

23 December 2004

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BY COURIER

Mr Scott Gregson
Acting General Manager
Adjudication Branch
Australian Competition & Consumer Commission
PO Box 1199
Dickson ACT 2602

Dear Mr Gregson


**International Air Transport Association - Passenger Agency Programme
Further application for minor variation of authorisation A90791**

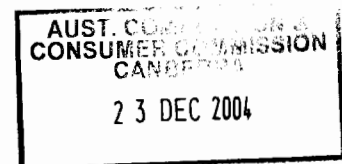
On behalf of our client, the International Air Transport Association, we enclose a further application for minor variation of Authorisation A90791 under section 91A of the *Trade Practices Act 1974* in relation to changes to the Passenger Agency Programme in Australia adopted by IATA's members at the meeting of the IATA Passenger Agency Conference in May 2004.

We are instructed to request an interim authorisation for the subject matter of this application pending the Commission's final decision on it. The application includes a series of changes that liberalise the provisions relating to satellite ticket printers by separating them from the general sales agency rules and thereby clarifying and simplifying them. The remaining changes covered by the application are minor or technical changes only. The effect of all the changes covered by the application is expected to be neutral.

If you have any queries about the application or request for an interim authorisation, please contact Cathryn Lane on (02) 6225 3200.

Yours sincerely
MINTER ELLISON


Russell Miller
Partner



Contact: Cathryn Lane Direct phone: +61 2 6225 3200 Direct fax: +61 2 6225 1200
Email: cathryn.lane@minterellison.com
Partner responsible: Russell Miller Direct phone: +61 2 6225 3297 Direct fax: +61 6225 1297
Our reference: CML:RVM 26-4425718

enclosure

APPLICATION FOR MINOR VARIATION OF AUTHORISATION

To the Australian Competition and Consumer Commission:

Application is hereby made under section 91A of the *Trade Practices Act 1974* for minor variation of authorisation A90791 as set out below:

Name of applicant

International Air Transport Association ('IATA')
800 Place Victoria
Montreal, Quebec
CANADA

Address in Australia for service of documents on the applicant

Minter Ellison
Level 3, 25 National Circuit, Forrest
Canberra ACT 2603
AUSTRALIA

Names and addresses (where known) of parties and other persons on whose behalf the application is made

See Schedule 1 to this application.

Authorisation for which variation is sought

Authorisation A90791 granted to IATA in respect of the Passenger Agency Programme by Determination dated 13 November 2002 as amended by the Determination dated 5 March 2003 in relation to IATA's application for minor variation of authorisation dated 24 December 2002, and as amended by the Determination dated 20 October 2004 in relation to IATA's applications for minor variations of authorisation dated 24 December 2003 and 15 July 2004.

Nature of variations sought

The following minor variation of authorisation A90791 is sought:

- that Determination A90791 be amended by inserting the text set out at Schedule 2 to this application (other than the section entitled 'impact of changes') at the end of and to form part of Part 2 of Appendix B.

The effect of this variation is to update Appendix B to Determination A90791 to extend the authorisation to amendments to and substitutions for the resolutions listed in Part 1 of Appendix B to Determination A90791 adopted by IATA's members at the meeting of the IATA Passenger Agency Conference in May 2004 and that are applicable in Australia.

The specific changes for which authorisation is sought are set out in Schedule 2 to this application, which also includes a section outlining the impact of the specific changes. In accordance with IATA's standard practice, travel agents were consulted on these changes prior to their adoption. The Global Consultative Committee together with all local joint agent and airline bodies established under the Passenger Agency Programme worldwide were given an opportunity to comment on the proposed changes. Comments from the agency community were provided with the agenda of the Passenger Agency Conference and these were taken into account during discussion.

A copy of authorisation A90791 as amended by the Determinations dated 5 March 2003 and 20 October 2004, with marked up amendments to give effect to this application, is in Schedule 3 to this application.

In addition this application includes, for the sake of completeness and for the Commission's information only, copies of resolutions applicable in Australia adopted by IATA's members at the meeting of the Passenger Agency Conference in May 2004 and by mail vote since the meeting of the Passenger Agency Conference in 2001, which now form part of the Passenger Agency Programme. Those resolutions, already authorised under Determination A90791, are in Schedule 4 to this application.

Grounds for grant of minor variation

The variations which are the subject of this application are in respect of changes which either:

- (a) improve the IATA Passenger Agency Programme for airlines and agents, or
- (b) are of a technical or drafting nature.

The variations would not result, and would not be likely to result, in either a reduction in the extent to which the benefit to the public of the authorisation outweighs any detriment to the public caused by the authorisation, or a reduction in the benefit to the public that arose from the original authorisation.

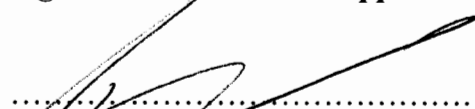
Name and address of person authorised by the applicant to provide additional information in relation to this application:

Russell Miller
Minter Ellison
Level 3, 25 National Circuit, Forrest
Canberra ACT 2603

Telephone: (02) 6225 3000
Facsimile: (02) 6225 1000

Dated: 23 December 2004

Signed on behalf of the Applicant


.....
Russell Miller
Minter Ellison

IATA MEMBERS¹

ACTIVE MEMBERS

- | | |
|---|-------------------------------------|
| 1. ADA Air | 39. Air Namibia |
| 2. Adria Airways | 40. Air New Zealand |
| 3. Aegean Airlines SA - Aviation
Limited Company | 41. Air Niugini |
| 4. Aer Lingus | 42. Air Nostrum |
| 5. Aero Asia | 43. Air Pacific |
| 6. Aero California | 44. Air Sénégal International |
| 7. Aero Zambia | 45. Air Seychelles |
| 8. Aeroflot | 46. Air Tahiti Nui |
| 9. Aerolineas Argentinas | 47. Air Tanzania |
| 10. AEROMEXICO | 48. Air Ukraine |
| 11. Aeromexpress | 49. Air Vanuatu |
| 12. Aeropostal Alas de Venezuela CA | 50. Air Zimbabwe |
| 13. Aerosvit Airlines | 51. Aircalin |
| 14. Afriqiyah Airways | 52. Air-India |
| 15. Air Algérie | 53. Alaska Airlines |
| 16. Air Astana | 54. Albanian Airlines |
| 17. Air Austral | 55. Alitalia S.p.A |
| 18. Air Baltic | 56. All Nippon Airways |
| 19. Air Berlin | 57. Aloha Airlines |
| 20. Air Bosna | 58. Alpieagles |
| 21. Air Botswana | 59. America West Airlines |
| 22. Air Canada | 60. American Airlines |
| 23. Air China International Corp | 61. Angola Airlines |
| 24. Air Contractors (UK) Ltd | 62. Ariana Afghan Airlines Co. Ltd. |
| 25. Air Europa | 63. Arkia Israeli Airlines Ltd |
| 26. Air France | 64. Armavia |
| 27. Air Gabon | 65. Armenian International Airways |
| 28. Air Guinea | 66. Asiana Airlines Inc |
| 29. Air Jamaica Ltd | 67. Atlas Air |
| 30. Air Koryo | 68. Atlasjet International Airways |
| 31. Air Luxor | 69. Austrian |
| 32. Air Macau | 70. AVIANCA |
| 33. Air Madagascar | 71. AVIATECA |
| 34. Air Malawi | 72. Azerbaijan Airlines |
| 35. Air Malta p.l.c. | 73. Bangkok Airways Co. Ltd. |
| 36. Air Marshall Islands | 74. Belavia - Belarusian Airlines |
| 37. Air Mauritius | 75. Bellview Airlines |
| 38. Air Moldova | 76. Biman |
| | 77. Binter Canarias |

¹ As at 17 December 2004. Addresses will be provided on request.

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|------------------------------------|---|
| 78. Blue Panorama | 129. Hahn Air Lines GmbH |
| 79. Blue1 | 130. Hainan Airlines |
| 80. bmi | 131. Hapag Lloyd |
| 81. Braathens | 132. Helios Airways Ltd |
| 82. British Airways | 133. Hellas Jet |
| 83. BWIA West Indies Airways | 134. Hemus Air |
| 84. C.A.L. Cargo Airlines | 135. IBERIA |
| 85. Cameroon Airlines | 136. Icelandair |
| 86. Cargojet Airways Ltd | 137. Indian Airlines |
| 87. Cargolux S.A. | 138. Inter Air |
| 88. Cathay Pacific | 139. Iran Air |
| 89. CCM Airlines | 140. Iran Aseman Airlines |
| 90. China Airlines Ltd | 141. Iraqi Airways |
| 91. China Cargo Airlines Ltd | 142. Israil Airlines and Tourism Ltd |
| 92. China Eastern | 143. JALways Co. Ltd |
| 93. China Northwest Airlines | 144. Japan Airlines |
| 94. China Southern Airlines | 145. Jat Airways |
| 95. China Yunnan Airlines | 146. Jet Airways |
| 96. CityJet | 147. Kenya Airways |
| 97. Comair Ltd | 148. Kish Air |
| 98. Continental Airlines | 149. Kitty Hawk |
| 99. Continental Micronesia | 150. KLM |
| 100. COPA AIRLINES | 151. Korean Air |
| 101. Corsair | 152. Kuwait Airways |
| 102. Croatia Airlines | 153. LAB |
| 103. Cubana | 154. LACSA |
| 104. Cyprus Airways | 155. Laker Airways (Bahamas) Limited |
| 105. Czech Airlines | 156. LAM - Linhas Aéreas de
Moçambique |
| 106. dba Luftfahrtgesellschaft mbH | 157. Lan Airlines |
| 107. Delta Air Lines | 158. Lan Chile Cargo |
| 108. DHL Air Ltd | 159. Lan Peru |
| 109. DHL International E.C. | 160. LanEcuador |
| 110. Dragonair | 161. Lauda Air |
| 111. Egyptair | 162. Lauda Air S.p.A. |
| 112. El Al | 163. Libyan Arab Airlines |
| 113. Emirates | 164. Lithuanian Airlines |
| 114. Estonian Air | 165. LOT Polish Airlines |
| 115. Ethiopian Airlines | 166. LTU |
| 116. Etihad Airlines | 167. Lufthansa |
| 117. European Air Express EAE | 168. Lufthansa Cargo |
| 118. European Air Transport | 169. Luxair |
| 119. Eurowings | 170. Maersk Air A/S |
| 120. EVA Air | 171. Mahan Air |
| 121. Falcon Air | 172. Malaysia Airlines |
| 122. Federal Express | 173. MALEV |
| 123. Finnair | 174. Malmo Aviation AB |
| 124. flybe.British European | 175. MAT - Macedonian Airlines |
| 125. Garuda | 176. MEA |
| 126. GB Airways | 177. Meridiana |
| 127. Ghana Airways | 178. Mexicana |
| 128. Gulf Air | |

179. MIAT
180. Montenegro Airlines
181. Nationwide Airlines
182. Nippon Cargo Airlines
183. Northwest Airlines
184. Olympic Airlines
185. Oman Air
186. PAL
187. Palestinian Airlines
188. Portugalia
189. PIA
190. PLUNA
191. Polynesian Airlines
192. Pulkovo Aviation Enterprise
193. Qantas
194. Qatar Airways
195. Regional Air
196. Royal Air Maroc
197. Royal Brunei
198. Royal Jordanian
199. Royal Swazi
200. Rwandair Express
201. SA Airlink
202. SAA
203. Air Sahara
204. Samara Airlines
205. SAS
206. Saudi Arabian Airlines
207. Shandong Airlines Co. Ltd.
208. Shanghai Airlines
209. SIA Cargo
210. Siberia Airlines
211. Sierra National Airlines
212. Silkair
213. Singapore Airlines Cargo
214. Skyways
215. SN Brussels Airlines
216. Solomon Airlines
217. Spanair
218. SriLankan
219. Sudan Airways
220. Surinam Airways
221. SWISS
222. Syrianair
223. T.M.A.
224. TACA
225. TAM - Transportes Aereos del Mercosur S.A.
226. TAM Linhas Aéreas S.A.
227. TAP - Air Portugal
228. TAROM S.A.
229. Thai Airways
230. THY
231. TNT Airways S.A.
232. Transaero
233. TransAsia Airways
234. Tunis Air
235. Turkmenistan Airlines
236. Ukraine International Airlines
237. United Airlines
238. UPS Airlines
239. US Airways, Inc.
240. VARIG
241. VASP
242. Virgin Atlantic
243. Vladivostok Air JSC
244. Volare Airlines
245. Volga-Dnepr Airlines
246. Wideroe
247. Xiamen Airlines
248. YEMENIA

ASSOCIATE MEMBERS²

- | | |
|-------------------------------------|------------------------------|
| 1. Air One SpA | 9. Safair |
| 2. Air Tahiti | 10. SATA Air Acores |
| 3. Albarka Air plc | 11. Shenzhen Airlines Co Ltd |
| 4. Austral | 12. Southern Winds |
| 5. Forward Air | 13. Tassili Airlines |
| 6. Lineas Aereas Azteca S.A. de C.V | 14. Varig Logistica S.A. |
| 7. Lufthansa CityLine | 15. Zambian Airways |
| 8. Regional Express | |

² Associate members enjoy the same rights and privileges as active members except that they do not have the right to vote at certain IATA meetings.

