

## IMPORTANT REMINDER - Passenger Contact Information (SSR - CTCM/CTCE)

Dear Travel Partners,

Recently, there have still been many passenger reservations missing accurate passenger contact information (SSR CTCM & SSR CTCE). This has raised operational concerns and requires all travel agencies' immediate attention to comply the IATA resolutions as below:

1. **Passenger Consent and Accurate Input:** Passenger contact information should be provided via **SSR CTCM** (mobile number including country code) & **SSR CTCE** (email) complying IATA standard format and specify the passenger's preferred language (EN/ZH/JP). Incorrect format of the entry or contact information will result in SMS/ e-mail delivery failure. Only the passenger's own contact details should be included. Third-party contact information is strictly prohibited.

GDS	CTCM Entry	CTCE Entry
Amadeus	SRCTCM-16042421168/EN/P?	SRCTCE-yvr297//china./airlines.com/EN/P?
Sabre/Abacus/Infini	3CTCM/16042421168/EN-1.1	3CTCE/yvr297//china./airlines.com/EN-1.1

For any procedural questions regarding the updating of your PNR with SSR passenger contact information, please contact your respective GDS Help Desk.

2. **SSR CTCM and SSR CTCE should be entered when making a booking all the time across all GDS systems.** SSR CTCR (R=Refused) should be used when the passenger refuses to provide any contact, meanwhile, the passenger should be informed that the airlines will not refund or compensate any consequential expenses resulting from flight disruptions, and the airlines shall not be held responsible for any liability.
3. **Active Monitoring:** Check your Q mailbox on regularly basis to avoid missing or delaying any important notification (especially irregular flight operations and disruptions) which needs to be delivered to the passenger in the first place.

If a travel agency fails to fulfill the above-mentioned obligations, resulting in inconvenience and additional costs for both the passenger and the airline, the airlines reserves the right to refuse compensation. **In such cases, passengers may be referred back to their travel agency, and the agency will be held responsible for any compensation claims, and government fines.**

Thank you for your continued support of China Airlines