oneworld Ticketing and Disruption Policy Document

Multilaterally agreed document to support the DRD

Strictly confidential to oneworld member airlines

Version 3
Updated June 23, 2016
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Part A: General

1. Document updates

Changes to this document can be made through the oneworld Management Company (oMC) as follows:

- The responsible Contact Group (eg. oneworld Help Desk) to discuss the change and assess the impact across all alliance members
- If agreed, the change to be circulated for final approval by the Contact Group prior to implementation
- The document to be amended with the update/change and the revision table (below) adjusted
- Members to communicate the change to the relevant internal stakeholders
- oMC to brief the relevant Delivery Teams

Table 1: Revisions

<table>
<thead>
<tr>
<th>Last Date Updated</th>
<th>Changes</th>
<th>Pages/Section</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>June 2016</td>
<td>Merged oneworld Ticketing Policy Document with Disruption Policy Document</td>
<td>All</td>
<td>V1</td>
</tr>
<tr>
<td>June 22, 2016</td>
<td>Part B: oneworld Ticketing Policy and Procedures; 1. Issuance b. Cabotage restrictions between US Territories (GUAM) and USA Removed reference to JO, route is operated by JL</td>
<td></td>
<td>V2</td>
</tr>
<tr>
<td>June 22, 2016</td>
<td>Part B: oneworld Ticketing Policy and Procedures; 3. oneworld Help Desk (oWL) Updated - JL oWL does not have access to S7 PNRs.</td>
<td></td>
<td>V2</td>
</tr>
</tbody>
</table>

2. Introduction and overview

This document supports information found in oneworld’s Delivery Requirements Document (DRD). It outlines policy and procedures in regards to disruption handling and ticketing when two or more oneworld members are involved.

Customer feedback and market research highlights the need for robust processes to look after the customer ‘when things go wrong’. Implementing alliance wide processes will ensure the customer receives support, consistently, as they travel across oneworld’s members.
Each member should identify their internal stakeholders who require access to this document; processes should be put in place to communicate and manage the most up to date version in the field.

Additional information on each member’s policy and procedures can be found in the Master Carrier Document (MCD), found in eworld or on the airlines intranet site.

3. oneworld’s customer proposition

‘Section D – Customer Experience’ of the DRD outlines the service delivery requirements each oneworld member must deliver. It includes information relating to staff training and communication, systems and processes.

At the core of the alliance is providing a seamless experience between oneworld members, this can be facilitated in many ways; the DRD reflects this in the following terms:

   Section D – Customer Experience: Global travel support & ease:

   Staff from all member airlines are always there to help; on the ground, in the air, wherever our customer’s journey takes them. At every stage of the journey, customers should feel that they are valued customers of the oneworld alliance. All oneworld customers should be treated the same regardless of which airline they are travelling on with their queries answered at the first point of contact.

Although all customers are important, additional servicing elements have been documented to ensure oneworld’s top tier frequent flyers (Emerald, Sapphire and Ruby tier members) are recognised for their loyalty (refer to Section B- Frequent Flyers in the DRD and the Disruption section in this document).

4. Definition of a oneworld flight

A oneworld flight is defined as multi or single carrier flights operated AND marketed by oneworld carriers or oneworld affiliates. Flights operated or marketed by non-oneworld carriers are not considered oneworld flights.

Customers are only eligible for oneworld benefits on oneworld flights.

<table>
<thead>
<tr>
<th>Example</th>
<th>Journey</th>
<th>Servicing</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>LHR- (BA)- JFK- (AA)-LAX- (QF)- SYD</td>
<td>This journey is a combination of oneworld flights between BA and QF. oneworld benefits apply to the full journey and customer would receive full ticket service benefits (if ticketed in a single booking/PNR).</td>
</tr>
</tbody>
</table>
2. HEL- (AY) – HKG - (CX) - BKK- (TG) - HKT

This journey is a combination of oneworld and non-oneworld flights between AY, CX and TG. Service benefits only apply to the oneworld flights (AY & CX) in this journey.

5. oneworld member affiliate carriers

The following table shows the carriers which operate on behalf of the member, and are considered to be the same as the member carrier in references to “operating” carrier.

