

8th March, 2019

PRIVATE & CONFIDENTIAL

Dear Travel Partner

I would like to thank you for your continued patronage. We value your partnership and aiming to further strengthen it in coming years. As you are aware, we will be changing our Distribution model effective 1st April 2019. We have been communicating about this change for few months now. This circular is in context of our Distribution Strategy change and hopefully it answers most of your questions.

Frequently Asked Questions (FAQs) -

- 1. From when will Jet Airways content be available only on Sabre & Travelport?**
 Jet Airways has signed new long-term global distribution partnerships with Sabre and Travelport respectively. This means, effective 1st April 2019, Jet Airways content will be available only via Sabre and Travelport. In addition, Jet Airways will continue to distribute through Axess, Infini and Travelsky.
- 2. Does this new Distribution strategy apply for Jet Airways Domestic and International flights globally?**
 Yes, this is applicable for all flights marketed by Jet Airways (9W) for point of sale India as well as overseas.
- 3. Is Travel Agent required to migrate PNRs from Amadeus to Sabre, Travelport, Axess, Infini or Travelsky?**
 If there are bookings for travel beyond 01st April, 2019 on which changes / cancellations are expected, migration is recommended.
 If no changes are expected, guest can fly on ticketed bookings without a need to migrate the PNR to another GDS.
 The migration process is handled directly between the new and your current GDS who will coordinate the process of automated PNR migration. 9W is not involved in this activity. PNR migration is a choice each travel agency must make independently.
- 4. Will travel agencies using Amadeus be able to retrieve and view existing 9W PNRs and Tickets issued on/before 31st March, 2019 for travel on/after 1st Apr, 2019?**
 Yes.
- 5. If PNRs are not migrated, can un-ticketed PNRs be ticketed in Amadeus after 31st March 2019?**
 It will be possible to issue 589 tickets on Sabre, Travelport, Axess, Infini and Travelsky only. Travel Agencies using Amadeus need to ticket all un-ticketed bookings with travel beyond 01st Apr, 2019 on/before 31st Mar 2019.
 If for some reason the travel agency is unable to ticket such bookings then the travel agency can cancel the booking on Amadeus and re-book the same on new GDS as per availability. In exceptional cases, if same RBD is not available, then travel agencies can write to PNRSUPPORT@jetairways.com with a snapshot of old and new booking for confirmation. This mail ID will be active from 01st Apr, 2019 onwards.
- 6. Post migration, can Un-ticketed PNRs be ticketed in the new GDS?**
 Yes, travel agents can ticket all migrated bookings in the new GDS.
- 7. Can tickets be reissued in Amadeus post 1st April 2019?**
 With effect from 01st Apr, 2019, ticket issuance and changes will be possible on Sabre, Travelport, Axess, Infini and Travelsky only. If a travel agency chooses not to migrate bookings from Amadeus to any other GDSs then all further changes must be done through 9W offices only.

8. Can travel agents cancel PNRs and process refund at their end?

Yes, travel agencies will be able to cancel and refund existing bookings as per normal process on ALL GDS including Amadeus.

9. Will changes made by 9W on non-migrated PNRs, on/after 1st April, 2019 be visible in Amadeus?

Yes, the segments booked, tickets issued/reissued and SSRs confirmed by Jet Airways on non-migrated PNRs will be visible to the travel agency in Amadeus.

10. Can travel agents view historical pricing information of migrated PNRs?

Travel agents have to contact 9W ticketing office / Contact Centre / Sales Support for historical pricing information of migrated PNRs.

11. Can travel agents view PNR history of migrated PNRs in the new GDS?

Travel agents have to contact 9W ticketing office / Contact Centre / Sales Support for history of migrated PNRs.

12. What processes will apply in case of scheduled changes for migrated PNRs?

Schedule change notification will be sent by 9W to ALL GDSs including Amadeus. Current processes will continue to apply.

13. What processes will apply in case of scheduled changes for non-migrated PNRs?

Current process will continue in case of schedule changes and IROPs. For any schedule changes carried out by Jet Airways, notification will be sent to ALL GDSs including Amadeus.

14. Will Advance Seat Reservation be possible on Amadeus post 01st Apr, 2019?

Advance seat reservations will not be possible on Amadeus and Travel Agencies need to contact Jet Airways for SEAT SELECT on non-migrated PNRs.

15. Will it be possible to add Frequent Flyer Information on Amadeus post 01st Apr, 2019?

Yes, Frequent Flyer information can be added on Amadeus PNRs for travel on/after 1st April, 2019

16. Will travel providers be able to sell codeshare flights marketed by Altea Airlines and operated by 9W?

Yes, travel agencies will be able to sell codeshare flights marketed by Altea Airlines and operated by 9W on/after 1st April, 2019

17. Will travel providers be able to sell codeshare flights marketed by 9W and operated by OAL on/after 1st April, 2019 in Amadeus?

Travel agencies will not be able to sell codeshare flights marketed by 9W and operated by OAL on/after 1st April, 2019 in Amadeus.

18. Will travel agencies using Amadeus be able to change bookings and reissue tickets on codeshare flights marketed by OAL and operated by 9W post 01st Apr, 2019?

Yes, travel agencies will be able to change bookings and reissue tickets on codeshare flights marketed by OAL and operated by 9W on OAL plated documents. Such tickets cannot however be issued/reissued on 589 document post 01st Apr, 2019.

19. Will 9W marketed/OAL operated sked change notification be sent to Amadeus PNRs?

Yes, the schedule change notifications will be sent by 9W to Amadeus for 9W marketed flights operated by OAL

20. For Group Bookings where partial payment has been made, how will balance payment be done?

Travel agents can make payments for balance deposits by issuing EMDs in the new GDS. Travel agencies who are continuing to use Amadeus can pay via bank transfer and contact 9W office for issuance of EMD.

21. Where can Travel Agencies contact Jet Airways for any support or queries?

Travel Agencies can contact Jet Airways ticketing office / Sales Support email IDs and Contact Centre at following numbers.

Please note, for calls made to Contact Centre please select option **"Support on GDS Bookings"** under Travel Agency Option on the Contact Centre IVR. This option will be available with effect from 01st Apr, 2019.

Contact Number	Country / City	Operational Time
+91 (city code) 3989 3333 Dial using STD code cross Delhi, Mumbai, Chennai, Hyderabad, Bengaluru or Kolkata Or +91 8039243333 from anywhere in India	India, Africa, Asia, SAARC, Australia, Gulf, Middle East	24 x 7
0808 101 1199	United Kingdom, Europe	24 x 7
1-877-835-9538	USA, Canada, South America	24 x 7
+33 18 5653740	France	0900-1700 CEST (Mon to Fri)

DISCLAIMER: The above FAQs are intended for general information only, meant to serve merely as guidance and consequently have no legal merit.

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