**AUTHORISED 2004 AMENDMENTS TO OR SUBSTITUTIONS FOR THE
RESOLUTIONS SPECIFIED IN APPENDIX B PART 1**

No	Title	Outline of changes ³	Impact of changes / competitive effect and public benefit
800b	Satellite Ticket Printer and Ticket Delivery Locations	<p>Substitution for paragraph 3.5 of Resolution 816 in Appendix B Part 1. A new resolution consolidating the requirements for the inclusion of a satellite ticket printer in an agent's accreditation under the various resolutions worldwide into a single resolution. As a result the requirements applicable in Australia, which are currently set out in paragraph 3.5 of Resolution 816 and in Resolution 816aa, will be incorporated in this new resolution.</p> <p>The new resolution will bring about three changes to the existing arrangements in Australia. First, the application process, including the appeal mechanism, has been clarified and made more transparent. Second, the application of the change of ownership, legal status, name and location provisions to satellite ticket printer locations has been clarified. Third, the existing minimum security standards have been tailored to satellite ticket printers with the following consequences:</p> <ul style="list-style-type: none"> • the inspection process has been clarified; • the limits on supplies of unprinted tickets have been simplified; and • the consequences of a satellite ticket printer location failing to meet the standards have been relaxed. <p>The new resolution also incorporates the provisions of Resolution 800t in relation to ticket</p>	<p>Rather than all the regional sales agency rules containing similar rules relating to satellite ticket printers there is now a global resolution which is a single point of reference.</p> <p>The resulting changes to the rules for satellite ticket printers will have a liberating effect on the programme. Currently satellite ticket printer locations are generally just expressed to be subject to the general rules applicable to accredited agents. The changes adapt those rules to the circumstances of satellite ticket printer locations and in doing so clarify and simplify many of those rules.</p> <p>In public benefits terms the new resolution is positive because it makes access to the system more transparent for satellite ticket printer locations.</p> <p>It is neutral in terms of competitive effect.</p>

³ This outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached.

No	Title	Outline of changes ³	Impact of changes / competitive effect and public benefit
		delivery locations. Resolution 800t does not apply in Australia.	
816 (2)	Passenger Sales Agency Rules - South West Pacific	Amended to include Papua New Guinea in the area covered by the resolution.	This change is a technical change only. It is neutral in terms of competitive effect.
816 (3)	Passenger Sales Agency Rules - South West Pacific	Amended to remove the rules and procedures in relation to accreditation of satellite ticket printer locations to reflect the introduction of Resolution 800b (see above).	This change is a technical change only. It is neutral in terms of competitive effect.
816 (9)	Passenger Sales Agency Rules - South West Pacific	Amended to remove references to a fixed value of amounts owing on partially or wholly refunded tickets.	This is a minor change, and reflects improvements in accounting and bookkeeping procedures.
816 (10)	Passenger Sales Agency Rules - South West Pacific	Amended to make editorial changes to improve the overall drafting and clarity of the provisions setting out which changes of ownership or legal status of an accredited agent require a new passenger sales agency agreement, and which such changes do not.	The changes are technical only and consist of minor editorial amendments. These changes are neutral in terms of competitive effect.
866	Definitions of Terms Used in Passenger Agency Programme Resolutions	<p>Substitution for definitions in resolutions contained in Appendix B Part 1. Resolution amended to insert a definition of 'days' and to amend the definitions of 'Neutral Traffic Document' and 'Satellite Ticket Printer Location'.</p> <p>Also amended to remove the definitions of 'Agency Supervisory Board', 'Agency Supervisory Board List' and 'Inclusive Tour' however these terms are not contained in any resolutions applicable in Australia..</p>	This change is a technical change only. The new and amended definitions clarify terms used in existing Passenger Agency Programme resolutions applying in Australia. It is neutral in terms of competitive effect.

SATELLITE TICKET PRINTER AND TICKET DELIVERY LOCATIONS

(New)

PAC1(40)800b (except USA)	Expiry: Indefinite
PAC2(40)800b (except Russian Federation)	
PAC3(40)800b (except China)	Type: B

The purpose of this resolution is to enable Accredited Agents to print Traffic Documents at a Satellite Ticket Printer ('STP') or Ticket Delivery Location, so it is

RESOLVED that the following provisions are adopted.

Section 1. Definitions

The definitions of terms and expressions used in this resolution are contained within Resolution 866. The use of words and expressions in the singular shall, where the context so permits, be taken to include their use in the plural and vice versa. Paragraph headings are for ease of reference only and do not form part of these Rules.

Section 2 - Special Qualifications for Approval and Retention of a Satellite Ticket Printer Location

2.1 An Accredited Agent in a BSP country may make an application in the form, prescribed in Attachment 'A' to this resolution, to have an additional place of business entered on the Agency List as a Satellite Ticket Printer Location. Such application will be approved if the requirements of Sections 4 and 5 of this resolution and the following specific requirements are met:

2.2 the Ticket Delivery Location and the Satellite Ticket Printer is remoted and controlled by the Host Location of the Agent as identified by the Agent in its application, and is situated in the same country;

2.3 the STP Location shall meet the minimum security standards set forth in Section 5 of this Resolution and

the Agent shall assume full responsibility for such Location.

2.4 Traffic Documents will be in use in the STP at the STP Location only when the Host Location is staffed by one of its qualified personnel meeting the criteria specified in the applicable Passenger Sales Agency Rules, and the STP Location is staffed by personnel qualified to operate the STP in accordance with the qualifications described in Subparagraph 2.7 of this Section;

2.5 the STP shall be designed to prevent access by unauthorised parties and shall be located in a secured area, accessible only by authorised parties;

2.6 if the STP does not receive all data via a dedicated data circuit, it shall be of such a design that it cannot be activated or caused to print tickets by unauthorised parties or for unauthorised purposes. This can be accomplished by one of the following measures:

2.6(a) Validation: the host system will send out an identification code (ID) as part of each transmission. The STP will validate the ID prior to production of any document. If the ID is invalid, the STP will not be activated,

2.6(b) Call Back Modems: the STP will receive a call which will prompt the unit to disconnect the call and dial out to its only authorised number,

2.6(c) Encryption: a one way encryption modem will encode data being transmitted which further protects data equipment from unauthorised use;

2.6(d) alternative methods will also be permitted, provided that such have been determined by the Agency Services Manager, or Agency Investigation Panel, to be capable of meeting the objectives of this Subparagraph;

2.7 at least one person who is qualified in all facets of operating the STP and aware of the importance of ticket accountability shall be assigned to, and be responsible to the Agent for, the STP Location. Such person shall be experienced or trained in the following aspects:

2.7(a) activating and shutting down a STP,

2.7(b) loading and unloading the STP,

2.7(c) recognising malfunctions,

2.7(d) removing printed tickets,

2.7(e) the accountability requirement;

2.8 provided that such person need not necessarily be employed by the Agent;

2.9 the Agent shall not misrepresent, or permit anyone to misrepresent, that the STP Location is used for any purpose other than the one defined in Resolution 866.

2.10 In EU, EEA Countries and Switzerland only OPATB2 flight coupons, exchange coupons and passenger coupons are to be printed at the STP Location, using the Split Document Printing facility of the ticketing system.

2.11 If authorised by the Conference, and prior to full implementation of OPATB2, EU, EEA Countries and Switzerland may utilise OPTAT at STP Locations

2.12 OPATB2 technology is to be introduced in all EU, EEA Countries and Switzerland not later than 1 December 2006.

Section 3 — Procedures

3.1 APPLICATION FOR APPROVAL

3.1.1 the Applicant must complete the application form prescribed in Attachment 'A' to this Resolution. The submitted application shall be accompanied by fees covering the following:

3.1.1.(a) non-refundable application fee,

3.1.1 (b) entry fee, and

3.1.1(c) the first annual listing fee;

3.1.2 upon receipt the Agency Administrator or, in Resolution 800 countries, the Agency Investigation Panel (AIP) Secretary, shall promptly consider whether such application is complete. If any of the required information or fees have not been included with the application the Agency Administrator or AIP Secretary shall so inform the Applicant;

3.1.3 if the Agency Administrator or AIP Secretary finds that the application is complete, he shall publish promptly to Members in a listing that such application has been received. Such listing shall be published as required;

3.1.4 the Agency Administrator or AIP Secretary shall arrange for an inspection to be made of the location in respect of which the application is made and shall take the report into account in determining whether it meets the qualifications necessary to become an STP Location;

3.1.5 (Resolution 800 countries only) after receipt of the completed investigation report and of the financial evaluation, the Secretary of the Agency Investigation Panel shall immediately forward to the Agency Administrator the complete application file of the applicant;

3.1.6 the Agency Administrator shall consider each application and supporting documentation and any other information brought to his attention, and decide within 5 working days of the date of publication of the application listing, if the location meets the qualifications to become a STP Location;

3.1.7 the Applicant shall be promptly notified in writing of the Agency Administrator's action and in the event of rejection shall be given clear reasons why the application failed;

3.1.8 a rejected Applicant may, within 30 calendar days of the Agency Administrator's notice, request reconsideration of the decision by the Agency Administrator or may invoke the procedures for review of the Agency Administrator's action by the Travel Agency Commissioner;

3.1.9 if the Agency Administrator determines that the Applicant or location has shown that it meets the qualifications, he shall enter the STP Location on the Agency List;

3.1.10 for the purpose of this resolution, an STP Location shall be deemed to be included in the Agency List from the date when the Agreement applies to that place of business to the date when it ceases to apply.