<table>
<thead>
<tr>
<th>MAIN MEMBERS</th>
<th>MAIN MEMBERS (Full Legal Name)</th>
<th>AIRLINE AFFILIATES (Full Legal Name)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Announced on July 26, 2010; Implementation Date: March 20, 2012</td>
<td></td>
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<tr>
<td>Air Berlin</td>
<td>Air Berlin PLC &amp; Luftverkehrs KG</td>
<td>NIKI Luftfahrt GmbH</td>
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<tr>
<td></td>
<td></td>
<td>Belair Airlines AG</td>
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<tr>
<td></td>
<td></td>
<td>TUIfly GmbH</td>
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<tr>
<td></td>
<td></td>
<td>Lufthaftrtgesellschaft Walter GmbH (LGW)</td>
</tr>
<tr>
<td>Announced on September 21, 1998; Implementation Date: February 1, 1999</td>
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<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>SkyWest Airlines</td>
</tr>
<tr>
<td></td>
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<td>ExpressJet</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Republic Airlines Inc.</td>
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<td></td>
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<td>Mesa Airlines</td>
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<td></td>
<td></td>
<td>Air Wisconsin Airlines</td>
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<td>TransStates Airlines</td>
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<td></td>
<td></td>
<td>PSA Airlines</td>
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<tr>
<td></td>
<td></td>
<td>Piedmont Airlines</td>
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<td></td>
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<td>Compass Airlines</td>
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<td>Announced on September 21, 1998; Implementation Date: February 1, 1999</td>
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<td></td>
</tr>
<tr>
<td>British Airways</td>
<td>British Airways Plc</td>
<td>SUN-AIR of Scandinavia A/S</td>
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<tr>
<td></td>
<td></td>
<td>Comair (Proprietary) Limited</td>
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<tr>
<td></td>
<td></td>
<td>BA Cityflyer Ltd</td>
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<tr>
<td></td>
<td></td>
<td>OpenSkies SASU</td>
</tr>
<tr>
<td></td>
<td></td>
<td>British Airways (BA) Limited</td>
</tr>
<tr>
<td>Announced on September 21, 1998; Implementation Date: February 1, 1999</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cathay Pacific Airways</td>
<td>Cathay Pacific Airways Ltd</td>
<td>Hong Kong Dragon Airlines Limited</td>
</tr>
<tr>
<td>MAIN MEMBERS</td>
<td>MAIN MEMBERS (Full Legal Name)</td>
<td>AIRLINE AFFILIATES (Full Legal Name)</td>
</tr>
<tr>
<td>--------------</td>
<td>--------------------------------</td>
<td>--------------------------------------</td>
</tr>
<tr>
<td>Finland</td>
<td>Finnair Fennair Oyj</td>
<td>Nordic Regional Airlines</td>
</tr>
<tr>
<td>Iberia</td>
<td>Iberia Líneas Aéreas de España S.A. Operadora</td>
<td>Air Nostrum Líneas Aéreas del Mediterraneo, S.A.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Compañía Operadora de Corto y Medio Radio Iberia Express, S.A.</td>
</tr>
<tr>
<td>Japan Airlines</td>
<td>Japan Airlines Co. Ltd.</td>
<td>Japan Transocean Air Co. Ltd.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>J-Air Co. Ltd.</td>
</tr>
<tr>
<td>LAN Airlines</td>
<td>LATAM Airlines Group, S.A.</td>
<td>LanPeru, S.A.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Transporte Aéreo S.A. (LanExpress)</td>
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<td></td>
<td></td>
<td>Aerolane, Líneas Aéreas Nacionales de Ecuador S.A. (LanEcuador)</td>
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<td></td>
<td></td>
<td>LanArgentina, S.A.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Aerovias de Integracion Regional - Aires S.A.</td>
</tr>
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<td></td>
<td></td>
<td>TAM Linhas Aéreas S.A.</td>
</tr>
<tr>
<td>Malaysia Airlines</td>
<td>Malaysian Airline System Berhad</td>
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</tr>
<tr>
<td>Mexicana Airlines</td>
<td>Compañía Mexicana de Aviación, S.A. de C.V.</td>
<td>Aerovías Caribe, S.A. de C.V.</td>
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<td></td>
<td>Mexicana Inter, S.A. de C.V.</td>
</tr>
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<td>Qantas Airways</td>
<td>Qantas Airways Limited</td>
<td>Airlink Pty Limited</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Sunstate Airlines (Qld) Pty Limited</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Eastern Australia Airlines Pty Limited</td>
</tr>
<tr>
<td></td>
<td></td>
<td>National Jet Systems Pty Limited</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Jetconnect Limited</td>
</tr>
<tr>
<td>MAIN MEMBERS</td>
<td>MAIN MEMBERS (Full Legal Name)</td>
<td>AIRLINE AFFILIATES (Full Legal Name)</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------------------------------------------</td>
<td>--------------------------------------</td>
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<tr>
<td>Qatar Airways</td>
<td>Qatar Airways, Q.C.S.C.</td>
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<tr>
<td></td>
<td><strong>Announced on October 8, 2012; Implementation Date: October 30, 2013</strong></td>
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<td>Royal Jordanian Airlines</td>
<td>ALIA – The Royal Jordanian Airline Plc</td>
<td>None</td>
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<tr>
<td></td>
<td><strong>Announced on October 17, 2005; Implementation Date: April 1, 2007</strong></td>
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<tr>
<td>S7 Airlines</td>
<td>JSC Siberia Airlines</td>
<td>Globus LLC</td>
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<tr>
<td></td>
<td><strong>Announced on May 15, 2009; Implementation Date: November 15, 2010</strong></td>
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<tr>
<td>SriLankan Airlines</td>
<td>SriLankan Airlines Ltd.</td>
<td>None</td>
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<tr>
<td></td>
<td><strong>Announced on June 12, 2012; Implementation Date: May 1, 2014</strong></td>
<td></td>
</tr>
</tbody>
</table>

* If any oneworld carrier operates a flight outside of a scheduled service (i.e.-charter), they will not be included in this agreement.
Part B: oneworld Ticketing Policy and Procedures

Customer enquiries or servicing requirements should be handled at their first point of contact. In some situations it may be necessary for the staff member to contact the oneworld Help Desk for assistance.

