

PHL TLV Suspension of Service – Schedule Change

Issued: August 20, 2015

Updated: August 27, 2015 – added protect agreement with LY

Travel Agency Guidelines

American Airlines is offering protection for our ticketed customers traveling between Philadelphia (PHL) Tel Aviv (TLV) due to the discontinuation of service. For details, see the following information.

City	Reason	AA (001) tickets / US (037): Agency Procedure for Discontinuation of Svc PHL to/from TLV Revenue/Published and BULK/OPAQUE FARE	ENDORSEMENT BOX POLICY						
PHL – TLV	Discontinuation of service to TLV effective January 4, 2016.	<p align="center">Protection Options for Revenue/Published and Bulk/Opaque Fare Tickets:</p> <table border="1" data-bbox="467 793 1144 877"> <tr> <td>Ticketed On/Before:</td> <td>August 20, 2015</td> </tr> <tr> <td>Impacted Travel Dates:</td> <td>January 4, 2016 through infinity</td> </tr> <tr> <td>Tickets Reissued on/before:</td> <td>October 30, 2015</td> </tr> </table> <p>Reissue/Rebook Procedures</p> <p>AA or AA*/BA to/from LHR</p> <ul style="list-style-type: none"> Rebook on AA in ticketed inventory if available, otherwise rebook in lowest available inventory in the same cabin Rebook on AA*/BA operated by British Airways in ticketed inventory if available, otherwise rebook in lowest available inventory in the same cabin. Excludes W inventory for premium economy on AA* <p>BA Prime - LHR to/from TLV</p> <ul style="list-style-type: none"> See below for inventory requirements. <p>AA or AA*/IB to/from MAD</p> <ul style="list-style-type: none"> Rebook on AA in ticketed inventory if available, otherwise rebook in lowest available inventory in the same cabin Rebook on AA*/IB by Iberia carrier in ticketed inventory if available, otherwise rebook in lowest available inventory in the same cabin. <p>IB via MAD to/from TLV</p> <ul style="list-style-type: none"> See below for inventory requirements. IB*/LY flights operated by LY in the flight series 7000-7999 is not permitted <p>AA operated to/from Europe and LY operated between Europe and TLV Codeshare not permitted</p> <ul style="list-style-type: none"> See below for inventory requirements Europe Gateway Cities permitted: LON, PAR, MAD, BCN, AMS, BRU ZRH, FRA, MUC, MIL, ROM, VCE, ATH <p>LY non-stop flights between LY US/Canada gateway and TLV</p> <ul style="list-style-type: none"> See below for inventory requirements Gateway Cities Permitted: NYC, BOS, LAX, YYZ 	Ticketed On/Before:	August 20, 2015	Impacted Travel Dates:	January 4, 2016 through infinity	Tickets Reissued on/before:	October 30, 2015	<p>New ticket must be annotated:</p> <p align="center">TLV PROTECT</p> <p>This is the only annotated verbiage required on the New ticket and supersedes the required verbiage for the fare ticketed</p> <p>Reissue: New ticket will have the same fare/fare basis as original ticket</p> <p>Penalty: Change fee does not apply</p>
Ticketed On/Before:	August 20, 2015								
Impacted Travel Dates:	January 4, 2016 through infinity								
Tickets Reissued on/before:	October 30, 2015								

		<p>OSI Message</p> <ul style="list-style-type: none"> • OSI INVOL REROUTE DUE TO DISCONTINUED SERVICE TLV • OSI PER PROTECT AGREEMENT WITH xx FOR AA <ul style="list-style-type: none"> ○ xx is the carrier used (BA or IB or LY) <p>Phone Field:</p> <ul style="list-style-type: none"> • Ensure the customer's telephone contact number is updated 	
		<p><u>Group Tickets</u></p> <p>You must contact Group and Meeting Travel or the Meeting Service desk for assistance</p>	

Inventory Requirements

If Original AA Revenue Inventory	Book BA/IB Inventory
Revenue Business Inventory J/R/D/I	AA, AA*/BA, AA*/IB - Book same inventory as originally ticketed or lowest available BA or IB Prime - Book in I/R/D/C/J
All Revenue Economy Inventory	AA, AA*/BA, AA*/IB - Book same inventory as originally ticketed or lowest available When booking BA or IB, select the lowest available booking class. The following booking classes are from lowest to highest. Book BA Prime flights LHR – TLV – LHR - in O/Q/N/S/V/L/M/K/H/B/Y Book IB Prime flights MAD – TLV – MAD - in P/O/Q/N/S/W/V/A/L/Z/M/K/H/B/Y

LY Inventory Requirements - AA operated to/from Europe and LY operated between Europe and TLV

Codeshare not permitted

If Original AA Revenue Inventory	Book LY Inventory
F/A	A
J	I
R/D	Z
I	J
Y	M
B	L
H/K/M	G
L/V/S	O
N	U
O/Q or inventory not listed – Protection on LY not permitted	Protect on BA or IB

LY Inventory Requirements - LY non-stop flights between LY US/Canada gateway and TLV

If Original AA Revenue Inventory	Book LY Inventory
F/A/J/R	D
D/I	I
Y	M
B	L
H/K/M	N
L/V/S	O
N	U
O/Q or inventory not listed – Protection on LY not permitted	Protect on BA or IB

SCHEDULE CHANGE - UNACCEPTABLE TO CUSTOMER REFUND REQUEST		
Type of Fare	Agency Procedure for Discontinuation of Svc PHL to/from TLV Revenue/Published and BULK/OPAQUE FARE	OSI FIELD DOCUMENTATION
<p>Revenue/Published Fare / Bulk/Opaque Fare Tickets:</p> <p>AA (001) / US (037) tickets:</p> <p>Travel agencies may refund Revenue/Published / BULK/Opaque fare tickets only per the criteria:</p> <p>NOTE: If the Travel Agents Revenue ticket has been EXCH by AA as an INVOL the refund request must be submitted directly to AA</p> <p>Refer to the link:</p> <p>AA (001 Tickets): www.refunds.aa.com</p> <p>NOTE: If the Travel Agents Revenue ticket has been EXCH by US as an INVOL the refund request must be submitted directly to US</p> <p>US (037 Tickets): http://refund.usairways.com/</p>	<p>Travel agents may refund a wholly unused non-refundable ticket(s) via the ARC/IAR REN or BSP</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 will be refunded to the original form of payment (FOP); cancellation penalty fee is waived. • Non-refundable tickets will be refunded to original form of payment (FOP), penalty fee is waived. <p>The Refund-Exchange document (ARC) and/or the Refund Authorization Request template (BSP) must reflect:</p> <ul style="list-style-type: none"> • Waiver code: SUSPTLV <p>Note: Change fee does not apply</p>	<p>PNR must be documented with the following OSI message:</p> <p>OSI SCHG TLV WITHDRAWAL /Date</p> <p>NOTE: Date is the original flight date.</p>