3.2 Special Qualifications for Approval and Retention of a Ticket Delivery Location

3.2.1 BELGIUM/LUXEMBOURG, FRANCE, GERMANY, HUNGARY, ITALY and NETHERLANDS only – an Agent wishing:

— to facilitate the delivery to its customers of Traffic Documents issued by one of its Approved Locations, at another of its Locations situated at an airport or Neutral City Terminal, and
— to enable the sale to be readily identified as having been made by the issuing Location and not the delivering location, may do so on the following conditions:

3.2.1(a) an Accredited Agent may make an application, in the form prescribed, to have an Approved Location, situated at an airport or Neutral City Terminal, entered on the Agency List as a Ticket Delivery Location. Such application will be approved if the following requirements are met:

3.2.1(b) a Satellite Ticket Printer, located at the Ticket Delivery Location (TDL) and which meets the conditions for a STP, as laid down in Section 2 of this Resolution, is remoted and controlled by one or more Host Locations of the Agent identified by the Agent in its application and situated in the same country; provided that all STDs issued as STP transactions shall be validated in the name of the Host Location, using its IATA Numeric Code, with the IATA Numeric Code of the TDL being shown on the STD,

3.2.1(c) such STDs are reported and settled through the Host Location in accordance with these Rules and Members' instructions;

3.2.1(d) on receipt of such application, the Agency Services Manager shall verify that the TDL activity for which application has been made is conducted solely at the Location concerned and in compliance with the provisions for the safe custody of traffic documents and security of premises set forth in Section 5 of these Rules, and that the Agent has developed adequate stock control procedures to ensure that the separate stocks of STDs supplied to that Location in respect of the different activities performed at the Location are not commingled;

3.2.1(e) if satisfied that the foregoing conditions are met, the Agency Services Manager shall request the Agency Administrator to enter the TDL details on the Agency List, accordingly;

3.2.1(f) an entry fee and an annual agency fee shall be payable as though the TDL activity applied to a separate Branch Office Location, in accordance with Section 3 Paragraph 3.1 of these Rules;

3.2.2 notwithstanding Subparagraph 3.2.1(f) above, the additional entry on the Agency List shall not be considered as establishing a separate Branch Office Location.

3.3 CAPACITY AND INDEMNITY

the Director General, the Agency Administrator (or AIP Secretary) and ISS Management, in performing any action pursuant to this resolution, to Resolution 850 and its Attachments, and to other applicable Resolutions act not as principals but as agents for the Members concerned. Members appointing Agents undertake to indemnify IATA, its officers, employees and other appointees against liability (including liability for legal costs) for any action taken or omitted in good faith in the performance of their functions under these Rules and under other applicable Resolutions.

Section 4 — Custody and Issue of Traffic Documents

Stocks of OPATB2s assigned to an STP Location shall be provided to the Host Location by the BSP of the country in which the Host Location is situated.

4.1 the STP Location shall meet the minimum security standards set forth in Section 5 of these Rules and the Agent shall assume, to the extent provided in the Passenger Sales Agency Agreement, full liability and responsibility for such Location, including:

4.1(a) the Transportation of Traffic Documents between the Host Location and the STP Location,

4.1(b) the safe custody of Traffic Documents at the Host and STP Location in accordance with the requirements of Section 5 of these Rules,

4.1(c) the printing of Traffic Documents at the STP Location; provided that all STDs issued as STP transactions shall be validated in the name of the Host Location, using its IATA Numeric Code, with the IATA Numeric Code of the STP Location being shown on the STD,

4.1(d) the reporting and settlement, through the Host Location in accordance with Resolution 832 and Members instructions, of Traffic Documents printed at the STP Location.

4.2 AIRLINES AND MEMBERS PARTICIPATING IN THE BILLING AND SETTLEMENT PLAN

an Airline or Member participating in a Billing and Settlement Plan of the country in which the Host Location is situated may place its Carrier Identification Plate or other ticketing authority at an Approved Location of an Agent appointed by it and located in the country/area of that Billing and Settlement Plan; conversely the Airline or Member is entitled to withdraw such Carrier Identification Plate or other ticketing authority. Carrier Identification Plates and any other ticketing authority supplied to a Host Location shall authorise the Agent to issue Traffic Documents at that Location and to have them printed at any STP Location controlled from there, unless authorisation to print Traffic Documents at any STP Location is withheld or withdrawn by a BSP Member or Airline.

Section 5 — Application of Minimum Security Standards for Safe Custody of Traffic Documents

5.1 MINIMUM SECURITY STANDARDS

5.1.1 the premises of each STP Location holding stocks of Traffic Documents shall be subject to periodic inspection. Such premises and the safe/strong room used within them to store Traffic

Documents, shall be in accordance with the following minimum security standards or their acceptable equivalent as may be laid down by the Conference or deemed as acceptable by the AIP in Resolution 800 countries:

5.1.1(a) all normal access points to the premises of each STP Location shall be efficiently secured when the premises are not attended by authorised personnel,

5.1.1(b) all other possible access points to the premises such as skylights, windows etc., shall be secured to a standard acceptable to the Conference,

5.1.1(c) each STP Location shall maintain a current Traffic Document stock control record in the format prescribed in the Billing and Settlement Plan Manual for Agents,

5.1.1(d) an STP Location shall not maintain at any time, a supply of unprinted Traffic Documents which exceeds either three months' average usage during the previous calendar year, as evidenced by the

Statement of Annual Volume and Traffic Document Usage or, alternatively, the level determined by the Agency Services Manager, in consultation with the Local Customer Advisory Group - Passenger,

5.1.1(e) each STP Location's supply of unprinted Traffic Documents which are not secured within the ticket printing device (STP) shall, when not in use, be locked in a steel safe weighing not less than 182 kgs and bolted, cemented or otherwise secured to the floor or wall to preclude movement within or quick removal from the premises; provided that the use of a strong room installed on the premises in place of such a safe, or the use of a bigger safe of not less than 500 kgs not necessarily secured to the floor or wall shall be permissible for the storage of the working supply of Traffic Documents, except that:

(i) (Australia and New Zealand only) that the additional specific provisions for safes contained within Section 11 of Resolution 816 shall apply, and will supercede those provided in Subparagraph 5.1.1.5 above where any inconsistency may arise

(ii) (Canada & Bermuda only) the minimum weight of the safe may be 114kgs

5.1.1(f) the Agent may leave in the STP during the period when the device is unattended by qualified personnel, the number of Traffic Documents authorised in writing by the Agency Services Manager, in consultation with the Local Customer Advisory Group - Passenger. The device shall not be readily accessible to unauthorized persons, and the Traffic Documents in it shall be secured against unauthorised removal.

5.2 INSPECTORS AND INSPECTIONS

When upon authorised inspection it is found that the minimum security standards, prescribed in Paragraph 5.1 above are not met, the provisions of Paragraph 5.3 of this Section shall take effect.

5.2.1 Authority for Inspection

inspections carried out under the provisions of this Section shall be initiated by the Agency Administrator acting on information from any source;

5.2.2 Appointment and Reporting

the Agency Administrator shall be empowered to appoint on an ad hoc basis one or more inspectors ('the inspector') to ascertain whether or not the applicable minimum security standards are met by the Customer and to report their findings to the Agency Administrator in writing.

5.3 DETECTED FAILURE TO MEET MINIMUM SECURITY STANDARDS

when upon inspection initiated by the Agency Administrator it is found that the premises and/or the safe/strong room in use do not meet the minimum security standards in Paragraph 5.1 of this Section, or their equivalent laid down by the Conference, the Agency Administrator shall

immediately inform the Agent and direct it to return the Traffic Documents to the controlling Host Location. Such Traffic Documents shall not be reinstated at the STP Location until such time as the failure has been corrected.

Section 6 — Change of Ownership, Legal Status, Name or Location

6.1 the termination of the arrangements between the Agent and the entity at the STP Location or any proposed transfer of such arrangement to another Host Location shall be notified in advance. Additionally any change in the name or location of STP Location's entity shall be notified to the Agency Administrator prior to such change taking place. Notwithstanding the provisions governing changes of ownership as set forth in the applicable Sales Agency Rules, the Agency Administrator shall determine if the circumstances warrant the submission by the Agent of an application in the form set forth in Attachment 'A' to this

Resolution and, if affirmative, advise the Agent accordingly. The application shall be processed in accordance with the provisions set forth in these Rules, except that:

6.1.1 the Agency Administrator shall decide whether or not an investigation of either or both the STP Location and EU Host Location shall be obtained, and

6.1.2 the provisions of the applicable Sales Agency Rules which govern the sale of a Branch Office Location to an outside party, shall not apply to STP Locations, provided that the entity at the STP Location is not an Agent.

**RESOLUTION 800b
ATTACHMENT 'A'**

**APPLICATION FORM FOR APPROVAL OF A SATELLITE TICKET PRINTER LOCATION
(STP LOCATION) OR TICKET DELIVERY LOCATION (TDL)**

The information requested below is required by IATA to assist in determining the eligibility for inclusion or retention on the IATA Agency List of a Satellite Ticket Printer Location (STP Location) or a Ticket Delivery Location.

Type or print clearly the answers to all questions on this form. Where additional space is required or where you wish to supplement your answer and there is insufficient space, attach additional sheets to this form containing the data. Submit this form in duplicate and retain a copy for your permanent records.

Note: A separate form is required for each STP Location or TDL for which approval is sought.

1. GENERAL

1.1 Provide the following information relating to the Administrative Office or Head Office of the Agent:

State full legal name:

State trading name, if any:

State address, including P.O. Box, if any and postal code:
.....

Telephone No Telex No Fax No.....

Passenger Agent's Numeric Code No. of Approved Head Office:
.....

1.2 Is approval sought as:

a) a Satellite Ticket Printer Location (STP Location)

Yes No

b) a Ticket Delivery Location (TDL)

Yes No

1.3 If the Approved Location from which the planned Satellite Ticket Printer (STP) or Ticket Delivery Location (TDL) is to be remoted is different from the above, please provide the following information with respect to the planned Host Approved Location for the Satellite Ticket Printer or Ticket Delivery Location. If more than one, please attach a complete list:

State full legal name:.....

State trading name, if any

State address, including P.O. Box, if any and postal code
.....

Telephone No Telex No Fax No

Passenger Agent's Numeric Code No.:

1.4 Check the appropriate box below which describes the type of system, presently in use or planned at the Host Approved Location to which your planned Satellite Ticket Printer or-Ticket Delivery Location will be remoted, to generate and print tickets:

Airline (direct link to Airline system)

Third Party (indirect link to Airline system)

Agent (in-house system with no link to Airline system)

Agent (in-house system with link to Airline System)

Other (specify)

1.5 Provide the following information with respect to the STP Location or Ticket Delivery Location:

State full legal name.....

State trading name, if any

Name of customer (applicable to STP only)
Name of building (if applicable).....
Street Address
Room No.
City/Postal Code
Mailing Address, if any
Telephone No Telex No..... Fax No.....

1.6 Indicate projected date of installation of Satellite Ticket Printer or Ticket Delivery Location and attach a copy of the signed agreement with the supplier.

2. PREMISES

2.1 How far from the Host Location is the planned STP Location TDL

2.2(a) Is the location of the STP or TDL in a secured area (i.e. in a separate lockable office)
Yes No

2.2(b) If no, please specify security arrangements:

2.2(c) Indicate number of people who have access to the STP or TDL

2.3 Describe the signs or form of advertising, if any, to be used to identify the Satellite Ticket Printer Location or TDL.

3. PRINTER INFORMATION

3.1 Describe the Satellite Ticket Printer (name of manufacturer, model no. etc.):

3.2 Check below the type of transmitting system which will be used to drive the Satellite Ticket Printer:

- dedicated, hard line hook-up
- telephone hook-up with modem

3.3 If the answer to 3.2 above is other than "dedicated hardline hook-up", describe the computer security measures which have been taken to prevent unauthorised electronic access to the Satellite Ticket Printer:

Note: Examples of measures which would be considered acceptable include:

Validation—The host system will send out an identification code (ID) as part of each transmission. The STP will validate the ID prior to production of any documents. If the ID is invalid, the remote printer will not be activated.

Call Back Modems — The STP will receive a call which will prompt the unit to disconnect the call and dial out to its only authorised number.

Encryption — A one-way encryption modem will encode data being transmitted which further protects data and equipment from unauthorised use.

4. SECURITY

4.1 Describe the security precautions to protect the Traffic Documents in the Satellite Ticket Printer:

4.2(a) Is there a safe for the storage of the working supply of Traffic Documents not in use in the Satellite Ticket Printer?

Yes No

4.2(b) If yes, what is the weight of the safe?

4.2(c) Is the safe secured to the floor or wall?