The member initiating a ticket change should reissue the ticket to ensure the customer’s requirements are resolved and they are ‘ready to fly’.

1. Issuance

oneworld customers will be able to purchase published fare tickets, including oneworld fare products from any oneworld carrier unless restricted by local laws and restrictions. This includes Airport Ticket Offices (ATO), City Ticket Office locations (CTO), Reservations Centres, kiosks or online.

Country Restrictions:

a. American Airlines’ Country Restrictions:
   U.S. law prohibits American Airlines (and all U.S. carriers) from facilitating travel to Cuba. This prohibition means that American cannot:
   • Accept or make reservations for travel to or from Cuba
   • Issue or re-issue any document (Tickets, MCOs and EMDs) that includes travel to or from Cuba, nor endorse it to another carrier.
   • Honour any tickets, issued on any ticket stock, issued by any carrier or travel agency that involves travel to or from Cuba, nor endorse any flight coupons to other carriers.
   • Participate in any itineraries to or from Cuba. This applies to codeshare flights where AA is the operating carrier and the marketing carrier’s code is reflected on the ticket

b. Cabotage restrictions between US Territories (GUAM) and USA

   o JAL- Carriage by JAL only or by combination with Non-US carriers (KE, SQ, etc) and JAL for continuous itinerary between points in the US (North America and Hawaii) and GUM/SPN is prohibited (regardless of transfer of stopover in Japan)

Examples:

LAX - (JL) – Japan - (JL) - GUM Not permitted
DFW - (AA) – Japan - (JL) - GUM Permitted
LAX - (JL*/AA) - Japan-(JL) - GUM/SPN Not permitted
LAX (AA*/JL) - Japan-(JL) - GUM/SPN Not permitted
2. Endorsement Waiver Agreement (EWA)

All the oneworld carriers’ have signed the oneworld Endorsement Waiver Agreement (EWA). The endorsement waiver allows oneworld member airlines to accept and/or reissue each other’s published fare tickets, which supports the customer proposition of assisting customers at the first point of contact. The waiver covers both types of transactions for oneworld tickets; voluntary and involuntary changes.

3. oneworld Help Desk (oWL)

Where the issuing or re-issuing member does not have the complete booking and fare information, the agent should call their oneworld Help Desk (the oneworld Help Desk has access to all member systems*). oneworld Help Desk staff have a ‘read only facility’ that will display the other oneworld member’s reservation, in their reservation system. If they are unable to obtain the information they will call the relevant carrier’s oneworld Help Desk.

*JL oWL does not have access to S7 PNRs.

4. Forms of Payment

Only forms of payment accepted by the issuing carrier will be accepted for payment.

5. oneworld Fare Products

oneworld has introduced a number of fare products both customers and travel agents can access. These are flexible, published fares, which allow the customer to make multi-sector, multi-carrier journeys. Here is a brief introduction to these products:

**Round-the-world Products:** our round-the-world fares. Customers need to cross both the Atlantic and the Pacific Ocean and fly between at least three continental zones flying in a continuous forward direction. oneworld offers two round-the-world options:

- **oneworld Explorer** – allows travel only on oneworld airlines and their oneworld affiliates and is based on the number of oneworld continents you choose to visit or pass through.
- **Global Explorer** – allows travel on oneworld airlines and their oneworld affiliates as well as select non-oneworld airlines and the fare is based on the total distance travelled throughout your journey.

**Circle fares:** ideal for those travellers who wish to visit multiple continents without actually flying all the way around the world. oneworld offers four circle fare options:

- **Circle Trip Explorer** – based on the number of continents visited, travel can include Africa, Asia, Europe/Middle East and the South West Pacific.
- **Circle Atlantic** – this mileage based fare is for travel that includes Europe/Middle East, North America and South America.
• **Circle Asia and South West Pacific** – also mileage based and includes travel to North East Asia, South East Asia and the South West Pacific
• **Circle Pacific** – our third mileage fare for travel to Asia, the South West Pacific, North America and South America.

