs also include the costs for the de-installation or decommissioning of the service. The relocation costs refer to those of moving a service to another location or another place of service provision.

All services will be provided in accordance with the "standard service times" (Mon – Fri from 8 a.m. to 4 p.m.) as defined in the standard Service Level Agreement (SLA). Any deviations will be indicated on the order confirmation sheet.

4. Business ICT Services: Cabling

Service description

For the security of the airport, its passengers and employees, any external use of this infrastructure must comply with detailed requirements.

Cabling Individual workplaces of some tenants at Zagreb could require a highly specialized cabling. In these special cases, it is possible to use International Zagreb Airport's infrastructure.

Its usage is restricted to those applications that cannot be implemented using any of the other services provided.

Throughout the entire airport, the media-bound transmission of data and voice is based on Universal Communications Cabling (UCC). It is called 'universal' because the same medium is always used regardless of the signal type. In the work areas, only RJ45 sockets are installed.

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Service variants

Cabling either copper or fibre are offered with a number of variants relating to:

- Number of fibre pairs offered
- Route, relating to distance and location
- Type of (Copper/fibre)

Cabling can be offered with or without co-location for network transmission equipment. It is almost always offered with annual operate and maintain (O&M) contracts and availability based SLAs.

Limited support: Fault reports concerning optical fibre cables or conduits are handled during regular office hours only. There is no standby support service for resolving faults outside these hours. For services with higher requirements, the IP connection service which has redundant connections should be selected.

Distances: A minimum distance is charged for each segment of a connection path (segment = path between two connection points). In addition to this, the incomplete 80m segment is charged as well. Optical fibre connection: minimum length charged per segment = 1,000 meters

Pricing

The pricing of this service would typically be determined by the following factors:

- Type
- Distance
- Resilience (extra premium)
- Service Level Agreements

The airport infrastructure may not be used for setting up proprietary networks. Generally, no approval will be granted for the erection of separate infrastructures outside the exclusively rented areas, and the use of International Zagreb Airport resources will not be permitted if the customer's requirements can also be met by the central infrastructure.

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5.   Business ICT services: Managed LAN

Service description

LAN connections with guaranteed service levels are therefore available throughout the airport. The Airport's partners can be sure of their availability at all times, leaving them to concentrate their full attention and skills on their core business in daily flight operations.
LAN connections are distributed across the entire International Zagreb Airport site, and these are linked together using Giga Ethernet technology to form a secure network.

International Zagreb Airport offers a reliable network solution that allows every customer to be provided with their own virtual network which can be individually extended and expanded with further IT services.

Reliability
The following measures ensure the reliability of the network:
- Redundant (duplicated) provision of all backbone connections
- Continuous monitoring of all connections between network nodes
- Continuous monitoring of the condition of all active components on the network – Immediate intervention by support staff when monitored elements fail
- The entire network is designed for reliable operation and maximum service availability.

High performance
The consistent use of broadband optical fibre cabling and a 10 Gigabit backbone ensure that your bandwidth and latency requirements can also be fulfilled in the future. Thanks to IP ports with bandwidths of up to 1 Gigabit, we provide sufficient speed for your devices.

Cost efficiency
IP connection sockets are billed per installation. There is no minimum quantity of sockets. The distance between the individual network connections has no bearing on the costs. Naturally, there are no additional charges for support and maintenance, nor are there any charges based on the volume of data transmitted. These costs are included in the flat rate for each IP connection.

Connecting devices such as hubs, switches, routers, firewalls, etc. to increase the number of IP connections for further devices is not permitted for security reasons.

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Service variants

This product can be offered in the following variants:

IP Data : The workstation connection comprises one IP Ethernet port using an UCC RJ45 sockets as the standard interface throughout the airport.

IP Internet: IP connection to the airport LAN in the airport Internet VLAN, firewall-protected, 10/100/1000 Mbps Ethernet using existing UCC infrastructure, one port is required per terminal.

IP Net-Payment: IP connection for credit card payment machines to the airport LAN in the airport netpay VLAN, firewall- protected, 10/100/1000 Mbps Ethernet using existing UCC infrastructure, one port required per payment terminal.