Yes No

4.2(d) If there is no safe on the premises, what facility will be used for storing the working supply of traffic documents not in use in the Satellite Ticket Printer?

5. PERSONNEL

5.1(a) Provide the name of the person(s) on whom you will rely to attend the Satellite Ticket Printer:

5.1(a)(i)

5.1(a)(ii)

5.1(b) By whom is this person(s) employed?

.....

.....
5.1(c) Indicate whether or not such person(s) has experience or training in the following aspects:

5.1(c)(i) activating and shutting down a STP

Yes No

5.1(c)(ii) loading and unloading a feed roll

Yes No

5.1(c)(iii) recognising malfunctions, (e.g. feed roll out of alignment)

Yes No

5.1(c)(iv) tearing off printed ticket

Yes No

5.1(c)(v) being aware of the Agent's, customer's and IATA's requirements as to accountability

Yes No

5.2 The Agent represents that the Satellite Ticket Printer is itself designed to prevent access by unauthorised parties, and is located in a secured area, accessible only by authorized parties, thereby insuring the security of Traffic Documents.

5.3 The Agent further agrees to permit, or to obtain authority to permit, access by authorised representatives of the Member or of IATA to the STP Location identified in Paragraph 1.5, for purposes consistent with the Agent's obligations under the Passenger Sales Agency Rules, the Passenger Sales Agency Agreement and other applicable IATA Resolutions.

5.4 The Agent affirms that Traffic Documents will be in use in the Satellite Ticket Printer, at the Satellite Ticket Printer Location or Ticket Delivery Location, only when such Location is staffed by personnel qualified to operate the Satellite Ticket Printer in accordance with the specific requirements set out for that purpose in this resolution.

5.5 With respect to Traffic Documents assigned to the Satellite Ticket Printer, or with respect to Traffic Documents maintained by the designated Host Approved Location, the Agent affirms that the security measures at such Locations shall comply with those set out in the IATA Travel Agent's Handbook and affirms its obligations.

With respect to Traffic Documents on the premises identified in Paragraph 1.5, or in the process of delivery to such premises from the Host Approved Location, the Agent, regardless of any security measures taken, assumes full and absolute liability for any and all damage, expenses or loss experienced by any carrier, its officers, agents or employees on account of the loss, misapplication, theft or forgery of such Traffic Documents. The security and maintenance of Traffic Documents assigned to the STP Location's or TDL's Agent's IATA Numeric Code, the printing of Traffic Documents at the STP Location or TDL, and the reporting and settling of all such documents printed at the STP Location or TDL, shall be the responsibility of the Agent in accordance with the Passenger Sales Agency Rules as may be modified or amended from time to time.

5.6 The Agent shall give notice to the Agency Administrator of all changes of ownership, name or location affecting the Satellite Ticket Printer, STP Location or Ticket Delivery Location and/or Host Approved Location in conformity with the provisions of the applicable Sales Agency Rules. The Agent shall also advise the Agency Administrator of any removal or relocation of the Satellite Ticket Printer, of the termination of the arrangement between the Agent and its customers, or of any change to the information submitted in this application.

5.7 An application must be complete in all respects before processing can begin. A complete application consists of the following:

5.7.1 this application form in duplicate fully completed with required attachments,

5.7.2 financial statements of the agency prepared in accordance with the requirements of the IATA Travel Agent's Handbook,

5.7.3 fees as required.

5.8 The applicant acknowledges that a copy of the IATA Travel Agent's Handbook has been received.

5.9 In consideration of IATA's review of the undersigned's application, the applicant understands and agrees to all terms and conditions set forth in this application.

5.10 It is hereby agreed that this application shall become a part of the Agent's Passenger Sales Agency Agreement.

5.11 Applicable to STP Location only: It is hereby recommended that the applicant enter into an agreement with its customer, on whose premises the Satellite Ticket Printer is located, to ensure adherence to the terms and conditions set forth in this application and in the Sales Agency Rules. In this connection, a model agreement for optional use will be included in the IATA Travel Agent's Handbook.

5.12 The applicant hereby expressly waives any and all claims, causes of action or rights to recovery, and agrees to indemnify and hold harmless IATA or any of its Members, their officers, employees, or agents, for any loss, injury or damage based upon libel, slander or defamation of character by reason of any action taken in good faith pursuant to this application, including but not limited to a notice of disapproval.

5.13 I hereby certify that the statements made in this application are true and correct to the best of my knowledge and belief and that I am authorised by the Agent identified in 1.1 above of this application to make these statements and to file this application.

.....
(Signature of Owner or Officer of Applicant)

.....
(Print or Type Name and Title of Owner or Officer)

.....
(Date)

For Canada & Bermuda only, the following must also be completed

On this..... of 20.....

.....

(Owner or Officer) appeared before me, and being duly sworn, stated that he/ she is the(title) of.....(full legal name) that being duly authorised to do so, he/she executed the foregoing application on its behalf, that the statements contained therein are true and correct, and that it is his/her signature which appears above.

.....

Notary Public

My commission expires on

(notary seal)

NOTE

It is recommended that the applicant enter into an agreement with its customer, on whose premises the Satellite Ticket Printer is located, to ensure adherence to the terms and conditions set forth in this application and in the Sales Agency Rules

PASSENGER SALES AGENCY RULES – SOUTH WEST PACIFIC
(Amending)

PAC3(40)816
(South West Pacific)

Expiry: Indefinite

Type: B

2. Amend Section 2 as follows:

2.4 AREA OF APPLICATION

the provisions of this Resolution are ~~implemented~~applicable in the following countries or territories:

Australia
Cook Islands
Federated States of Micronesia
Fiji
French Polynesia
Kiribati (Canton and Enderbury Islands)
New Caledonia (including Loyalty Islands)
New Zealand
Papua New Guinea
Republic of Palau
Republic of the Marshall Islands
Samoa (Independent State of)
Solomon Islands
Tonga
Vanuatu
Wallis and Futuna Islands

3. Amend Section 3 as follows:

3.5 SATELLITE TICKET PRINTER LOCATION

The rules and procedures providing for Satellite Ticket Printer Locations are contained in Resolution 800b.

~~an Accredited Agent may make an application in the form prescribed in Resolution 816aa to have an additional place of business entered on the Agency List as a Satellite Ticket Printer Location. Such application may be approved if the qualifications established by the General Assembly (except those pertaining to minimum staffing and to places of business located on the premises of commercial firms) and the following additional specific requirements are met:~~

~~**3.5.1** the Satellite Ticket Printer is removed and controlled by the Host Location of the Agent in the same country, identified by the Agent in its application;~~

~~**3.5.2** the STP Location shall meet the minimum security standards set forth in Section 11 of these Rules and the Agent shall assume full responsibility for such Location including:~~

~~**3.5.2.1** the transportation of Traffic Documents between the Host Location and the STP Location;~~

~~**3.5.2.2** the safe custody of the working supply of Traffic Documents at the STP Location in accordance with the requirements of Section 11 of these Rules;~~

~~**3.5.2.3** the safe custody at the Host Location, in accordance with the requirements of Section 11 of these Rules, of the reserve supply of Traffic Documents assigned to the STP Location;~~

- ~~3.5.2.4~~ the printing of Traffic Documents at the STP Location; provided that all STDs issued as STP transactions shall be validated in the name of the Host Location, using its IATA Numeric Code, with the IATA Numeric Code of the STP Location being shown on the STD in accordance with the relevant PSC Resolution;
- ~~3.5.2.5~~ the reporting and settlement, through the Host Location in accordance with these Rules and Members' instructions, of the Traffic Documents issued at the STP Location;
- ~~3.5.3~~ Traffic Documents will be in use in the STP at the STP Location only when such Location is staffed by personnel qualified to operate the STP in accordance with the qualifications described in Subparagraph 3.5.6(a) of this Paragraph;
- ~~3.5.4~~ the STP shall be designed to prevent access by unauthorised parties and shall be located in a secured area, accessible only by authorised parties;
- ~~3.5.5(a)~~ if the STP does not receive all data via a dedicated data circuit, it shall be of such a design that it cannot be activated or caused to print tickets by unauthorised parties or for unauthorised purposes. This can be accomplished by one of the following measures:
- ~~3.5.5(a)(i)~~ Validation: the host system will send out an identification code (ID) as part of each transmission. The STP will validate the ID prior to production of any document. If the ID is invalid, the STP will not be activated;
- ~~3.5.5(a)(ii)~~ Call Back Modems: the STP will receive a call which will prompt the unit to disconnect the call and dial out to its only authorised number;
- ~~3.5.5(a)(iii)~~ Encryption: a one way encryption modem will encode data being transmitted which further protects data equipment from unauthorised use;
- ~~3.5.5(b)~~ alternative methods will also be permitted, provided that such have been determined by the Agency Administrator to be capable of meeting the objectives of this Subparagraph;
- ~~3.5.6(a)~~ at least one person who is qualified in all facets of operating the STP and aware of the importance of ticket accountability shall be assigned to, and be responsible to the Agent for, the STP Location. Such person shall be experienced or trained in the following aspects:
- ~~3.5.6(a)(i)~~ activating and shutting down a STP,
- ~~3.5.6(a)(ii)~~ loading and unloading,
- ~~3.5.6(a)(iii)~~ recognising malfunctions,
- ~~3.5.6(a)(iv)~~ removing printed tickets,
- ~~3.5.6(a)(v)~~ the accountability requirement;
- ~~3.5.6(b)~~ provided that such person need not necessarily be employed by the Agent;
- ~~3.5.7~~ the Agent shall not misrepresent, or permit anyone to misrepresent, that the STP Location is used for any purpose other than the one defined in Section 1 of these Rules.

5. Amend Section 9 as follows:

9.5 RECALL OF COMMISSION OR OTHER REMUNERATION

when a refund is made of all or any part of the fare or charge for any transportation, the commission or other remuneration shall be recomputed on the unrefunded fare or charge. If the commission or other remuneration has already been paid, any amount in excess of the recomputed commission or other remuneration shall be paid back, ~~unless the commission or other remuneration to be recalled on any partially used Traffic Document is USD 6 or less.~~ When there is an involuntary change of routing involving a substitution of surface transportation for confirmed air transportation a recall of commission or other remuneration shall not be deemed due. In case of involuntary change of routing to other air services, nothing shall prevent the Member from passing on the commission or other remuneration received from the new carrying carrier.