**Single continent fares (Visit Passes):** provide freedom, choice, and flexibility to explore a specific country or continent, using a combination of oneworld carriers. Prices are based on the number of sectors selected and the mileage of each sector. Visit passes must be purchased in conjunction with intercontinental/international travel on a oneworld carrier to/from/via the country or region of the pass and passengers must not be a resident of the country or a country within the region of the pass. oneworld offers 11 visit pass options:

- Visit Africa
- Visit Asia
- Visit Japan
- Visit Japan TOHOKU
- Visit Australia & New Zealand
- Visit Malaysia
- Visit South America
- Visit Europe
- Visit North America
- Visit Middle East
- Visit South Asian Sub-Continent

For full pricing and fare rules please refer to your GDS using the entries below:

<table>
<thead>
<tr>
<th></th>
<th>RTW fares</th>
<th>Circle fares</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amadeus</strong></td>
<td>FQDLHRLHR/D1FEB/AAB/VRW</td>
<td>FQDLHRLHR/D1FEB/AAB/VCT</td>
</tr>
<tr>
<td><strong>Sabre</strong></td>
<td>FQLHRLHR16APR14RW-AA</td>
<td>FQLHRLHR16APR14CT-AA</td>
</tr>
<tr>
<td><strong>SITA</strong></td>
<td>FDKULKUL16APRCTR16TR-MH</td>
<td>FDKULKUL16APRCTR16TR-MH</td>
</tr>
</tbody>
</table>

If further assistance is required, please contact a supervisor or your oneworld desk.

6. **Locally paid Service Fees**

Tickets issued or serviced will be subject to the fees applied by the issuing carrier providing the service. Further details of individual carries service fees are located in the Master Carrier Document (MCD).
7. **FIMs (Flight Interruption Manifests)**

The use of FIMs in times of disruption:

As part of the industry’s push for airport paperless processes, IATA will remove reference to FIMs from IATA Resolution 735d from 01 June 2016. **oneworld** members have agreed (multi-laterally) to continue the use of FIMs in times of disruption until 31 December 2017 by which time GDS providers should have developed further system capability and functionality to manage the exchange of e-tickets more efficiently, ensuring revenue integrity up front.

The airline causing the disruption is responsible for providing the customer with alternate flights to get them to their destination (IATA Resolution 735d). Wherever possible the coupon or ticket should be reissued (or redirected) to ensure the smoothest transfer of customer and ticketing information. Reissuing or redirecting the coupon will also ensure correct revenue accounting information is processed; the customer will be able to access self-service channels should they choose to.

In time critical situations only and to minimize further customer delay, the airline causing the disruption may present the new operating airline with a paper FIM (Flight Interruption Manifest) instead of a new, reissued or redirected coupon/ticket. This provision also applies to frequent flyer redemption tickets.
8. Voluntary Re-routing

- **oneworld** customers will be able to have any published fare ticket, including **oneworld** Explorer and other **oneworld** fare products, reissued by any **oneworld** carrier subject to normal ticketing and fare rules being applied.
  
  o Tickets are reissued in accordance with IATA regulations
  o Where additional payments need to be made, including change/penalty fees indicated in the original fare rules, these are collected at time of reissue
  o The reissue will be subject to any ticketing fees normally collected by the reissuing carrier

<table>
<thead>
<tr>
<th>Example of QF YOX fare:</th>
</tr>
</thead>
<tbody>
<tr>
<td>TICKET RESTRICTIONS -</td>
</tr>
<tr>
<td>TICKETS MUST BE ISSUED:</td>
</tr>
<tr>
<td>ON THE STOCK OF QF/AA</td>
</tr>
<tr>
<td>TICKETS MUST NOT BE ISSUED:</td>
</tr>
<tr>
<td>IN BRAZIL</td>
</tr>
</tbody>
</table>

- Endorsements from **oneworld** airlines for voluntary changes to published fare tickets requested by a customer are not required
- Whenever the ticket is on the stock of a non-**oneworld** carrier but the coupon to be lifted is issued for travel on a **oneworld** carrier, the respective coupon may be reissued from one **oneworld** carrier to another **oneworld** carriers without endorsement subject to the fare and conditions of the published ticket

<table>
<thead>
<tr>
<th>Example:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Original Ticket SYD BA LON 500.00 MAP1M BA SYD 500.00 MAP1M</td>
</tr>
</tbody>
</table>
  
  o Customer wishes to change itinerary at LON, to use LON CX X/HKG CX SYD |
| Considerations: |
  
  o Does the (flown) BA SYD-LON allow use of CX on the return? |
  o Is the MAP1M excursion fare combinable? If not, must re-price |
  o What is the applicable half-round-trip fare for CX? |
  o Normal IATA Endorsement requirements continue to apply, but you may honour the original coupons without endorsement for uplift or exchange –if –the ticket was issued at published tariff rate and your airline or another **oneworld** airline issued the ticket or is shown as the airline in the “carrier” box on the coupon.
9. Voluntary ticket reissue for non-published fare (private fare)

- The uplifting member must obtain an endorsement from the issuing carrier, **except** if the change requested is for the same day of travel, at the same airport of departure (or alternate airport at a multi-airport city) between the same cities as the original coupon.
- This exception allows airport staff to uplift passengers to their stated destination with the least amount of inconvenience.