IP PoE Connection: Power over Ethernet on IP connection port of devices within the ICT service range of authorized devices.

IP Gateways services:

Gateway to external network: IP gateway from International Zagreb Airport network to an external network, single connection.

Gateway to SITA AirportHub: This connection to the SITA network infrastructure connects the customer's VLAN to the SITA AirportHub network. The connection has a highly available structure. The customer must request a SITA Airport Hub connection from SITA because the IP network configuration is defined by SITA.

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Gateway to Airport services: Connects an airport customer's IP VLAN to the airport services of International Zagreb Airport. The Airport services supplies airport services such as FIDS, CUPPS, etc.

6. Business ICT services: Telephony

Service description

With state-of-the-art equipment enhanced with attractive end devices and interesting extra services, we offer our tenants and partners at International Zagreb Airport all of the advantages of a modern telephone system. The telephone system also helps save costs, as you can talk to anyone else connected to the Airport system without incurring any call costs.

All the lines are run via connections to International Zagreb Airport telephone system. The basic requirement for connecting a ToIP terminal (standard technology) is a connection to the International Zagreb Airport IP Network (VOIP VLAN).

The terminal can be placed between the UCC connector socket and the PC / notebook. This means that the same physical socket (UCC) can be used for IP and IP telephony.

The portfolio of terminal devices includes models with standard, convenience or premium user functions. The main characteristics of the various models are described in the following sections.

Please note that only ToIP system devices supplied by International Zagreb Airport may be connected, operated and maintained on the airport telephony system.

Service variants

This product can be offered in the following variants:

IP phone Entry Model: ToIP system device with backlit monochrome graphics display and a menu- driven user interface. It has dedicated keys marked with self-explanatory icons for the main functions. For extra convenience, this model has a full-duplex hands-free function and a headset connector with headset key.

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IP phone standard Model: With the same features as the Standard model but with additional programmable speed dial but- tons.

IP phone advanced Model: The main additional feature compared to the Standard model is that this ToIP system device has a high-performance 5" color graphics display with VGA resolution for an excellent user experience. For optimum legibility in various light conditions the display can be tilted.

IP conference phone Model : ToIP conference telephone with external keyboard and easily legible backlit monochrome graphic display. Suitable for medium-sized meeting rooms.

7.   Business ICT services: Private Business Radio

Service description

International Zagreb Airport operates a private business radio system. This guarantees complete coverage of the entire airport premises, as well as reliable radio services to all indoor operations areas.

The numerous technical features of the TETRA radio system can be optimized to suit the operational processes of any user group, supporting you in your day-to-day flight operation tasks.

TETRA is designed for professional mobile radio applications, and for use in mission critical scenarios. Use of a two-way transceiver (popularly known as a walkie-talkie) allows people to communicate with each other.

The service offers full redundancy in terms of base station coverage and switches (which are placed in separate locations).

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The TETRA service comprises:

Full portfolio of communications services: including group, individual and broadcast calls; caller ID, call diversion, call report, call barring; and various private mobile radio services like priority call, emergency call, dynamic group number assignment.

Extensive range of compatible handsets: available from a range of local vendors.

Broad range of TETRA-compatible applications: including dispatcher systems, voice recorders, Automatic Vehicle location (AVL) an in-building coverage solutions, TETRA for events, location based services and others.

Service variants

International Zagreb Airport offers a wide range of TETRA portable terminal to meet requirements of Airport tenants.

Standard Portable Radio: delivers the high performance and dependability required for enhanced workforce productivity and assured user safety.

Standard Mobile Radio: highly flexible and capable system radio which permits the installation of multiple control heads.