6. Amend Section 10 as follows:

10.2 PROCESSING OF CHANGES

10.2.1/10.2.1.1 10.2.1 Changes requiring a new Passenger Sales Agency Agreement

the following changes of ownership shall require the execution of a new Sales Agency Agreement, and shall be processed in accordance with Paragraph 10.3 of this Section:

10.2.1.1(a) in the case of a sole owner, partnership or other unincorporated firm:

~~10.2.1.1(a)(i)~~ the transfer of an interest in the Agent which has the effect of transferring control of the Agent to a Person in whom it was not previously vested,

~~10.2.1.1(a)(ii)~~ the admission or withdrawal of a partner,

~~(iii)~~ the incorporation of the Agent;

10.2.1.1(b) in the case of a corporation,

~~(i)~~ the disposal of the Agent's business and its acquisition by a Person who is not an Agent;

~~10.2.1.2~~ the following changes of ownership in a corporation shall not require the execution of a new Sales Agency Agreement, and shall be processed in accordance with Paragraph 10.4 of this Section:

~~10.2.1.2(a)~~ a reduction of capital,

~~10.2.1.2(b)~~ the disposal or acquisition by any Person of stock representing 30% or more of the total issued share capital of the Agent,

~~10.2.1.2(c)~~ any other transfer of stock that has the effect of vesting the control of the Agent in a Person in whom it was not previously vested, whether by means of a single transaction or as the result of a series of transactions, over a period of not more than three years;

~~10.2.2~~ the following changes of ownership and status shall require the execution of a new Sales Agency Agreement, and shall be processed in accordance with Paragraph 10.3 of this Section:

~~10.2.2.1~~ in the case of a sole ownership, partnership or other unincorporated firm, the incorporation of the Agent;

~~10.2.2.2~~ in the case of a corporate body:

~~10.2.2.2(aii)~~ the transformation of the Agent into a partnership or other unincorporated firm,

~~10.2.2.2(biii)~~ any change which reduced the liability of any Person who was previously liable, directly or indirectly, for the debts of the corporation,

~~10.2.2.2(civ)~~ any other change in the legal personality of the Agent, such that after the change, pursuant to applicable national law the legal personality of the Agent is not that existing prior to the change of legal status;

10.2.2 Changes not requiring a new Passenger Sales Agency Agreement

the following changes of ownership in a corporation shall not require the execution of a new Sales Agency Agreement, and shall be processed in accordance with Paragraph 10.4 of this Section:

(a) a reduction of capital,

(b) the disposal or acquisition by any Person of stock representing 30% or more of the total issued share capital of the Agent,

(c) any other—Unless the transfer of stock that has the effect of vesting the control of the Agent in a Person in whom it was not previously vested, whether by means of a single transaction or as the result of a series of transactions, over a period of not more than three years;

(d) the disposal or acquisition by any Person of stock representing 29% or less of the total issued share capital of the Agent, a current financial review shall not be required

10.3 PROCEDURES FOR CHANGES REQUIRING A NEW PASSENGER SALES AGENCY AGREEMENT

when an Agent proposes to effect a change of ownership and/or status as described in Subparagraph 10.2.1.4 or Paragraph 10.2.2 of this Section:

10.4 PROCEDURES FOR CHANGES NOT REQUIRING A NEW PASSENGER SALES AGENCY AGREEMENT

when an Agent proposes to effect a change of ownership as described in Subparagraph ~~40.2.1.2~~ 10.2.2 of this Section:

**DEFINITIONS OF TERMS USED IN PASSENGER AGENCY PROGRAMME
RESOLUTIONS**

(Amending)

PAC1(40)866 (except USA)	Expiry: Indefinite
PAC2(40)866	
PAC3(40)866	Type: B

1. Add as follows:

DAYS means calendar days unless otherwise specified as working days or business days.

2. Amend as follows:

~~AGENCY SUPERVISORY BOARD~~ (sometimes referred to as 'ASB') means the single Board established for Areas 2 and 3, by the Conference and whose members are drawn from the Agency Supervisory Board List.

~~AGENCY SUPERVISORY BOARD LIST~~ (sometimes referred to as ASB List) means the list of persons nominated by Members from which the Agency Administrator designates individuals to constitute the Agency Supervisory Board.

~~INCLUSIVE TOUR~~ means a pre-arranged combination of air transportation and surface arrangements which is designed to encourage air travel and which conforms to certain minimum standards as defined in Resolution 870.

NEUTRAL TRAFFIC DOCUMENT means Off Premise Transitional Automated Ticket (OPTAT), (issued in accordance with Resolution 722a), Off Premise Automated Ticket/Boarding Pass (OPATB2) (issued in accordance with Resolution 722d), Automated Miscellaneous Charges Orders (MCOs) (issued in accordance with Resolution 725b) and Neutral Multiple Purpose Documents (MPDs) (issued in accordance with Resolution 726b and or Resolution 726d), for issuance by Agents through automated equipment under the Scheme.

SATELLITE TICKET PRINTER LOCATION (sometimes referred to as 'STP Location') means an Accredited Agent's place of business ~~in one country~~ controlled by a Host Location of the Agent in the same country:

- which is located either on the premises of a client not being an agent or tour operator, which is not accessible to the general public and whose purpose is the issuance of Traffic Documents, by means of a Satellite Ticket Printer, to the client or its employees
- ~~which is not accessible to the general public~~
- ~~whose sole purpose is the issuance, by means of a Satellite Ticket Printer, of Traffic Documents to the customer or its employees~~

OR

- located at another Approved Location of the same Agent for issuance and distribution of Traffic Documents to its customers

and which is entered on the Agency List as a Satellite Ticket Printer Location.

FORM OF AUTHORISATION A90791 AS AMENDED BY:

- 1. DETERMINATION DATED 5 MARCH 2003;**
- 2. DETERMINATION DATED 20 OCTOBER 2004; AND**
- 3. DETERMINATION DATED(current application)**

10.1 For the reasons outlined above, the Commission revokes Authorisation A90408 issued on 31 October 1984 and gives authorisation for:

- 1) IATA and its members from time-to-time to engage in conduct giving effect to the contracts, arrangements and understandings evidenced by the:
 - (a) resolutions of the IATA Passenger Agency Conference passed in accordance with the Provisions for the Conduct of the IATA Traffic Conferences as amended from time to time; and
 - (b) decisions of the Generally Assembly constituted by Resolution 816 Section 2.1 (as amended or substituted from time to time).
- 2) Subject to paragraph (3) below, authorisation is also given for IATA and its members to meet in IATA Passenger Agency Conferences and pass resolutions amending or modifying or adding to the current resolutions.
- 3) This authorisation does not extend to amendments of or substitutions for the resolutions specified in Part 1 of Appendix B as they appeared in the IATA Passenger Agency Conference Resolutions Manual, 22nd Edition, other than those set out in Part 2 of Appendix B.
- 4) Subject to paragraph (5) below authorisation is given for IATA and its members to meet and make decisions in the General Assembly;
- 5) This authorisation does not extend to decisions of the General Assembly made using powers delegated pursuant to resolutions appearing in Part 1 of Appendix B other than: (i) those decisions which are reflected in the IATA Travel Agent's Handbook, Resolution 816 Edition (effective 1 December 2000); or (ii) decisions made pursuant to the resolutions in Part 2 of Appendix B; or (iii) decisions set out in Part 3 of Appendix B.
- 6) Authorisation is also given for IATA, its members and others who, according to IATA Passenger Agency Conference resolutions establishing the Executive Council Australia and other consultative groups relating to the IATA Passenger Agency Program, participate in consultations within the terms of reference set by the relevant Conference for those groups from time to time.

10.2 The granting of the above authorisation is subject to the following conditions:

- 1) A review is required to be undertaken of the conditions imposed by IATA through its Passenger Agency Program for travel agents in Australia to obtain and retain IATA accreditation, such review to take into account:
 - (a) the extent to which IATA accreditation conditions as applied in Australia impede the operational efficiency of agents and/or result in increases in operating costs;
 - (b) the level of risk associated with the credit extended to agents by airlines and with traffic documents and authorities provided to agents by IATA in Australia and the extent to which the qualifications for accreditation and retention of travel agents, as applied in Australia, alleviate that risk;
 - (c) any opportunities for reducing costs and burdens placed on agents in Australia while containing risk associated with the extension of credit by airlines and the holding of traffic documents by those agents; and
 - (d) the impact on risk associated with airline credit and traffic documents of recent developments in the aviation and sale of travel industries including electronic ticketing, the incidence of credit sales made using airlines' merchant agreements and changes to the BSP Australia remittance period.

- 2) The Commission requires:
 - (a) the review to be undertaken jointly by airlines and agents (with equal representation from each group and including a representative of the Australian Federation of Travel Agents) under an independent Chairperson;
 - (b) the results of the review to be made public and available to the Commission within two years of the date this determination comes into force; and
 - (c) recommendations arising from the review and related to the IATA Passenger Program which are directed at improving the efficiency or reducing the operating costs of, or burdens on, accredited agents to be implemented at the earliest opportunity but no later than three years from the date of this determination taking effect.

- 3) Within two years of the date this determination comes into force, entry into general concurrence by an airline is to be conditional upon the airline providing a statement of reasons to both the agency and the Executive Council Australia in relation to any agency in Australia which it refuses Traffic Documents or Carrier Identification Plates or from whom it withdraws such Documents or Plates.

10.3 Resolutions appearing in Appendix B and decisions of the General Assembly South West Pacific made using powers delegated pursuant to resolutions appearing in Appendix B are authorised for a period of four years from the date of effect of this determination. All other resolutions of the IATA Passenger Agency Conference and decisions of the General Assembly South West Pacific and variations to them are authorised for eight years.

APPENDIX A: INTERNATIONAL AIRLINES OPERATING SCHEDULED PASSENGER SERVICES TO/FROM AUSTRALIA FOR THE YEAR ENDED JUNE 2000

[not included]

APPENDIX B: PART 1 - IATA PASSENGER AGENCY CONFERENCE RESOLUTIONS ⁴ VARIATIONS TO WHICH ARE NOT AUTHORISED

Resolution No	Description
816(2)	South West Pacific Agency Program
816(3)	Qualifications for accreditation and retention
816(4)	Procedures
816(8)	Consequences of default
816(9)	Conditions for payment of commission or other remuneration
816(10)	Change of ownership, legal status, name or location
816(11)	Application of minimum security standards for safe custody of traffic documents and carrier identification plates
816(12)	Reviews under the authority of the Travel Agency Commissioner
816(13)	Measures affecting an agent's standing
816(14)	Review by arbitration at agent's request
816e	Conduct of review by Travel Agency Commissioner
816f	Extension of agency program in South West Pacific
820d	Travel Agency Commissioner
824	Passenger sales agency agreement
824a	Application of the term "commission"
824r	Refunds to agents
830	Multiple ticket issuance by agents
830a	Consequences of violation of ticketing procedures
850t	Non-IATA airline participation in certain IATA programs
862	Joint agent and airline consultative meetings
886p	Reduced fare transportation for persons officially travelling to Travel Agency Commissioner hearings

PART 2 - AUTHORISED 2001 AMENDMENTS TO OR SUBSTITUTIONS FOR THE RESOLUTIONS SPECIFIED IN APPENDIX B PART 1

No.	Title	Outline of changes⁵
816	Passenger Sales Agency Rules - South West Pacific	Amended to reflect the introduction of Resolution 832 (see below), and to allow an agent's accreditation to be withdrawn if it is used to profit from activities which harm IATA's good standing.
816e	Conduct of Review by Travel Agency Commissioner - South West Pacific	Amended to reflect the introduction of Resolution 832.

⁴ As appearing in the IATA Passenger Agency Conference Resolutions Manual 22nd Edition.

⁵ The outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is on the Commission's public register.

No.	Title	Outline of changes ⁵
824r	Refunds to Agents	Amended to replace the previous requirement on airlines to use their best endeavours to ensure refunds to agents are processed within two months, with an obligation to ensure that this occurs. Airlines are also now required to provide reasons to the agent where a refund is not processed within two months.
830a	Consequences of Violation of Ticketing Procedures	Amended to add failure to follow the Ticketing Airline Selection Rules (contained in attachment H to Resolution 850) to the example list of practices which breach agent ticketing procedures.
832	Reporting and Remitting Procedures	New Resolution 832 consolidates the rules relating to consequences of agent default under the various resolutions worldwide into a single resolution. As a result the rules applicable in Australia which were previously set out in section 8 of Resolution 816 have been incorporated into Resolution 832. In the drafting process some aspects of the existing arrangements under Resolution 816 were inadvertently altered in Resolution 832. Those discrepancies were amended at the next Passenger Agency Conference meeting in June 2002. In the interim the arrangements as they existed under Resolution 816 continued to be applied.

**PART 2 - AUTHORISED 2002 AMENDMENTS TO OR
SUBSTITUTIONS FOR THE RESOLUTIONS SPECIFIED IN
APPENDIX B PART 1**

No.	Title	Outline of changes ⁶
816	Passenger Sales Agency Rules - South West Pacific	<p>Amended to:</p> <ul style="list-style-type: none"> • expand the authority delegated to the General Assembly South West Pacific to include cost-recovery charges, variation of sanctions and enhancement of the minimum security standards • make AFTA's chief executive an ex officio member of the Executive Council Australia • remove the provision allowing an airline to lodge a protest against an agent's application for accreditation, and replace it with a provision allowing an airline to register information which it believes justifies a review of a successful applicant • remove the provisions allowing an airline to lodge a protest against an agent's notification of change of ownership, legal status or location • reduce the permitted decision time on applications for accreditation and notifications of change of ownership or legal status • remove the long-unused provision prohibiting commission on government sales

⁶ The outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is on the Commission's public register.

