



AIR CANADA

AGENCY BULLETIN

February 22, 2021

Ref: 2103

To: All Travel Agents

REMINDER: PASSENGER CONTACT INFORMATION **Important Guidelines from Air Canada and IATA**

We recognize that we have all been impacted by this global pandemic and while we continue to work towards recovery of our industry and resumption of service during these extraordinary times, we must work together to ensure that we have the necessary customer contact information, in the event we are required to contact our mutual customers.

Now more than ever, we must continue to remain vigilant and as such we are requesting that in addition to the current contact details you are providing, you also provide either a customer email address, a customer mobile number, or indicate that the customer has declined to provide contact details.

This will not only enable us to assist you in reaching our mutual customers but also abides by mandatory Transport Canada requirement. In addition, it ensures we support our public health authorities and contact trace quickly.

In support of Transport Canada requirements and IATA resolution 830d, Air Canada is committed to contacting customers when needed. Please ensure customer contact information is added to your PNR's using SSR IATA standard formats, at time of booking:

- **SSR CTCM – Customer Mobile Number**
- **SSR CTCE – Customer Email Contact**
- **SSR CTCR – Customer has declined to provide information**

Keys points to remember:

- Customer contact information SSRs should be added at time of booking.
- Any cancellation of an AC segment may remove the SSR field from Air Canada's PNR.



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- In the event of an itinerary change, a new customer contact SSR may need to be re-appended to the PNR.
- Please ensure to check your SSR field to make sure that the CTC SSR is assigned to AC before ending your file.
- When booking AC marketed/operated flights on OAL ticket stock, customer contact information SSRs are mandatory.
- Due to new government COVID protocols, customer contact information is essential for contact tracing or quarantine updates.

Please contact your respective GDS Help Desk for any procedural questions on updating your PNR with SSR customer contact information.

For more information on the Air Passenger Protection Regulations (APPR):

Please refer to highlights:

<https://otc-cta.gc.ca/eng/air-passenger-protection-regulations-highlights>

Please refer to FAQ's:

<https://otc-cta.gc.ca/eng/faqs-air-passenger-protection-regulations>

<https://www.aircanada.com/content/dam/aircanada/portal/documents/PDF/agents/en/ca/reference/ac-appr-faq-en.pdf>







Kindly disseminate the above information to your staff concerned.



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Note: Spacing is provided for clarity. Some GDS may not support spaces in actual transactions.

GDS	ENTRIES
	<p>Mobile: 3CTCM/14165551212-1.1 3CTCM/14165551212/FR-1.1</p> <p>Email: 3CTCE/JIM.SMITH//GMAIL.COM-2.1 3CTCE/JIM.SMITH//GMAIL.COM/FR-2.1</p> <p>Refused: 3CTCR/REFUSED TO PROVIDE-1.1</p>
	<p>Mobile: SR CTCM-14165551212 SR CTCM-14165551212/P1</p> <p>Email: SR CTCE-JIM.SMITH//GMAIL.COM SR CTCE-JIM.SMITH//GMAIL.COM/P1</p> <p>Refused: SR CTCR-REFUSED TO PROVIDE</p>
	<p>Apollo</p> <p>Mobile: ■:3SSR CTCM AC HK1/N1/14165551212 ■:3SSR CTCM AC HK1/N1/14165551212/FR</p> <p>E-mail: ■:3SSR CTCE AC HK1/N1/JIM.SMITH//GMAIL.COM ■:3SSR CTCE AC HK1/N1/JIM.SMITH//GMAIL.COM/FR</p> <p>Refused: ■:3SSR CTCR AC HK1/N3/REFUSED TO PROVIDE</p> <p>Galileo</p> <p>Mobile: SI.SSR CTCM AC HK1/14165551212 SI.P1/SSR CTCM AC HK1/14165551212/FR</p> <p>E-mail: SI.SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM SI.P1/SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR</p> <p>Refused: SI.P3/SSR CTCR AC HK1/REFUSED TO PROVIDE</p> <p>Worldspan</p> <p>Mobile: 3SSR CTCM AC HK1/14165551212-1.1 3SSR CTCM AC HK1/14165551212/FR-1.1</p> <p>Email: 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM -1.1 3SSR CTCE AC HK1/JIM.SMITH//GMAIL.COM/FR-1.1</p> <p>Refused: 3SSR CTCR AC HK1/REFUSED TO PROVIDE-1.1</p>
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	<p>Mobile: SSRCTCM AC HK1 1234567890/P1</p> <p>Email: SSRCTCE AC HK1 JIM.SMITH//GMAIL.COM/P1</p> <p>Refused: SSRCTCR AC HK1 REFUSED TO PROVIDE</p>