8. Business ICT services: Wireless LAN

Service description

The Wireless LAN service enables to expand any IP network to a wireless network. All the airport both indoors and out – are fully covered in accordance with the 802.11b/g/n standard

One single network for several usages:

- Public Internet Access (Limited free service)
- Business Use
- Access to International Zagreb Airport Service Portal
- Access to International Zagreb Airport Business Applications

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WLAN at International Zagreb Airport

Wireless communication is an important prerequisite for smooth operations at International Zagreb Airport. The entire WLAN infrastructure at International Zagreb Airport is designed to provide frequency coverage throughout the airport. This means that all transmission cells are carefully coordinated so that they do not interfere with each other. This is essential to achieve the best technically achievable data throughput rates as these are significantly reduced when transmitters overlap each other on the same channels. The WLAN infrastructure supports all the common encryption and authentication methods. The types of processes that can be used are usually dependent on the functionalities of the clients used.

Airport regulations concerning WLAN

Only a limited number of broadcasting channels is available for WLAN. All International Zagreb Airport space rental contracts prohibit the setup of proprietary WLAN networks or refer to the requirement for approval. The International Zagreb Airport WLAN services product range enables the airport-wide infrastructure to be used by airport tenants without impacting on airport operations.

Any disruption of operations processes caused by the operation of proprietary WLAN infrastructures and/or broadcasting systems could result in a claim for damages.

Service variants

This product can be offered in the following variants:

WLAN access indoors: Access via Wireless LAN (802.11g/n) to your IP network in your rented office space at International Zagreb Airport as well as the public areas of the airport.
The individual devices are usually authorized by the customer. The customer can authorize as many devices as they wish to allow on this infrastructure.

A variety of technologies can be used for authentication. The setup work is performed in coordination with the customer and depends on the customer's technical environment.

WLAN access outdoor: Access via Wireless LAN (802.11g/n) to your IP networks within the entire area of the airport. This

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includes the airport apron, all the handling areas at stands, offices and commercial areas.

Internet WLAN: Internet WLAN refers to direct Internet access via WLAN.

9. Business ICT services: Internet

Service description

International Zagreb Airport network is based on high- speed Internet peering technology providing customers with state-of-the-art firewall-protected access to the Internet.

IP network security

IP networks are part of the basic infrastructure of every modern business. Due to its dynamic operations processes, an airport needs to have reliable and fast IP networks. At the same time, these networks form the primary data connection, via the Internet, between the airport and many businesses with which it has direct business relationships. However, all Internet connections bear a potential risk. It is essential that these access points be well-protected, because a disruption of these connections has a massive impact on business processes.

Implementation of requirements

In order to meet the rigorous IT security demands, the airport uses only products from market leaders. All the services we offer are based on the systems and concepts of International Zagreb Airport and offer the same level of security that is essential to International Zagreb Airport. The IT security services offered for Internet services are based on IP network. The Internet services are governed by the same SLA conditions as the IP network.

Service variants

This product can be offered in the following variants:
a premium high-speed Internet to stream music and/or videos or connect to a company's network (via VPN). Premium Internet is faster than Free Wi-Fi and ideal for performing more demanding tasks.

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10. Business ICT services: Housing

Service description

Servers are often very noisy and are perceived as being extremely annoying in an office environment. International Zagreb Airport has many rooms available which form part of the airport's infrastructure. These rooms are capable of housing such equipment, subject to space being available. The locking system at International Zagreb Airport is managed centrally by the airport operator and therefore guarantees that no unauthorized persons can gain access to systems.

The housing services are suitable for customers with stations distributed across International Zagreb Airport which are networked via the airport IP network infrastructure.

Service variants
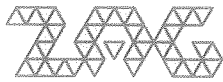
This product can be offered in the following variants:

> **19" cabinet / 1U:** Use of a locked 19" rack in a server room at International Zagreb Airport. Suitable for servers with a depth of 100 cm. Power usage and access 7 x 24h with personal airport security pass are charged separately at a flat rate.

11. Business ICT services: Common Use Services

Service description

International Zagreb Airport runs the AOS (Airport Operating System) as a centralized system to support flight operations. AOS assists all companies operating at the airport with their flight handling processes and also serves as an information source for the passenger information system. The airport's operating regulations stipulate that service providers and ground-handlers are obliged to use these infrastructure facilities. Mission-critical systems can connect to the AOS via a direct network connection as trusted sites.