		<ul style="list-style-type: none"> formalise the authority given to accredited agents to use the IATA logo
832	Reporting and Remitting Procedures	Resolution 832 was a new resolution adopted at the 2001 meeting of the Passenger Agency Conference which consolidated the rules relating to consequences of agent default under the various resolutions worldwide into a single resolution. It was amended to improve the clarity of the text, to reflect changes to Resolution 850 and to correct some aspects of the rules applicable in Australia under former section 8 of Resolution 816 which were inadvertently altered during the transition to Resolution 832. During the period that those errors were in Resolution 832 the arrangements as they existed under Resolution 816 continued to be applied.
862	Joint Agent and Airline Consultative Meetings	Amended to remove the 12 month transitional timeframe as equal representation has been achieved in all joint consultative bodies.

**PART 2 - AUTHORISED 2003 AMENDMENTS TO OR
SUBSTITUTIONS FOR THE RESOLUTIONS SPECIFIED IN
APPENDIX B PART 1**

No.	Title	Outline of changes ⁷
800f	Framework for the Development of Agent's Financial Evaluation Criteria	New resolution setting out a recommended framework for the development of an agent's financial evaluation criteria to be applied as a guideline for the establishment and/ or review of the local financial criteria in all markets, subject to local conditions that may apply. It is intended to promote a consistent and where possible, standard set of rules for agency accreditation.
816	Passenger Agency Sales Rules - South West Pacific	Amended to remove the definitions of terms from this resolution. All definitions applicable to Passenger Agency Conference Resolutions are now contained in a single new Resolution 866 (see below).
820e	Reviews by the Travel Agency Commissioner	<p>New resolution consolidating the procedures for reviews conducted by the Travel Agency Commissioner under the various resolutions worldwide into a single resolution. As a result the procedures applicable in Australia which are currently set out in Resolution 816e will be incorporated into Resolution 820e. In addition to the existing arrangements under Resolution 816e, the new resolution:</p> <ul style="list-style-type: none"> clarifies many of the existing procedures introduces new grounds of review for agents who believe their commercial survival is threatened by a decision by an individual IATA member, or who are aggrieved by an impending amendment to their passenger sales agency agreement enables an IATA member to request a review where it objects to the approval of a particular application for accreditation.

⁷ The outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached to IATA's application dated 24 December 2003.

No.	Title	Outline of changes ⁷
832	Reporting and Remitting Procedures	Amended to make numerous editorial changes to improve the overall drafting, reduce the complexity of and clarify the resolution.
842	Network Agent	<p>New resolution introducing a new classification of accredited agent. The new classification of "network agent" is directed at large agents who have been accredited for at least 3 years and with no history of consistent irregularities or default. Classification as a network agent entitles an agent or group of agents to automatic approval of branch offices. The resolution sets out:</p> <ul style="list-style-type: none"> • the criteria for qualification and retention; • application procedures including forms and fees; • procedures on change of ownership; • procedures for review of a rejected application including review by the Travel Agency Commissioner and arbitration; • provisions in relation to capacity, indemnity and waiver incorporated from the Passenger Sales Agency Rules. <p><i>Note: This resolution has been included as it may impact on Resolution 816(3) which is included in Appendix B Part 1</i></p>
866	Definitions of terms used in Passenger Agency Programme Resolutions	<p>New resolution consolidating all the definitions of terms and expressions used in resolutions of the Passenger Agency Conference into a single resolution.</p> <p><i>Note: This resolution has been included as it defines terms and expressions used in resolutions contained in Appendix B Part 1.</i></p>
878	General Concurrence	<p>New resolution clarifying the procedures and form to be used by airlines for the depositing of a statement of general concurrence.</p> <p><i>Note: This resolution has been included as it supplements the general concurrence provisions contained in Resolution 816(4), which is included in Appendix B Part 1.</i></p>

**PART 2 - AUTHORISED 2004 AMENDMENTS TO OR
SUBSTITUTIONS FOR THE RESOLUTIONS SPECIFIED IN
APPENDIX B PART 1**

No.	Title	Outline of changes ⁸
816 (3) Paragraph 3.4.3	Passenger Sales Agency Rules - South West Pacific	<p>Amended in relation to Australia to remove provisions which may have been interpreted as restricting accredited agents to operating during normal business hours only.</p> <p>Also amended in relation to Australia to remove the prohibition on an accredited agent sharing premises with another agent. Premises are now permitted to be shared provided that the agents concerned are separate legal entities and separately identify their transactions, tickets and reservations sales.</p>

⁸ The outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached to IATA's application dated 15 July 2004.

No	Title	Outline of changes ⁹	Impact of changes / competitive effect and public benefit
800b	<u>Satellite Ticket Printer and Ticket Delivery Locations</u>	<p><u>Substitution for paragraph 3.5 of Resolution 816 in Appendix B Part 1. A new resolution consolidating the requirements for the inclusion of a satellite ticket printer in an agent's accreditation under the various resolutions worldwide into a single resolution. As a result the requirements applicable in Australia, which are currently set out in paragraph 3.5 of Resolution 816 and in Resolution 816aa, will be incorporated in this new resolution.</u></p> <p><u>The new resolution will bring about three changes to the existing arrangements in Australia. First, the application process, including the appeal mechanism, has been clarified and made more transparent. Second, the application of the change of ownership, legal status, name and location provisions to satellite ticket printer locations has been clarified. Third, the existing minimum security standards have been tailored to satellite ticket printers with the following consequences:</u></p> <ul style="list-style-type: none"> • <u>the inspection process has been clarified;</u> • <u>the limits on supplies of unprinted tickets have been simplified; and</u> • <u>the consequences of a satellite ticket printer location failing to meet the standards have been relaxed.</u> <p><u>The new resolution also incorporates the provisions of Resolution 800t in relation to ticket delivery locations. Resolution 800t does not apply in Australia.</u></p>	<p><u>Rather than all the regional sales agency rules containing similar rules relating to satellite ticket printers there is now a global resolution which is a single point of reference.</u></p> <p><u>The resulting changes to the rules for satellite ticket printers will have a liberating effect on the programme. Currently satellite ticket printer locations are generally just expressed to be subject to the general rules applicable to accredited agents. The changes adapt those rules to the circumstances of satellite ticket printer locations and in doing so clarify and simplify many of those rules.</u></p> <p><u>In public benefits terms the new resolution is positive because it makes access to the system more transparent for satellite ticket printer locations.</u></p> <p><u>It is neutral in terms of competitive effect.</u></p>
1816 (2)	<u>Passenger Sales Agency Rules - South West Pacific</u>	<u>Amended to include Papua New Guinea in the area covered by the resolution.</u>	<u>This change is a technical change only. It is neutral in terms of competitive effect.</u>

⁹ This outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached.

No	Title	Outline of changes ¹⁰	Impact of changes / competitive effect and public benefit
816 (3)	<u>Passenger Sales Agency Rules - South West Pacific</u>	<u>Amended to remove the rules and procedures in relation to accreditation of satellite ticket printer locations to reflect the introduction of Resolution 800b (see above).</u>	<u>This change is a technical change only. It is neutral in terms of competitive effect.</u>
816 (9)	<u>Passenger Sales Agency Rules - South West Pacific</u>	<u>Amended to remove references to a fixed value of amounts on partially or wholly refunded tickets.</u>	<u>This is a minor change, and reflects improvements in accounting and bookkeeping procedures.</u>
816 (10)	<u>Passenger Sales Agency Rules - South West Pacific</u>	<u>Amended to make editorial changes to improve the overall drafting and clarity of the provisions setting out which changes of ownership or legal status of an accredited agent require a new passenger sales agency agreement, and which such changes do not.</u>	<u>The changes are technical only and consist of minor editorial amendments. These changes are neutral in terms of competitive effect.</u>
866	<u>Definitions of Terms Used in Passenger Agency Programme Resolutions</u>	<u>Substitution for definitions in resolutions contained in Appendix B Part 1. Resolution amended to insert a definition of 'days' and to amend the definitions of 'Neutral Traffic Document' and 'Satellite Ticket Printer Location'.</u> <u>Also amended to remove the definitions of 'Agency Supervisory Board', 'Agency Supervisory Board List' and 'Inclusive Tour' however these terms are not contained in any resolutions applicable in Australia..</u>	<u>This change is a technical change only. The new and amended definitions clarify terms used in existing Passenger Agency Programme resolutions applying in Australia. It is neutral in terms of competitive effect.</u>

¹⁰ This outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached.

**PART 3 - AUTHORISED 2002 AMENDMENTS TO DECISIONS
OF THE GENERAL ASSEMBLY SOUTH WEST PACIFIC
REFLECTED IN THE IATA TRAVEL AGENT'S HANDBOOK
RESOLUTION 816 EDITION (EFFECTIVE 1 DECEMBER 2000)
MADE USING POWERS DELEGATED PURSUANT TO
RESOLUTIONS APPEARING IN APPENDIX B PART 1**

No.	Title	Outline of changes ¹¹
816	Passenger Sales Agency Rules - South West Pacific	Amended to introduce a requirement for all staff of an accredited agent to have completed an appropriate ticketing course within the previous 2 years.

**PART 3 - AUTHORISED 2004 AMENDMENTS TO DECISIONS
OF THE GENERAL ASSEMBLY SOUTH WEST PACIFIC
REFLECTED IN THE IATA TRAVEL AGENT'S HANDBOOK
RESOLUTION 816 EDITION (EFFECTIVE 1 DECEMBER 2000)
MADE USING POWERS DELEGATED PURSUANT TO
RESOLUTIONS APPEARING IN APPENDIX B PART 1**

No.	Title	Outline of changes ¹²
816 Paragraph 3.4.3	Passenger Sales Agency Rules - South West Pacific	Amended in relation to Australia to remove provisions which may have been interpreted as restricting accredited agents to operating during normal business hours only. Also amended in relation to Australia to remove the prohibition on an accredited agent sharing premises with another agent. Premises are now permitted to be shared provided that the agents concerned are separate legal entities and separately identify their transactions, tickets and reservations sales.
	Locally Established Criteria for Accreditation and Retention of Agents - South West Pacific	Australian locally established criteria for financial evaluation of agents amended to expand the categories of acceptable security to include bonds and guarantees issued by other than authorised insurers.

¹¹ The outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is on the Commission's public register.

¹² The outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached to IATA's application dated 15 July 2004.