10. Involuntary Re-Routing

- Endorsements are not required for **oneworld** involuntary reroute scenarios. This policy applies to both published and non-published fares, including Net Fares, other private fares and frequent flyer awards.
- All **oneworld** Members will provide onward carriage with the least possible delay or inconvenience to the first stopover or destination named on the affected ticket.
- Involuntary reroute ticketing shall be exempt from carriers’ ticketing fees that would normally apply to a voluntary reroute reissue.
- In line with the industry’s push towards airport paperless processing, IATA Resolution 735D will be amended on the 1st of June 2016, reflecting the removal of FIMs as a standard industry document. Electronic flight coupons or a new electronic ticket for the portion of the itinerary affected by the rerouting should be issued. In time critical situations only and to minimize further customer delay, the airline causing the disruption may present the new operating airline with a paper FIM (Flight Interruption Manifest) instead of a new, reissued or redirected coupon/ticket (this provision also applies to frequent flyer redemption tickets). The continued use of FIMs across the alliance has been agreed to by the members up until the end of 2017.

11. eticket Coupon Status updates

In cases where a partner has incorrectly updated a coupon status to CKIN on another partner’s validated eticket, the carrier could contact their own **oneworld** Help Desk, who will assist with reverting the eticket status back to OK.
12. Ticket Refunds

The carriers are to direct the customer back to the original issuing carriers for the applicable refund. Some of the oneworld carriers allow customers to fill out the refund application on-line.

13. Miscellaneous Charges and Paper Documents (MCOs, MPDs)

oneworld customers can utilise Miscellaneous documents interchangeably between oneworld carriers. The Miscellaneous document will only be valid for the person named on the MCO.

*Note: MCOs and MPDs will progressively be phased out with the implementation of Electronic Miscellaneous Documents (EMD) by the 1st of June 2017.*

*Note: There are different types of MCO documents that airlines issue in exchange for customer relations, denied boarding, etc that will only be valid for exchange by the carrier listed in the endorsement box. Those types of documents are not interchangeable between the oneworld airlines.*

*AA carrier specific detail: AA Customer Relations, Denied Boarding and other compensation is issued in the form of a Transportation Voucher reflecting a monetary amount, issued on carrier-only Form numbers 040-043 (ATB and manual form versions). While some travel is valid on oneworld members in connection with international travel on AA, only AA, AA GSA or a travel agency validating on 001/AA may accept the voucher and exchange it for a ticket. Customers with these vouchers contacting any other oneworld member should be referred to AA for ticketing.*

14. Electronic Miscellaneous Documents (EMD)

EMD implementation activity within the alliance is managed by the EMD Contact Group.

The EMD Contact Group will, where reasonable, maintain alignment for industry changes to best support the alliance. To facilitate and streamline business processes, each oneworld carrier will develop, implement and maintain EMD following established industry standards. EMD will be the solution for fees collected outside of the ticket and replace all existing paper miscellaneous documents.

Amongst the Member airlines it has been agreed that EMD will be:

- The document issued for payment of Airline Ancillary Services
- Distributed through all channels (for appropriate products)
- Interlineable (for appropriate products) with RFISCs (Reason for Issuance Sub-Codes) aligned between the Members
- Auto-priced (at a minimum for interlineable products)
EMD implementation due date is 01 June 2016, however a limited exception for interline paper excess baggage tickets has been approved in recognition of the limited implementation of interline EMD capability; carriers who wish to interline excess baggage charges and who do not have interline EMD capability may continue to issue paper EBTs up to and including 31 May 2017. This will be reviewed by the PSC in October 2016.

BA has announced their intention to discontinue the handling of all paper documents on 01st March 2015. As not all members will be interline EMD capable by this date, all members have agreed to an interim ‘charge and keep’ solution for excess baggage fees collected at the airport on all itineraries involving BA sectors. Details of this interim policy can be found in the Baggage Policy and Procedures document.

Contact your oneworld Help Desk representative for assistance with EMD processing, if required.

15. Non-Published Fares (Private Fares)

To make it easier to identify non-published fares, here is a matrix to demonstrate some of the characteristics of oneworld non-published fares.

