TANGO and TANGO PLUS
Booking Class Change

Air Canada is in the process of streamlining booking classes with those used by Trans-Atlantic Joint Venture carriers. As a result, select booking classes for travel within Canada will change fare family, for travel on/after September 29, 2010.

T and K Class

- T class segments, for travel on/after September 29, will be rebooked to E class on September 22
- K class segments, for travel on/after September 29, will be rebooked to N on September 26

Air Canada is rebooking and re-validating ETs issued using the Air Canada 014 plate. For GDS bookings, an SSR will be sent to the booking source. You do not have to reissue your clients’ tickets, unless there is a change to the itinerary.

T and K will move to TANGO PLUS and become eligible booking classes with Special System-Wide Top Tier upgrade certificates for travel effective September 29. A class will no longer be eligible.

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<th>TRAVEL within CANADA</th>
<th>TANGO</th>
<th>TANGO PLUS</th>
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Q and A

1. What happens when a booking class is changed before the ticket is issued?
The booking class does not affect the fare. PNRs must be requoted before the tickets are issued.

2. Are seat selection affected?
There is no impact to seat selection.

3. Do I need to reissue my clients’ tickets?
Air Canada is rebooking and revalidating PNRs, with 014 ETs. A queue to the booking source will be sent advising that the booking class has changed and the ticket does not need to be reissued.

Interline itineraries will be handled by Air Canada 24 hours prior to departure. PNR example:

- SSR OTHS BOOKING CLASS CHANGE REISSUE NOT REQUIRED
- SSR CKIN “INVL CHG-ACCEPT TKT”
- Remark: CUSTOMER REPROTECTION DUE TO FARE CLASS/CATEGORY CHANGES REBOOKED FROM “x” TO “x” CLASS

Sep 15, 2010 – information subject to change.
4. **Do I have to action my queues?**
Yes, Air Canada strongly recommends you action your queues in order to have your PNR in sync with the Air Canada file.

5. **What is the format to change the status?**

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<tr>
<th>Sabre</th>
<th>HKALL</th>
<th>AMADEUS</th>
<th>ETK</th>
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<tr>
<td>APOLLO</td>
<td>.1HK</td>
<td>Worldspan</td>
<td>HKALL</td>
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6. **For ADO and AC2U bookings, will a new itinerary-receipt be generated?**
No messages will be generated, as these tickets will be revalidated by Air Canada.

7. **Is there an impact with Group PNRs?**
Group PNRs are treated the same as individual PNRs. There is no impact.