**OTHER RESOLUTIONS
FILED FOR INFORMATION ONLY**

No.	Title	Outline of changes ¹³
003	Standard Rescission Resolution	<p>New resolution which rescinds certain resolutions that are no longer used. Those applicable in Australia are Resolutions 840 (Hotel Reservations Requests), 850t (Non-IATA Airline Participation in Certain IATA Programmes), 870 (Inclusive Tours), 872 (Responsibility for Inclusive Tour Sales) and 884b (Free Transportation for UFTAA Delegates Attending Joint IATA/UFTAA Meetings on Agents' Professional Training).</p> <p>It also rescinds Resolution 816aa, which contains the application form applicable in Australia for approval of a satellite ticket printer location. This reflects the introduction of new Resolution 800b (see Schedule 2 above).</p> <p>None of the resolutions rescinded are included in Appendix B Part 1.</p>
800d	Ticket Printer Options and Remote Ticket Delivery Locations	New resolution which provides a single point of reference for the various ticket printing options available to accredited agents.
800z	Electronic Ticketing	Amended to include a requirement that accredited agents provide to passengers all applicable legal notices at the time of issuing an electronic ticket, in accordance with guidelines contained in the BSP Manual for Agents.
816	Passenger Sales Agency Rules - South West Pacific	<p>Preamble amended to include a listing of the countries where the resolution is applicable.</p> <p>Section 5 amended to allow IATA to withdraw IATA ticket stock from an accredited agent that does not issue any IATA tickets for six months. Such withdrawal will not affect an agent's accreditation. If an agent subsequently wishes to issue IATA tickets, it will be resupplied with ticket stock subject to first undergoing a BSP inspection and financial review.</p>
820	Form of Certificate of Appointment	Amended to make minor editorial changes to update the form.
824b	Supplementary Agreement for Agents to Receive Electronic Versions of the Travel Agent's Handbooks	Amended to enable accredited agents to elect to receive copies of the BSP Manual for Agents by entering into a supplementary agreement.
832	Reporting and Remitting Procedures	Amended to reflect changes in the programme in Europe and Latin America.
850	Billing and Settlement Plans	<p>Amended to:</p> <ul style="list-style-type: none"> • extend BSP processing to electronic tickets issued by a travel agent through an airline website; • make minor editorial changes to the rules and procedures of the local customer advisory groups (Attachment 'B') and the outline of contents of the BSP Manual for Agents

¹³ This outline is provided for general guidance only. The full text of the new and amended resolutions, indicating the amendments made, is attached.

No.	Title	Outline of changes ¹³
		(Attachment 'I'); <ul style="list-style-type: none"> • make technical changes to the Data Interchange Specifications Handbook¹⁴ (Attachment 'J' to the resolution).
850m	Code of Best Practice for the Issue and Processing of Agency Debit Memos (ADMs)	Editorial and technical changes to increase standardisation in the use of ADMs together with: <ul style="list-style-type: none"> • altering the length of time during which ADMs will be processed by the BSP; • adding a requirement that BSP airlines communicate in advance the level of any administrative fees or charges applicable to accredited agents.
854	Automated Ticketing Systems in Billing and Settlement Plan Countries/Areas	Amended to delete unnecessary text requiring accredited agents to observe ticketing and tariff rules.
890	Card Sales Rules	Amended to clarify and simplify the requirements on accredited agents for face-to-face credit card transactions.
898a	Electronic Reservations Services Providers	Amended to add a requirement that an accredited agent, which wishes to register more than one website as an Electronic Reservations Service Provider, register each such website separately.

¹⁴ A full copy of the Data Interchange Specifications Handbook is not included with this application but can be provided to the ACCC on request.

STANDARD RESCISSION RESOLUTION
(New)

PAC1(40)003	Expiry: Indefinite
PAC2(40)003	
PAC3(40)003	Type: B

Resolved that, upon the effectiveness of this Resolution, the undermentioned Resolutions shall be rescinded:

PAC2(34)800aa
PAC3(34)800aa (except South West Pacific)

PAC1(28)804aa (Canada Bermuda)

PAC2(38)814ee (Europe)

PAC3(22)816aa (South West Pacific)

PAC1(02)840 (except USA)
PAC2(02)840
PAC3(02)840

PAC1(22)850t (except USA)
PAC2(22)850t
PAC3(22)850t

PAC1(38)870 (except USA) amended
PAC2(38)870 (amended)
PAC3(38)870 (amended)

PAC1(02)872 (except USA)
PAC2(02)872
PAC3(02)872

PAC1(08)884b (except USA) amended
PAC2(08)884b (amended)
PAC3(08)884b (amended)

TICKET PRINTER OPTIONS AND REMOTE TICKET DELIVERY LOCATIONS

(New)

PAC1(40)800d (except USA)	Expiry: Indefinite
PAC2(40)800d (except Russian Federation)	
PAC3(40)800d (except China)	Type: B

The purpose of this resolution is to identify the various ticket printing options available to Accredited Agents. Applicability and rules concerning the operation of each facility are as contained in the Resolution referenced to each option.

RESOLVED that the following provisions are adopted.

Section 1. Definitions

The definitions of terms and expressions used in this resolution are contained within Resolution 866. The definitions contained within Resolution 866 describe the various attributes of ticket printing locations and the specific use of certain locations. The use of words and expressions in the singular shall, where the context so permits, be taken to include their use in the plural and vice versa. Paragraph headings are for ease of reference only and do not form part of these Rules.

Section 2 – Location Types and Acronyms

2.1 the following provides a list of the various location types, additional ticketing references and locations contained within the definitions and within the Sales Agency Rules:

- (a) Approved Location – includes Head Office, Branch Office and STP Locations
- (b) Branch Office Location
- (c) EU Host Approved Location – an EU Host Location connected to the EUSTP – Resolution 814pp
- (d) EU Satellite Printer – EUSTP (as below) - Resolution 814pp
- (e) EU Satellite Ticket Printer Location – EUSTP Location - Resolution 814pp
- (f) Electronic Ticketing Location –ETL
- (g) Head Office Location
- (h) Host Approved Location – a Head or Branch Office from which an STP is remoted and controlled
- (i) Host Location – a Head or Branch Office from which a Satellite Ticket Delivery Printer (STDP) is remoted and controlled (see item k below)
- (j) Satellite Ticket Delivery Office (or Delivery Office) – STDO – Resolution 814hh
- (k) Satellite Ticket Delivery Printer – STDP – a device capable of printing traffic documents
- (l) Satellite Ticket Printer – STP
- (m) Satellite Ticket Printer Location – STP Location
- (n) Special Event Location – SEL – Resolution 800r
- (o) Ticket Delivery Location – TDL – Resolution 800b
- (p) Ticket Delivery Office Location – TDO – Resolution 800t

Section 3 – Remote Ticket Printing Types

3.1 Satellite Ticket Printer (STP) – a ticketing device to which tickets are delivered at a location remote from the ticket issuing office where the ticketing transaction is initiated, but in the same country.

3.1(a) the provisions for use and application of STPs are as contained in Resolution 800b.

3.2 EU Satellite Ticket Printer (EUSTP) - a ticketing device to which tickets are delivered at a location remote from the ticket issuing office and in a different EU/EEA country from that where the ticketing transaction is initiated

3.2(a) the provisions for use and application of EUSTPs are as contained in Resolution 814pp

Section 4 – Remote Ticketing Locations

4.1 Ticket Delivery Location (TDL) (Applicable only in specified countries) - an Approved location situated at an airport or neutral city terminal using an STP for tickets driven from a Head or Branch office of the same Agent

4.1(a) the provisions for use and application of STPs through a TDL are as contained in Resolution 800b

4.2 Satellite Ticket Delivery Office (STDO) (Applicable only in specified countries) - a place of business being either a non approved location of the same Agent or another entity not accredited by IATA, equipped with an STP to which tickets are delivered from the Host location.

4.2(a) the provisions for use and application of STDOs are as provided for in Resolution 814hh

Section 5 – Ticketing Locations

5.1 Ticket Delivery Office Location (TDO) (Applicable only in specified countries) - an office located at an airport or neutral city terminal issuing tickets on behalf of Accredited Agents

5.1(a) the provisions for use and application of TDOs are as contained in Resolution 800b

ELECTRONIC TICKETING
(Amending)

PAC1(40)800z (except USA)
PAC2(40)800z
PAC3(40)800z

Expiry: Indefinite

Type: B

1. *Amend Section 7 as follows:*

7. At the time of issuing an electronic ticket Agents must provide the passenger with all applicable legal notices and a receipt must be generated and furnished to the passenger by the Agent. When an Agent provides the legal notices these must be in accordance with the guidelines furnished in the BSP Manual for Agents.

PASSENGER SALES AGENCY RULES – SOUTH WEST PACIFIC
(Amending)

PAC3(40)816
(South West Pacific)

Expiry: Indefinite

Type: B

1. *Amend Preamble as follows:*

This Resolution is applicable in the following countries and/or territories:

Australia, Cook Islands, Fiji, French Polynesia, Guam, Kiribati, Marshall Islands, Federated States of Micronesia, Nauru, New Caledonia, New Zealand, Niue, Norfolk Island, Northern Mariana Islands (Excl Guam), Palau, Papua New Guinea, Samoa, Solomon Islands, Tonga, Tuvalu, Vanuatu and Wallis and Futuna Islands

WHEREAS the Conference wishes to encourage the orderly promotion and sales of international air transportation by Members through their Accredited Agents in an efficient manner based on established business procedures, in the interests of the travelling public, Members and their Agents, it is

RESOLVED that, the following Rules are adopted and shall be implemented in the countries listed above on or after 1 January 1992 upon notification by the Agency Administrator of the country and date of implementation recommended by the General Assembly which General Assembly shall be authorised to meet upon this Resolution becoming effective.

4. *Amend Section 5 as follows:*

5.5 ADDITIONAL RESPONSIBILITIES OF AGENT

5.5.6 an Agent that does not make use of Standard Traffic Documents in its possession for a period in excess of six months shall have such BSP stock removed by the Agency Administrator. In the event, subsequent to the action above, an Agent has reason to request provision of new stock it shall be subject to a BSP inspection and a review of its financial standing.

.....
(Address)

.....
(Date)

~~**Note 1:** The conditions of this Resolution shall not apply to Certificates of Appointment issued prior to 1 April 1961.~~

~~**Note 2:** Execute in triplicate: original to Agent; duplicate to Agency Administrator; triplicate to be retained by Member.~~

~~**Note 3:** For those countries where a Billing and Settlement Plan has been adopted and implemented, the provisions of Resolution 852 shall apply in addition to the provisions of this Resolution.~~

**SUPPLEMENTARY AGREEMENT FOR AGENTS TO RECEIVE ELECTRONIC
VERSIONS OF THE TRAVEL AGENT'S HANDBOOKS
(Amending)**

PAC1(38)824b (except USA)	Expiry: Indefinite
PAC2(38)824b	
PAC3(38)824b	Type: B

1. *Amend designator as follows:*

RESOLUTION 824B
**SUPPLEMENTARY AGREEMENT FOR AGENTS TO RECEIVE ELECTRONIC
VERSIONS OF THE TRAVEL AGENT'S HANDBOOKS AND/OR THE BSP
MANUAL FOR AGENTS**

PAC1(38 40)824b (except USA)	Expiry: Indefinite
PAC2(38 40)824b	
PAC3(38 40)824b	Type: B

2. *Amend form as follows:*

RESOLVED that the following supplementary agreement to the Passenger Sales Agency Agreement (Resolution 824) is adopted and shall be implemented upon notification by the Agency Administrator.

AGREEMENT

BETWEEN The International Air Transport Association, an association incorporated by special Act of Parliament of Canada, with an Executive Office located at Route de l'Aéroport 33, P.O. Box 416, 1215 Geneva 15, Airport, Switzerland ("IATA");

AND [FULL NAME] with its main office located at [FULL ADDRESS] IATA Numeric Code: [] ("Agent"), collectively the "parties", for the distribution of;

(i) the IATA Travel Agent's Handbook electronically by IATA to Travel Agent *

and/or

(ii) the BSP Manual for Agents electronically by IATA to Travel Agents *

* Tick as appropriate

Introduction. Resolution 824 (Passenger Sales Agency Agreement ("PSAA")) provides that the IATA Travel Agent's Handbook ("Handbook") and amendments thereto shall be distributed by the Agency Administrator and shall be attached to the PSAA. Resolution 824 incorporates the provision of the BSP Manual for Agents. The Handbook and its amendments and the BSP Manual for Agents and its amendments (hereinafter all the foregoing documents are collectively referred to as the "Handbook") ~~The Handbook and its amendments~~ are currently distributed in hard copy format. The Agent wishes to receive and IATA wishes to distribute these documents electronically, either by e-mail or via the Internet, pursuant to the conditions described in this supplementary agreement to the PSAA ("Agreement"). The Agent shall identify the locations covered by this Agreement by providing a list of their IATA Numeric Codes.