Identifiers:

<table>
<thead>
<tr>
<th>Carrier</th>
<th>Common fare box</th>
<th>Tour Code box</th>
<th>Endorsement</th>
<th>Other detail</th>
</tr>
</thead>
<tbody>
<tr>
<td>AA</td>
<td>To be determined</td>
<td>Deal number</td>
<td>Non-endorsable AND Valid on AA only</td>
<td></td>
</tr>
<tr>
<td>AY</td>
<td>IT/BT listed, no fare for NET tickets</td>
<td>Coding for dealt tickets/IT for Net Fare</td>
<td>Valid AY only/NonEnd/Non Reroute/Change of Res/Refund Restricted/Refer Issuing office</td>
<td></td>
</tr>
<tr>
<td>BA</td>
<td>No amounts listed</td>
<td>Deal number</td>
<td>Valid XX only/ Non-refundable/Changes not permitted/NONREF</td>
<td></td>
</tr>
<tr>
<td>AB</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>CX</td>
<td>IT/ITX/BT/NO FARE</td>
<td>Deal number</td>
<td>Valid on CX only/NONREF/NONEND/Valid on flt/date shown</td>
<td></td>
</tr>
<tr>
<td>IB</td>
<td>IT or BT</td>
<td></td>
<td>Valid IB only/Non-end/Non-reroute/Change of Res/Refund Restricted/ Refer Issuing Office</td>
<td></td>
</tr>
<tr>
<td>LA</td>
<td>No fare, Bulk, IT</td>
<td>Deal Number</td>
<td>Convenio xxxxxx(company name)</td>
<td></td>
</tr>
<tr>
<td>JJ</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>MH</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Code</td>
<td>Deal number-alpha or numeric</td>
<td>X-discount M-fare waiver</td>
<td>Valid QF only-non-endorseable/refundable without ref to issuing office</td>
<td>X- discounted fare</td>
</tr>
<tr>
<td>------</td>
<td>-----------------------------</td>
<td>--------------------------</td>
<td>---------------------------------------------------------------------</td>
<td>-------------------</td>
</tr>
<tr>
<td>QF</td>
<td>Deal number-alpha or numeric</td>
<td>X-discount M-fare waiver</td>
<td>Valid QF only-non-endorseable/refundable without ref to issuing office</td>
<td>X- discounted fare</td>
</tr>
<tr>
<td>JL</td>
<td>IT or BT</td>
<td></td>
<td>Valid on JL only, Non-end, non-reroute, non ref/ non endo/refer to issuing office for endo/reissue, change of res/refund restricted, refer issuing office</td>
<td>Published fare basis code followed by /DISC or /IAPCN</td>
</tr>
<tr>
<td>RJ</td>
<td>IT / BT / ITX / NO FARE</td>
<td>Authority Code or Deal Number</td>
<td>Valid XX only/Non-End/Non-Rfnd / Non Reroute/ Refer issuing Office</td>
<td></td>
</tr>
<tr>
<td>QR</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>UL</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>S7</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Part C: oneworld Customer Disruption Brief

1. Introduction and overview

Flight delays and cancellations may sometimes be challenging to manage and may create a stressful situation for customers. While airlines cannot always mitigate or address the cause of the delay, they can control how their customers are handled.

This document has been developed to outline additional requirements in the oneworld environment for rerouting customers during irregular operations, and to improve the channels of communication between oneworld airlines during times of disruption.

It is to be used in conjunction with the operating airlines handling processes established for disruption, along with industry standards (eg. IATA 735d and/or country regulations).

Disruptions and irregular operations in this context include interruptions to a customer's travel plans within 24 hours before commencement of the journey (or what may be classified as a flight in airport control).

Additionally, at key hubs** around the world, staff in the Global Support centres monitor day of operation flights to proactively assist customers who are at risk of missing their connection/transfer due to delays. The Global Support offering is designed to complement each airlines disruption handling procedures. Further information can be found on page 18 (is this still page 18?) of this document.

** As of January 2015 Global Support centres are located at LHR, MAD, JFK, ORD, MIA, DFW, LAX, NRT, HKG, HEL, BOS & SYD

This document does not address involuntary, pre-planned changes to itineraries for reasons such as schedule change or market withdrawal.

During times of disruption oneworld member carriers should endeavour to maintain disrupted passengers on their own network, or failing that, on a oneworld carrier. There may be occasions however when re-routing is required on a non-oneworld carrier.

Operating carriers’ rules apply in situations where compensation is required, and the disrupting carrier should provide customers with the appropriate amenities (hotel, meals, ground transport) if applicable.

Unless otherwise stated in this document, carriers agree to abide by the provisions for Involuntary Rerouting as outlined in IATA Resolution 735d (Involuntary Change of Carrier, Routing, Class or Type of Fare).

735d is an IATA resolution agreed to by all IATA members which details how to handle customers in involuntary reroute situations.
In all cases, the disrupted customer should be handled at their first point of contact; this may be with an airline that has not caused the disruption however in the spirit of the alliance, all efforts should be made to handle the customer at their initial touch-point.

In situations where the disrupting carrier does not have representation at the airport, the airline managing the customer should attempt to resolve the problem by:

- Contacting the disrupted carriers ground handling provider and/or
- Contacting their own oneworld Help Desk for assistance

2. oneworld’s top tier frequent flyers in times of disruption

Customers understand that things occasionally go wrong. Ensuring that the most loyal customers are supported during times of disruption is a key driver in customer satisfaction.

