

Dear Valued Travel Agents,

Please see PAL updates regarding the following:

- 1) Fly Non-Stop from Manila to Guam Onboard PAL's Airbus A321 Neo Starting March 29, 2020
- 2) PAL Summer Timetable Effective 29 March 2020
- 3) IATA Resolution 830d
- 4) Flight Updates

FLY NON-STOP FROM MANILA TO GUAM ONBOARD PAL'S AIRBUS A321 NEO STARTING MARCH 29, 2020



**FLY NON-STOP FROM MANILA TO GUAM
ONBOARD PAL'S Airbus A321neo SR (Short Range) starting March 29, 2020.**

Greater space and more relaxation on Business Class.
Upgraded level of comfort on Economy. Next-level entertainment for all.

REIMAGINED COMFORT ON BUSINESS CLASS

Enjoy luxurious comfort in Business Class even on short flights with seats that have more legroom, deeper recline, ergonomic legrests and footrests, and personal TV screens.

No. of Seats	: 12
Seat Pitch	: 45 inches
Seat Width	: 21 inches
Recline	: Up to 10 inches
TV Screen	: 13.3-inch myPAL eSuite Personal TV



GREATER RELAXATION ON ECONOMY CLASS

Experience relaxation at its finest in Economy, with more legroom and recline, as well as your own personal TV screen.

No. of Seats	: 183
Seat Pitch	: Up to 31 inches
Seat Width	: 18 inches
Recline	: Up to 5 inches
TV Screen	: 10.1-inch myPAL eSuite Personal TV



FLY ABOARD OUR NEW AIRBUS A321NEO SR (SHORT RANGE) TO GUAM.

<p>MANILA → GUAM</p> <p>PR110 DAILY DEPARTURE: 2255H ARRIVAL: 0445H+1 (March 29, 2020 to October 24, 2020)</p>	<p>GUAM → MANILA</p> <p>PR111 DAILY DEPARTURE: 0645H ARRIVAL: 0835H (March 29, 2020 to October 24, 2020)</p>
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Experience a heartwarming, world-class journey with the Philippines' only 4-Star global airline.

PAL SUMMER TIMETABLE EFFECTIVE 29 MARCH 2020

Philippine Airlines is pleased to announce the New Summer Timetable for International routes effective 29 March 2020. Please refer to link below:

<https://www.philippineairlines.com/en/travelinformation/flighttimetable>.

IATA RESOLUTION 830d

IATA RESOLUTION 830d: IATA Changes to Standards Supporting Involuntary Flight Changes in Irregular Operations



In our continuous effort to improve passenger experience; Philippine Airlines is fully committed in supporting the changes in IATA Resolution 830d Article 4 whereas Reservation Procedures for Accredited Agents is discussed.

Please be advised of the following Guidelines:

1. *Actively ask each passenger “whether they wish to have their contact details (**mobile number and/or email**) provided to airlines participating in the itinerary for the purpose of contact in an operational disruption.”*
2. *Where the passenger wishes to provide this information to airlines, the agent must enter there “in the PNR in compliance with the Resolutions governing reservations procedures.” This means the SSRs designed for this purpose as published in AIRIMP under the authority of Resolution 766.*
3. *Where the passenger does not wish to do so, the Agents must “actively advise the passenger that they may not receive information from the airline relating to flight cancellation or schedule changes (including delay in departure).”*

We expect full compliance of this resolution from our partner Travel Agencies to properly manage our mutual customers before or during flight changes and/or disruptions.

It is important that we all ensure that passengers receive, in a timely manner, relevant and useful information in an operational disruption. This information may come from the airline outside of hours, during weekends, or when travel agent is not available to contact a passenger directly.

Below are the GDS entries to ensure correct or proper implementation of this industry standard (included are entries on passengers who refuse to provide contact information).

Sabre

3CTCM/639171023711 3CTCM/639171023711-1.1 (with name field)	Passenger mobile number.
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Note: Mobile number inputted must start with 63 for the area code and the rest is 9171023711 mobile number.

3CTCE/JUAN..DELACRUZ//YAHOO.COM 3CTCE/JUAN..DELACRUZ//YAHOO.COM-1.1 (with name field)	Passenger e-mail address.
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Note: Use .. to replace underscore (_)
Use // to replace the @ sign
Use ./ To replace dash (-)

3CTCR/REFUSED TO PROVIDE CTC INFO-1.1	Passenger contact information refused.
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Galileo

SI.P1/SSRCTCMPRHK1/12021234567	Passenger mobile number.
SI.P1/SSRCTCEPRHK1/J.SMITH//YAHOO.COM	Passenger e-mail address.
SI.P3/SSRCTCRPRHK1/PASSENGER REFUSED TO PROVIDE INFORMATION	Passenger contact information refused. The CTCR indicates that there is no Passenger contact information.

Amadeus

SR CTCM-0123456789 SR CTCM 6X HK1-33123456789	Passenger mobile number.
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Note: 3123456789 - phone number (only numeric)

SR CTCE-JOHN.TEST//HOMEMAIL.COM	Passenger e-mail address.
SR CTCR-REFUSED	Passenger contact information refused.

Note: Use // (double slash) in place of @ sign
Use .. to replace underscore (_)
Use./ is used in place of the dash (-)

For any inquiries or updates regarding the entries, refer to your respective GDSs.

FLIGHT UPDATE

To provide passengers with more flight connections and flexible timings, Philippine Airlines announces the following flight schedule changes starting 29 March 2020:

Flight No.	Route	Frequency	Flight Schedule		Remarks
			ETD	ETA	
PR114	MNL-SFO	MO / WE / FR	1125H	0925H	29 MAR to 01 APR 2020 / 31 AUG to 24 OCT 2020
PR115	SFO-MNL		1310H	1820H+1	
PR114	MNL-SFO	DAILY	1125H	0925H	02 APR to 30 AUG 2020
PR115	SFO-MNL		1310H	1820H+1	
PR 720	MNL-LHR	TU / TH / FR / SA / SU	0810H	1510H	29 MAR to 24 OCT 2020
PR 721	LHR-MNL		2220H	1825H	
PR 218	MNL-AKL	WE / TH / SU	2315H	1400H+1	29 MAR to 02 APR 2020 / 27 SEP to 24 OCT 2020
PR 219	AKL-MNL	TU / FR / SA	0040H	0625H	30 MAR to 04 APR 2020 / 29 SEP to 24 OCT 2020
PR 218	MNL-AKL	WE / TH / SU	2315H	130HH+1	05 APR to 24 SEP 2020
PR 219	AKL-MNL	MO / TH / FR	2340H	0625H+1	05 APR to 25 SEP 2020
PR740	MNL-BKK	MO / WE / FR / SU	2135H	0000H	29 MAR to 24 OCT 2020
PR741	BKK-MNL	MO / TU / TH / SA	0100H	0515H	30 MAR to 24 OCT 2020
PR480	CEB-NGO	MO / WE / TH / SA / SU	0910H	1430H	29 MAR to 24 OCT 2020
PR479	NGO-CEB		1530H	1855H	
PR336	MNL-PVG	DAILY	1050H	1430H	
PR337	PVG-MNL		1600H	1950H	

Thank you.