REPORTING AND REMITTING PROCEDURES
(Amending)

PAC1(38)832 (except USA)	Expiry: Indefinite
PAC2(38)832	
PAC3(38)832	Type: B

1. Amend designator as follows:

RESOLUTION 832
REPORTING AND REMITTING PROCEDURES

PAC1(38 40)832 (except USA)	Expiry: Indefinite
PAC2(38 40)832 (<u>except EU/EEA and Switzerland</u>)	
PAC3(38 40)832	Type: B

2. Amend Section 1 as follows:

Section 1 Reporting and Remitting through the Billing and Settlement Plan (BSP)
This Section is applicable to all Approved Locations of an Agent, except those covered by Resolution 818, (as well as to Sponsored Sales Intermediaries and non-IATA Sales Intermediaries as provided for in Resolutions 850a and 850c respectively), with respect to all sales on behalf of Airlines and Members participating in the BSP. The BSP Manual for Agents contains the administrative and procedural rules to be followed by Agents and constitutes part of this Resolution.

1.6 SETTLEMENT — THE REMITTANCE DATE

.....

1.6.2.1 (RESOLUTION 814 COUNTRIES ONLY)

the frequency so established by the Conference shall not be less than once each calendar month, or at such greater frequency as the Conference shall determine; provided that individual Agents may elect to remit at such greater frequency and for such length of time as the Conference shall deem appropriate; and

1.6.2.1(a) if the Remittance frequency so established is monthly, Remittances shall reach the Clearing Bank not later than its close of business on the date established by the Conference. This date shall not be earlier than the tenth nor later than the fifteenth day of the month following the month covered by the Billing,

AND

~~**1.6.2.1(b)** (BELGIUM, FRANCE, LUXEMBOURG, NETHERLANDS AND SCANDINAVIA ONLY) established is monthly, remittances shall reach the Clearing Bank on the date established by the Conference which shall not be earlier than the tenth nor later than the fifteenth day of the month following the month covered by the Billing; provided that the method of payment used assures that the funds are in the Clearing Bank in time for the remittance to be made into the Members/Airlines' account on the date so established,~~

1.6.2.1(cb) if the remittance frequency so established is twice monthly, Remittances shall be made so as to reach the Clearing Bank not later than its close of business on the last day of the month in respect of Billings covering the first 15 days of the month and the 15th day of the

following month, in respect of Billings covering the period from the 16th to the last day of the month. The Conference may adjust the period within which Remittances are required to reach the Clearing Bank by not more than five calendar days to meet the special requirements which shall be demonstrated of a particular BSP,

1.6.2.1(dc) if the remittance frequency so established or so elected pursuant to Subparagraph 1.6.2.1(a) is greater than twice monthly, Remittances shall be made by the Agent so as to reach the Clearing Bank not later than its close of business on the fifth day following the Reporting Dates so determined;

1.6.2.1(ed) if the Clearing Bank is closed for business on the day on which the remittance is required to reach the Clearing Bank under the provisions of Subparagraph 1.6.2 if applicable, the remittance shall be made by the Agent so as to reach the Clearing Bank before its close of business on the first subsequent day when the Clearing Bank is open for business;

1.6.2.1(fe) an Agent having more than one Approved Location subject to the same BSP may apply to ISS Management for authorisation to remit monies due on behalf of all such Approved Locations through one designated office of the Agent to the Clearing Bank;

1.7.10.1(a) except in countries where weekly reporting and remitting is in place, if the following instances of Irregularity are recorded on such lists in respect of a Location during any 12 consecutive months,

- four (4) instances (Resolution 800, ~~808 [except Mexico]~~, 810, 810c, and 810j countries)
- six (6) instances (Resolution 804 and 808 countries)
- ~~eight (8) instances (Resolution 808 – Mexico only)~~
- one-sixth (1/6) instances (Resolution 802 countries)

1.7.10.2(a) except in countries where weekly reporting and remitting is in place, if ~~the following~~ three instances of Irregularity are recorded on such lists in respect of a Location during any 12 consecutive months, the Agent shall be required to

3. *Amend Section 2 as follows:*

Section 2 – REPORTING AND REMITTING DIRECTLY TO MEMBERS (EXCEPT EU, EEA COUNTRIES OR AND SWITZERLAND)

This Section is applicable to all Approved Locations outside the EU, EEA and Switzerland, with respect to Transactions on behalf of Members not participating in the BSP.

BILLING AND SETTLEMENT PLANS
(Amending)

PAC1(40)850 (Except USA)
PAC2(40)850
PAC3(4)850

Expiry: Indefinite

Type: B

1. Amend Resolution 850, Paragraph 12, to read:

12. EXTENSION OF BSP SERVICES TO OTHER PARTIES

12.1 to the extent compatible with the primary purpose of the BSP which is to provide and issue STDs and an accounting and settlement system between Agents and participating Airlines, ISS Management may consider any proposal to make available to third parties the accounting and other technical facilities of a BSP;

12.2 such proposal shall be such as to render the BSP's operation more cost-effective and shall not be in conflict with IATA Resolutions;

12.3 ISS Management may extend access to a BSP to those sales intermediaries eligible to receive STDs in accordance with the provisions of Resolutions 850a or 850c.

12.4 where a participating airline issues electronic tickets on behalf of agents through their web site, such sales may be reported to BSP for processing.

2. Amend Attachment 'B' Section 1 as follows:

1. FUNCTION

Local Customer Advisory Groups Passenger (LCAGPs) are established by the Passenger Agency Conference in ~~the areas listed in the appendix~~ each BSP country/area. Each LCAGP has two functions:

3. Amend Attachment 'I' as follows:

OUTLINE OF CONTENTS OF THE BSP MANUAL FOR AGENTS

Preface

Introduction

Acronyms and Abbreviations

Glossary of Terms

General Information

ChapterA—What is a Billing and Settlement Plan (BSP)

Chapter B — Management of a BSP

Chapter C — Participants and Service Suppliers in a BSP

Chapter D — Joint Agency Liaison Working Groups (JALWG)

Operational Procedures

Chapter 1 — Standard Traffic Documents (STDs) and Delivery of Ticket Notices

Chapter 2 — Provision of Standard Traffic Documents (STDs)

Chapter 3—Completion of Standard Traffic Documents (STDs)

Chapter 4 — Standard Traffic Documents (STDs) – Validation and Issuance Procedures

Chapter 5 — Standard Administrative Forms (SAFs)

Chapter 6 — Reporting Procedures

Chapter 7 — Billings and Statements

Chapter 8 — Agents' Remittance Procedures

Chapter 9 — Handling of Irregularities and Defaults

Chapter 10 — Honouring of Credit Cards

Chapter 11 — Refunds

Chapter 12 — Audit, Inventory and Security (Fraud Prevention)

Chapter 13 — Suspension of Operations by a BSP Airline

Chapter 14 — Local Procedures/Information

**CODE OF BEST PRACTICE FOR THE ISSUE AND PROCESSING OF AGENCY
DEBIT MEMOS (ADMS)**

(Amending)

PAC1(40)850m (except USA)	Expiry: Indefinite
PAC2(40)850m	
PAC3(40)850m	Type: B

1. *Amend Section 1 as follows:*

1. DESCRIPTION

ADMs are a legitimate accounting tool for use by all ~~IATA Members~~ and BSP Airlines and should only be used to collect amounts or make adjustments to agent transactions in respect of the issuance and use of Traffic Documents issued by or at the request of the Agent;

2. *Amend Section 2 as follows:*

2. AIRLINE ISSUANCE BEST PRACTICE

2.1 ADMS shall only be processed through the BSP if the ADM is issued within thirty months of the Traffic Document issuance date or within eighteen months of the date of commencement of travel, nine months of the final travel. Any ADM issued beyond this period shall be handled directly between the BSP Airline and Agent.

2.2 Airlines shall provide ~~a~~Agents with at least the minimum period of notice that has been agreed locally, through IATA consultative forums, in order to review any ADM and dispute it;

2.65 ~~If~~ When administration fees or other charges are levied, Members BSP Airlines must define them separately. The level of any such fees or other charges, and any changes, will be communicated in advance of implementation by the BSP Airline to Agents;

2.6 In principle no more than one ADM should be raised in relation to the same original ticket issuance. When more than one ADM is raised in relation to the same ticket it shall be specified for a different adjustment to previous issues.

2.57 All rejected or disputed ADMS must be handled by ~~Members~~ BSP Airlines in a timely manner;

2.8 In principle an additional administration fee shall not be levied where a second, or subsequent, ADM is issued in relation to a ticket issuance that has already been subject to an ADM and an ADM issuance administration fee;

2.79 Where ADMS are withdrawn by ~~Members~~ BSP Airlines, any administration fee that may have been levied will be withdrawn, or refunded to the ~~a~~Agent;

2.10 Except where otherwise agreed in a market, in consultation with Agents individually or collectively, ADMS should not be used to collect third party costs not directly associated with the initial ticket issuance of a passenger journey.

3. *Amend Section 3 as follows:*

3. AGENCY BEST PRACTICE

3.6 When an ADM is disputed, the response should be specific in detail, and the relevant supporting information provided to the BSP aAirline;

3.8 Administration fees, levied at an BSP aAirline's discretion, form part of the amount due payable by an Agent and should be settled accordingly;

3.9 Any ADM that is disputed after the expiry of the dispute period needs to be handled directly with the ~~carrier~~BSP Airline, and outside of normal BSP processes.

**AUTOMATED TICKETING SYSTEMS IN BILLING AND SETTLEMENT PLAN
COUNTRIES/AREAS**

(Amending)

PAC1(40)854 (except USA)
PAC2(40)854
PAC3(40)854

Expiry: Indefinite

Type: B

1. Amend Section 5 as follows:

5. SYSTEM IMPLEMENTATION AND OPERATION

5.10 authorise an agent in one location to initiate ticket issuance in an Approved Location of the same Agency. ~~In all cases, applicable tariff and ticketing rules must be respected by the issuing agent.~~

CARD SALES RULES
(Amending)

PAC1(40)890 (except USA)
PAC2(40)890
PAC3 (40)890

Expiry: Indefinite

Type: B

1. Amend Section 2 as follows:

2.4.1(a) ~~For Face-to-Face transactions the Agent shall capture the Card details (card number, cardholder name, expiry date and, where applicable, effective date) by use of a card imprinter, or by entering the details into the GDS, or electronic card reader (card swipe), or, in extreme circumstances, by writing the Card details clearly and legibly onto the CCGF. Card details may, in addition, be entered into the GDS PNR by the Agent for the purpose of card authorisation, and for billing by the BSP. In the instances where no automatic CCGF printing is possible, the Agent is required to adhere to the requirements of the ticketing Airline in respect of its completion, whom the Agent may need to contact to ensure compliance with its requirements relevant BSP Manual for Agents;~~

2.4.1(c) The Agent shall verify the expiry date, and where appropriate the effective date, of the Card and record it on the CCGF or, in the case of an automated transaction, capture the data in the PNR.

ELECTRONIC RESERVATIONS SERVICES PROVIDERS
(Amending)

PAC1(40)898a (except USA)
PAC2(40)898a
PAC3 (40)898a

Expiry: Indefinite

Type: B

1. *Amend Section 4 as follows:*

An IATA Accredited Agent, established on the Internet and wishing to provide on-line international air transportation services, shall do so in accordance with the procedures provided for in its IATA Passenger Sales Agency Agreement and in the Passenger Sales Agency Rules. An Accredited Travel Agent operating an online service, as described above, shall register the online service as an ERSP. Each website location used by the Agent for that purpose and identified uniquely by its website address (the URL, Uniform Resource Locator) shall be registered as a separate ERSP. The unique numbers will be passed to airlines in all interactions between an Electronic Reservations Services Provider and the airline host system.