Each member has their own individual processes in place to manage top tier frequent flyers during times of disruption; over and above each member’s processes is oneworld’s requirement to offer the same level of service to oneworld top tier customers as they would offer their own top tiers as shown in the following DRD extract (Section B Frequent Flyer Benefits):

- **Disruption Notification**
  
  When the oneworld Member notifies customers of flight disruptions that occur prior to airport handling, the oneworld top tiers order of priority will be used according to the rules and methods determined by the operating oneworld Member. This service benefit will not be communicated or advertised to any frequent flyer programme members.

  When disruptions notification is handled at the airport, the handling policy for oneworld top tier frequent flyer programme members must be equivalent to the product offered by the relevant oneworld Member operating the oneworld flight to its own host programme top tier frequent flyer programme members.

- **Priority Airport Standby**
  
  When the oneworld Member is operating an airport standby procedure for a oneworld flight, it shall do so using the oneworld top tier priority within each cabin according to the rules and methods of the operating oneworld Member’s own frequent flyer programme.
3. Operational Notification

The alliance members are currently evaluating the requirement to add customer contact information (email and/or mobile phone) in bookings made direct with the airline. This includes direct bookings, online, web and manage my booking functions. Target date for a decision on this requirement is due Q3/2016.

4. Ticket Upgrades

Where published fares have been upgraded to a higher cabin using promotional certificates, frequent flyer awards, etc., tickets should be accepted according to the class of service booked, not the fare class paid, as long as the ticket has been reissued in the higher cabin prior to the disruption.

That is, the receiving carrier will honour the ticketed class of service.

The following upgrades are excluded from this policy as the ticket will not have been reissued to reflect a higher fare type:

- customer upgraded due to over-sale
- day available upgrades
- complimentary VIP upgrades
- load factor based upgrades

Example 1:
- AA customer purchased economy class ticket, upgraded to Business Class with Frequent Flyer award miles
- The original ticket reflects a Business Class Fare
- A flight disruption occurs; customer is transferred to BA
- BA should accept the customer in Business Class

Example 2:
- AA customer purchased an economy ticket.
- A flight disruption occurs.
- AA books customer in BA Business Class (waitlist in economy); contact BA for them to authorize the business class seat, even though ticketed class remains in economy.

Example 3:
- AA customer purchased economy class ticket
- An upgrade was performed on AA due to a cabin over-sale
- The ticket was not reissued
- A flight disruption occurs and customer is transferred to BA in economy

NOTE: A member may accept a customer in a higher cabin class at their discretion (as with example 2 above).

5. Separate Ticket Check-In Requirement

**oneworld** members have agreed to offer through check-in services for those customers who hold separate tickets in the same PNR/booking. The DRD requirement states:

"**oneworld** members will provide through services for a **oneworld** journey ticketed in a single PNR; this includes segments ticketed separately but booked in the same PNR (and/or referenced in a single PNR during the time of booking)"

Through services are defined as the customer and their baggage being through checked to their final destination. Customers that are through checked should also be looked after in times of disruption in line with IATA Resolution 735d and **oneworld** requirements outlined in this document.

Refer to examples below:

<table>
<thead>
<tr>
<th>Scenario</th>
<th>Through check-in (includes BPs, baggage to final destination and regulatory checks)</th>
<th>Interline baggage (baggage only to final destination)</th>
<th>Disruptions (obligations under IATA Resolution 735d and <strong>oneworld</strong> Ticketing and Disruptions Document)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>a. Single ticket number for interline journey, in a single PNR/booking:</strong> eg:</td>
<td>✅</td>
<td>✅ (Note 1)</td>
<td>✅ (Note 2)</td>
</tr>
<tr>
<td>- FCO x/LHR WAS - tkt nbr xxxxx123</td>
<td>- Single PNR AB12CD</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>b. Two tickets for interline journey (ie, segments ticketed separately) in a single PNR/booking, eg:</strong></td>
<td>✅ (Note 1)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- FCO-LHR – tkt nbr xxxxx123</td>
<td>- LHR-WAS - tkt nbr xxxxx124</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Single PNR AB12CD</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>c. Two tickets for the journey in two different PNRs/ bookings, eg:</strong></td>
<td>✗</td>
<td>✗</td>
<td>✗</td>
</tr>
<tr>
<td>- FCO-LHR – tkt nbr xxxxx123</td>
<td>- LHR-WAS – tkt nbr xxxxx124</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Two separate PNRs AB12CD and EF34GH</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Baggage allowances and any additional excess baggage charges should be calculated at original point of origin (as per member policy and industry guidelines). Excess charges should not be collected at the mid-point.

