## ETHIOPIAN GDS/CRS Booking/ Ticketing Policy Terms:

### 1. Duplicate Booking

ETHIOPIAN definition of a duplicate booking is the use of the same passenger name for an additional flight for the same market/date/IATA number regardless of flight number, class of service, or status code. As duplicate bookings continue to drive unnecessary CRS costs.

### 2. Fictitious Booking

Fictitious bookings are those with name field items that for example read as test/traveler/tourist/NTBA/passenger or a surname with fictitious initials, i.e. a/b/c/d/e since eliminating fictitious booking will free up seats while reducing unnecessary GDS cost for ETHIOPIAN.

### 3. Inactive segments

When a reservation is affected by a schedule change, ticketing time limit action, flight cancellation or other extraordinary circumstance, ETHIOPIAN sends notification directly to the original booking agent's GDS queue so that the booking agent accepts the change and removes the inactive segments. Accordingly the Agent must take timely follow-up action on reservations that have been cancelled by ETHIOPIAN by releasing inactive segments from the bookings.

Agents must ensure that all inactive segments such as HX, UC, US, NO, DL, UU, are removed from the active PNR to its history at least 24 hours prior to the scheduled departure.

### 4. Churning of Space

ETHIOPIAN defines Churning as any cancel/rebook activity intended to circumvent ticketing time limits or hoard inventory. Agents must avoid repeated canceling and re-booking of the same or different flight, class, date or route (churning) to circumvent ticketing time limits or for any other reason whatsoever; as this leads to unreasonably high booking / canceling volumes resulting in higher GDS cost for ETHIOPIAN.

Churning also includes repeated re-booking of segments cancelled by ETHIOPIAN, repeated booking and cancelling segments within the same PNR or across PNRs and within the same GDS or across GDS.

### 5. Passive segments

ETHIOPIAN defines passive segments as a segment entered in a GDS that does not result in a ticket being issued that is typically used by agents to generate itineraries or make notes. Industry standards require

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that passive segments be used "for the purpose of ticketing" only after a booking has been made in an airline's inventory system and must match with booking existing on the airlines reservation system.

### 6. Waitlist

Waitlists are roster names of those wishing passage on a full flight or other trip usually honored in order in case of cancellations. Agents must ensure all waitlisted booking are removed from the active PNR at least 24 hour before departure time.

### 7. No-Show

ETHIOPIAN defines a No-show as a confirmed booking segment kept in the system until after 24 hours to flight departure and for which a passenger has failed to show up at the time of flight departure. Travel agencies are responsible to clean their booked PNRs and to cancel all segments not ticketed or if the passenger is not going to travel.

### 8. Group Bookings

The Agent must make all Group Bookings for travel on ETHIOPIAN directly through ETHIOPIAN Call center or at any ETHIOPIAN Ticket/Reservation Offices. Group booking may be passively accessed through the GDS for ticketing purposes only.

### 9. Dual CRS/GDS

An Agent that uses more than one CRS/GDS in its business must book and ticket a specific passenger itinerary within the same CRS/GDS. Creation of ticketed passives in another PNR and in another GDS results in high costs to the airline for the same set of passengers, and therefore unacceptable.

## 10.ADM Fees and penalties:

A) ETHIOPIAN strictly prohibits, and will hold the Agent responsible for any losses due to action in violation of this Policy. Penalties of Noncompliance to this Policy shall be:

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| Violations | Scope of Audit | Penalty |
|---|---|---|
| Reservation Booking Designator (RBD) violation | Validation on booked vs. ticketed data where there is a mismatch between ticketed and booked RBD | Fare variance between booked and ticketed RBD (if there is no fare for the booked RBD, then the next higher fare to the booked RBD) and penalty USD 100. |
| Excessive Churning | Verification on agency rebooking a segment or segments canceled either by the agency or airline four (4) or more times in one PNR or across different PNRs. | To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month. |
| Duplicate segments | Verification on agency created duplicate segments | To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month. |
| Other misuse | Verification on agency with other misuse involved, which includes: fictitious bookings, invalid day of operation, reject overrides, invalid flight number, invalid city pair, invalid booking class, invalid open segment, invalid waitlist class, and fake names. Segments cancelled within 24 hours of departure if charged to airline will be recharged to agent. | To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month. |
| Inactive bookings | Verification on agency bookings with segment status HX/UN/NO/UC/US etc. otherwise known as non-productive segments. | To be invoiced if the total misuse cost is equal to or exceeds $15 in any single audit month. |
| Hidden group | Verification on multiple individual ticketed PNRs created for large groups which expressly prohibited as against ET Group Policy and Procedures. | Develop policy for hidden group -PRM |
| Minimum Connecting Time (MCT) violation with OAL | Verification on bookings that undercut required MCT | Fixed amount USD100 per passenger |
| Fictitious names | Verification on bookings created with fictitious names | Fixed amount USD100 per passenger |
| Dupe PNRs | Verification on duplicate PNRs | Fixed amount USD100 per passenger |

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|---|---|---|
| Dup segments | Verification on duplicate segments | Fixed amount USD100 per segment per passenger |
| Speculative bookings | Bookings made when no definite passengers exists, in anticipation of possible sale<br>Bookings created in higher classes that are released close to departure to make seats available in lower classes<br>Excessive waitlists | Fixed amount USD100 per segment per passenger |
| Use of robotic macros/scripts | Use of robotic macros/scripts to perform availability functions within GDSs | Fixed amount of USD5 per hit |
| Void Documents | | Allowance of 2% VOIDS per reporting period and penalty of USD 10 per voided ticket for voided report above 2%. |
| Origin & Destination (O&D) violation | Verification on bookings that do not follow the O&D logic and other various practices used to manipulate the system to accept bookings made against the married segment logic. | Fare/tax/ commission difference |
| POC (Point Of Commencement ) violation | Creation of segment (s) not in the right booking sequence as per the journey passenger intends to travel, with the intention to circumvent inventory to obtain seats in RBD (s) which may have not been available when the same was requested. | The fare difference between the travelled itinerary and ticketed |
| Credit Card Charge back | | Agents to be debited for the amount of charge back received from the credit a fixe d charge per each void document |

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| Fare/sales violation | Validation for the compliance of fare and sales conditions on all purchased tickets (e.g. advance purchase, agency applicability, add-on fares, blackout period, booking class, under collection of fare, booking flight condition, Other Airlines (OAL) carrier condition, routing, sale date validity, travel date validity/seasonality violation, stop over surcharge, upsell charge for class upgrade, over-claim of commission, combination condition, min/max stay conditions, under collection of taxes and fees, weekend surcharge, child/infant discounts and all other special discounts, date of birth check, expiry of fare, Pricing Unit Concept (PUC), baggage allowance check, Carrier Identification Plate (CIP)/plating violation: abuse of CIP/plating conditions on ET /OAL plate where the fare rule/fare note does not allow to do so, regardless if the ticket is auto or manually priced. | Fare/tax/ commission difference |
| Fare violation for tickets issued with open/request status | Validation on purchased tickets with open/request status where confirmed reservation is required | Fare difference with the Y fare |
| Refund violation | Validation on documents claimed for refund, duplicate refund check. | Fare/tax/ commission difference |
| Reissue violation | Validation on reissued documents | Fare/tax/ commission difference |
| Inappropriate fare combination (class mix) | Fare combination contradicting to the stipulated fare rules | Fare difference to first higher fare where mix class is permitted |
| Combining negotiated space with free sale inventory | Combination of negotiated space with free sale inventory within one O&D without authorization | Fare difference between Group fare and RBD booked with free sale |
| Cross border ticketing to be read as Out of Sequence. | Ticket issuance in such a way it appears that the travel commences in a different country than is actually the case or containing flight segments not intended for use | Fare difference between fare purchased and the actual travel |
| Baggage allowance | Verification on baggage allowance printed on the ticket vs. the actual allowance approved for applicable fares/Point Of Sales (POS)/deal code, etc | The difference between the actual EXB fee |
| Disputes | Rejection by agents for the charges raised | Rejection/approval |

B) **Loss of Access/Termination:** Frequent violations of this Policy and/or failure to pay any outstanding fee may result in the loss of access to view, book and ticket ETHIOPIAN inventory.

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