

ORD-DEL Suspension of Service - Schedule Change

Update 959CT/13JAN12

City	Reason	AA Protection Agency Procedure for Discontinuation of Svc- DEL	ENDORSEMENT BOX POLICY
ORD-DEL	<p>ORD - DEL - Discontinuation of service effective February 29, 2012</p> <ul style="list-style-type: none"> Protection is only for customer traveling on or after February 29, 2012 for ORD DEL <p>DEL - ORD - Discontinuation of service effective March 02, 2012</p> <ul style="list-style-type: none"> Protection is only for customer traveling on or after March 02, 2012 for DEL ORD 	<p>Protection Options for Revenue/Published Fare Tickets:</p> <p><u>BA Protection Option:</u></p> <p>U.S. to/from LHR</p> <ul style="list-style-type: none"> Protect on AA or AA*/BA codeshare partner using same or lowest available inventory in same cabin Do not book BA prime flights <p>LHR to/from India</p> <ul style="list-style-type: none"> Protect on BA prime using the same or lowest available inventory in the same cabin <p>Helpful suggestions</p> <ul style="list-style-type: none"> BA serves the following points in India <ul style="list-style-type: none"> LHR<->DEL 2x daily LHR<->BOM 2x daily LHR<->BLR 1x daily LHR<->MAA 5x weekly LHR<->HYD 5x weekly <p><u>EK Protection Option:</u></p> <p>Book AA using same or lowest available inventory in same cabin to EK departure</p>	<p>New ticket must be annotated:</p> <p>AA PROTECT DEL</p> <p>This is the only annotated verbiage required on the</p> <p>New ticket and supersedes the required verbiage for the fare ticketed</p>

point

From EK points in the following countries book in the following inventories .If specific inventory is not available **do not** book EK flights

From EK cities in the U.S. to India

<u>Original AA Inventory</u>	<u>Book EK Inventory</u>
First Class	A
Business Class	O
All coach inventories	L; if not available book Q

From YYZ to India

<u>Original AA Inventory</u>	<u>Book EK Inventory</u>
First Class	A
Business Class	O
All coach inventories	Q; if not available book K

From India to JFK

<u>Original AA Inventory</u>	<u>Book EK Inventory</u>
First Class	A
Business Class	O

All coach inventories X; if not available book T

From India to EK Cities in the U.S ad YYZ; Excluding JFK

Original AA Inventory Book EK Inventory

First Class A

Business Class O

All coach inventories T; if not available book L

Helpful Suggestions

- U.S./CA to India
 - DFW, IAH, JFK, LAX, SEA, SFO, YYZ
- India to U.S./CA
 - AMD, BLR, BOM CCJ, CCU, COK, DEL, HYD, MAA, TRV
- If there are absolutely no seats available on the customers scheduled day of travel, you can book alternate travel the day prior or after

Award Tickets:

You must contact AAdvantage® directly for assistance:

**SCHEDULE CHANGE - UNACCEPTABLE TO CUSTOMER
REFUND REQUEST**

Type of Fare

Agency Procedure for Discontinuation of Svc- DEL

OSI FIELD
DOCUMENTATION

<p>Revenue/Published Fare Tickets:</p> <p>Travel agencies are never allowed to process a refund of a non-refundable ticket on a Rule 240/80 via their ARC/BSP</p>		<ul style="list-style-type: none"> • Customer Request Refund – <ul style="list-style-type: none"> ○ Refer to Schedule Change-Rule 240/80 Online Refund. • Email Subject Category Select: (Drop down menu) <ul style="list-style-type: none"> ○ Travel Agency Requesting Involuntary Exception • In Comment field Indicate: <ul style="list-style-type: none"> ○ Discontinuation of Service DEL 	<p>PNR must be documented with the following OSI message:</p> <p>4OSI AA CITY WITHDRAWAL/DATE</p> <p>NOTE: Date is the original flight date.</p>
<p>Bulk/Opaque Fare Tickets:</p> <p>Travel agencies may refund BULK /OPAQUE TICKETS ONLY per the criteria:</p>		<p>If a fare basis code contains NT, CB, CS, AS, ST or a published fare with a ticket designator of: CRUZ, WHLD, CONS, PDWH PCAA7 and PCAA7P by the wholesaler/consolidator that the ticket was issued by.</p> <p>If the ticket is issued as BT (zero fare ticket) then these refunds are handled by the booking source.</p> <ul style="list-style-type: none"> • Refundable tickets will be refunded to the original form of payment (FOP) • Refundable tickets that have a cancellation penalty fee may be refunded by the agency that issued the ticket to the original form of payment (FOP); cancellation penalty fee is waived. • Non-refundable bulk tickets may be refunded by the agency that issued the ticket to the original form of payment (FOP); penalty fee is waived. <p>Refund-Exchange document (ARC) and/or the Refund AuthAuthorization Request plate (BSP) must reflect:</p> <p style="text-align: center;">Waiver Code: BULKRULE24080</p> <p>Note: Change fee does not</p>	<p>PNR must be documented with the following OSI message:</p> <p>4OSI BULKFARE CITY WITHDRAWAL/DATE</p> <p>NOTE: Date is the original flight date.</p>