2. IATA Resolution 735d details disruption handling guidelines for all IATA members; it follows requirements for ticketed journeys that include a stopover/transfer. Where there are separate tickets in a single booking, 735d does not apply unless bilaterally agreed. For oneworld members, this has been agreed multi-laterally with the DRD change. The revised change does not apply to schedule changes outside of check-in/airport control.

5. Rerouting the customer
   
   a) Protocol

   The airline causing the disruption should contact the original down-line carrier to advise that the customer will no longer be traveling on their original itinerary and the segment needs to be cancelled.

   If the carrier causing the disruption is unable to rebook the customer on a oneworld airline, then individual airline policies will determine whether customers should be booked onto a non-oneworld airline when traveling on separate tickets.

   b) Booking Timeline

   If booking a new segment on another oneworld carrier more than 6 hours before departure time, book directly in the system using Direct Access Availability. Note: Bookings should be made on the oneworld carrier prime flight not the marketing flight.

   It may be necessary to contact the new carrier for last minute seat availability as some carriers restrict selling capability when the flight is under airport control. Members to determine the best method to contact the other airline, however as a general guide, airline staff should contact their own oneworld Help Desk who will then seek support from the other carrier’s oneworld Help Desk.


7. Special Passenger Handling

When booking a new flight, staff should also include special service requests, such as seats, meals, MAAS and WCHC.
8. Groups

A ‘group’ as defined by IATA is more than 9 passengers traveling within the same PNR or linked across several PNRS. Any rebooking involving a group must be coordinated with the new operating carrier, and booking may not occur until approval has been granted. As a courtesy, if there are a large number of passengers traveling in a specific market, every effort should be made to contact the new operating carrier and provide them with any pertinent information.

9. Local Airport Communication

To mitigate further customer inconvenience, carriers involved in the disruption should communicate proactively with each other to facilitate a smooth and efficient transfer. In some stations the oneworld Global Support centre may be able to assist in facilitating communication between the members.

Examples:

- Carrier A cannot adjust their meal count to accept additional bookings within 8 hours of the departure time; you may need to contact Carrier A directly to book within this timeframe.

- Carrier A does not accept reservations within 4 hours prior to departure, you will receive a ‘HK’ response but Carrier A airport will not honour the booking – please contact your carrier’s representative.

All reasonable efforts should be made to honour incorrectly cancelled bookings due to system or airline errors. In some cases this may include overbooking a flight to accommodate customers. In some cases it may be necessary to contact your airlines’ oneworld Help Desk to assist with flights that have been over-booked.
10. Global Support Centres

To assist customers who are at risk of missing their connections, and to aid connecting customers who have already missed their original onward connecting flights, oneworld has established Global Support Centres at key hub airports with high volumes of connecting traffic.

Participating carriers proactively engage and coordinate with each other at these centres to assist targeted customers on oneworld itineraries, expediting those customers (who are able to make their original connecting flight) with their baggage through the connection process or assisting customers who have missed their connections with rebooking and hotel arrangements, when required.

As of June 2016, centres have been opened at LHR, MAD, JFK, ORD, MIA, LAX, DFW, SYD, NRT, BOS, HEL and HKG.

The Global Support Centres operate in two parts:

- Staff working closely ‘behind the scenes’, communicating and collaborating to identify customers who are at risk of missing their connection and planning for a successful expedited transfer (non-customer facing area)

- A customer facing ‘front line’ role, to deliver the service to the customer

Staff teams include both customer service and baggage representatives all working together to greatly improve the connection experience for customers transferring between oneworld members.

11. Airport Operational Requests

All airport operational queries, that cannot be handled locally, should be directed to the appropriate carrier’s oneworld Help Desk via your own carrier’s oneworld Help Desk.
Part D: Other reference sources:

1. Delivery Requirements Document (DRD)

The DRD is managed by the oneworld Management Company on behalf of the members. There is a robust governance structure that oversees changes to the DRD including the involvement of the relevant Delivery Team and Project Directors with sign off by the Management Team.

For the latest version of the DRD please contact your airlines oneworld Project Director.

Documents such as this one (Disruption and Ticketing Procedures) and Baggage Policy and Procedures support information found in the DRD. These documents provide further detail on specific subjects at the request of the Delivery Teams.

2. Baggage Policy and Procedures document

The Baggage Policy and Procedures document is maintained by the Baggage Contact Group. This is a multilaterally agreed document that supports the DRD and changes to this document can be made by the Baggage Contact Group after approval from the Customer Experience Delivery Team.

The Baggage Policy and Procedures document does not contain carrier specific baggage policies (these are maintained in the Mater Carrier Document – see below), but is the source of all alliance-related baggage policy information.

The latest version of the Baggage Policy and Procedures document can be found in eworld which is available through your airline’s intranet site.

3. Master Carrier Document (MCD)

Each member’s policies and procedures can be found in the MCD; this includes information such as baggage and special handling procedures. Each member is responsible for updating their own information in the MCD.

The MCD can be found in eworld which can be accessed through each airlines intranet site.