

AE STOP DISTRIBUTION ON TRAVELPORT GDS

(1) Reservation

Q1: When AE will stop distributing inventory on 1G/1V/1P? What should I do?

A1: AE will stop distributing inventory on 1G/1V/1P starting **from 10 June 2009**.
Please contact CI/AE local office.

Q2: Can I book CI's code share flights, which are operated by AE?

A2: For the time being, there is no CI's code share flight operated by AE.

Q3: If I want to change return itinerary on segments previously booked and issued on Worldspan, what should I do?

A3: Please contact CI/AE local office.

(2) Ticketing

Q1: I have a PNR booked but not ticketed yet, what should I do?

A1: If PNR cannot be ticketed before 9 June 2009, please contact AE/CI local office.

Q2: What should I do if I need to revalidate previously ticketed AE flights?

A2: If revalidation cannot be performed before 9 June 2009, please contact AE/CI local office.

Q3: What should I do if I want to re-issue previously ticketed AE segments?

A3: If re-issue cannot be performed before 9 June 2009, please contact AE/CI local office.

Q4: How do I refund on previously ticketed AE flights?

A4: If you cannot refund before 9 June 2009, please contact CI/AE local office.

Q5: Can I still check the status of previously ticketed AE segments?

A5 : Yes, you can still use **ETR** entry to check ET status.

Q6: Will AE/CI charge a fee for tickets re-issued at airline office?

A6: For AE flights ticketed on Travelport GDS, if the ticket has to be re-issued at AE/CI office after 9 June 2009, AE/CI will not charge a fee for the re-issue. Otherwise, normal policy applies.