



Agents Advice



Entry of Passenger Contact Details in Accordance with IATA Resolution 830d

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Effective 01 June 2019, IATA Resolution 830d - point 4, states BSP Airlines need to have sufficient contact details available to proactively contact passengers in the event of a flight irregularity. Travel agents are obliged to actively ask each passenger whether they wish to have their contact details provided to airlines for the purposes of contact in an operational disruption. The passengers contact information must then be entered into the PNR as an SSR.

The standardised "SSR CTC" format created by IATA is provided for entering customer contact information:

- **SSR CTCE** (E for email address)
- **SSR CTCM** (M for mobile telephone number)
- **SSR CTCR** (R for Restricted if a passenger does not wish to receive any notifications)

Thai Airways International will only use passengers contact information for the purpose of operational notifications, e.g. flight cancellation/irregularity. This information will not be used for marketing or advertising purposes.

In the event the passenger declines to have their contact details provided, the agent must advise the passenger that they may not receive information relating to flight cancellations, changes, delays and the agent should also note in the PNR that the passenger has declined to provide contact information.

Agent contact details are still required to be entered into the PNR regardless of whether passenger details are provided or not. Regular schedule changes advised through the PNR are the agents' responsibility to update passengers. THAI will only contact passengers directly for last minute flight irregularities.

For further information, please contact your local THAI Agency Desk.

We thank you for your continued support of Thai Airways International.



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