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Flight information displays that show a fixed display from AOS for viewing by flight passengers are called FIDS public displays. They supply FIDS of departures and arrivals information.

FIDS Data feed: Flight information displays are supplied with flight data from the AOS of International Zagreb Airport. The system can only be accessed via the airport IP network. This data may not be passed on to third parties or to other networks outside the IP network of International Zagreb Airport.

Usage restrictions: Please note: There are restrictions on the use of the AOS service. Access to flight operations-related data is only permitted by partners of International Zagreb Airport with the necessary authorization.

Product variants

This product can be offered in the following variants:

Standard FIDS landscape/portrait: Standard 32" display (16:9), fixed display, includes PC and LAN connection within the airport.

Large FIDS landscape/portrait: Standard 40" display (16:9), fixed display, includes PC and LAN connection within the airport.

Vista Web: an online access using a login and password to the flight information through a web browser.

CUPPS workstation: The Crews software is installed on the supplied workstation by International Zagreb Airport. The workstation application is kept up-to-date through software maintenance, patches and updates by International Zagreb Airport.

SITA Type B address usage: From the pool of the ZAG addresses will be selected one for SITATEX communication. Service include International Zagreb Airport PC with SITATEX installation and limited access just for the main Type B exchange functionality

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FIDS marketing service: For advertisement purpose FIDS displays can be in use jointly with operational information. Usage per any particular, or group of the monitors, previously have to be confirmed with International Zagreb Airport Commercial.

Service include:

- One off uploading fee - for every campaign (one image/visual per campaign) preparation, upload and configuration on system. In cases when Customer will have more visuals per campaign, each campaign image/visual upload to the Customer will pay additionally.
- Monthly System Usage fee – (on check in monitors) per check in monitor per each campaign.

The work required to install the FIDS display, and CUPPS workstation as well, at the requested site is invoiced on the basis of materials and costs incurred.

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12. ICT services Pricing

MZLZ Prices

ICT Products and Services	One Time Fees	Monthly Fees
Passive cabling /DATA		
Retail		
UTP's Data Port 100Mbps	€285,00	€21,00
Data /VLAN	€56,00	€60,00
Data /VLAN Net-Payment		€80,00
Gateway AirportHub		€10,00
Gateway Airport Systems		€10,00
Gateway External Systems		€10,00
WiFi (per connection)		€20,00
WIFI SSID		€30,00
VPN "point to point connection"		€16,00
Internet connection		€29,00
Wholesale		
Private Fibre for ISP services (per location/per double core)	€4,30	€504,00
Rent of cable up to diameter 12 mm/m		€0,10
Rent of cable from diameter 12.01 up to 16 mm/m		€0,20
Rent of cable from diameter 16.01 up to 36 mm/m		€0,40
Area for cable ties in manhole – for 1 cable tie		€2,50
Hosting/Housing		
1 U of a rack		€30,00
Electric energy and cooling services for server space/U/equipment		€49,00
Daily free entry to the server location 24x7 Per MER, SER location		€16,00
Telephony		
Phone ext.	€40,00	€14,00
IP Phone Entry Model		€6,50
IP Phone Standard Model		€14,50
IP Phone Advance Model		€18,50
IP Phone Conference Model		€25,00
Airport Common Use Services		
Web Vista (term/month)		€22,50
VISTA - FIDS Display 32"	€ 300.00	€90,00
VISTA - FIDS Display 40"	€ 300.00	€100,00
CREWS Backoffice Workstation		€180,00
FIDS marketing service	€ 120.00	€18.00
SITATEX SITA Type B address usage	€ 250.00	€100,00
TETRA		
TETRA ext.	€40,00	€14,00
TETRA Group		€5,00

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TETRA Portable Radio		€40,00
TETRA Mobile Radio (car)		€60,00
IP TV		
IP TV Set Top Box (STB) (basic channel)	€200,00	€20,00

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13. General Terms and Conditions

Scope
The "General Terms and Conditions" set out below apply to the purchase of products and services from International Zagreb Airport. They regulate all issues that are not stipulated in a separate contract. In the event of a discrepancy between the contract and the GTC, the terms agreed in the special contract will take precedence.

Purpose
In return for a usage fee, International Zagreb Airport will provide the user with the technical infrastructure, and the telecommunications facilities and infrastructure and provide services in the field of technical infrastructure and telecommunications.

Use of facilities and services provided
The services taken up by users must be utilized exclusively for the users' own requirements. The transfer of services to third parties is prohibited, even if this is done at no charge. Any exceptions must be stipulated in the contract. The customer must observe all Croatian laws and all regulations issued by International Zagreb Airport when using such services.

Ordering of services
Orders for services in this catalogue must be submitted exclusively on the forms designated for this purpose by International Zagreb Airport. International Zagreb Airport will only process orders that have been completed in full and have a legally binding signature.

Confidentiality
Users of services from this catalogue must observe the duties of non-disclosure and confidentiality. Under no circumstances may information about the telecommunications infrastructure at International Zagreb Airport be disclosed to third parties without the written consent of International Zagreb Airport.

Liability
International Zagreb Airport will assume liability only in cases involving gross negligence or intent. In particular, International Zagreb Airport will not be held liable for consequential
damage or for indirect loss or damage as a result of deficiencies for which International Zagreb Airport is responsible. Users will be held fully liable for any damage or loss sustained by facilities or infrastructure belonging to International Zagreb Airport that is caused by themselves or by third parties they have engaged.

ZAGREB
AIRPORT

Međunarodna zračna luka Zagreb d.d.
International Zagreb Airport Jsc.

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Usage fee

The services provided by International Zagreb Airport are subject to a usage fee invoiced on a monthly basis. A one-off flat fee will be charged for commissioning, modification and dismantling of service components.

Price adjustments

International Zagreb Airport is entitled to adjust the prices of all IT and communications products and services offered every year. The new prices and the dates on which they enter into force will be announced to users in the form of a new price list.

Terms of payment

The fee is payable from the day on which a given service ordered by the user is first used for the remainder of the month in question. Thereafter, the services will be paid for monthly until termination of the contractual relationship. The invoices issued by International Zagreb Airport are in Kunas, on net terms and to be paid within 30 days of the invoice date. International Zagreb Airport has the right to demand payment in cash, or to shorten the payment period at any time without offering justification. The place of payment is the registered office of International Zagreb Airport.

Default of payment

If the payment period indicated on the invoice is not observed, the user is automatically in default of payment.

In the event of default of payment, International Zagreb Airport will be entitled to suspend the services in whole or in part, either permanently or temporarily and/or to terminate the contractual relationship without notice. Furthermore, International Zagreb Airport will be entitled to charge a reasonable rate of default interest as well as any collection expenses incurred.

Agreement of contract duration

The contract will enter into force with the commissioning of the service ordered and is concluded for an indefinite period. In the absence of any special

contractual agreement, the contract can be terminated by either party (user or International Zagreb Airport) after a minimum duration of three months with effect from the end of a month by giving three months' notice.

Termination

Notice of termination must be submitted in writing in all cases. On the final day of the contractual relationship and by no later than 5 p.m. the customer will hand over all the equipment that it has been using to International Zagreb Airport.

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Translation into other languages

These provisions have been drawn up in the original in Croatian. In the event that they are translated into other languages, the original Croatian version shall remain legally binding in all cases.

Severability clause

Should any contractual provisions or provisions of these General Terms and Conditions prove to be or become ineffective or unenforceable, this will not affect the validity of the remaining provisions. In such an event, the parties to the contract will replace the provision in question with a new provision that most closely corresponds to the legal and economic intention and purpose of the original provision.

Applicable law and place of jurisdiction

These provisions are governed by Croatian law. Application of the Vienna Sales Law (UN Sales Convention on the international sale of goods) is expressly excluded. The sole place of jurisdiction is the registered office of International Zagreb Airport and, to the extent permitted by law, it is agreed that the Zagreb Commercial Court is the competent court.