

INSTRUKCJA

INSTRUCTION

# LOT POLISH AIRLINES (PLL LOT/080) CONDITIONS FOR THE USAGE OF DISRUPTION TRANSFER FUNCTIONS IN ALTEA CM SYSTEMS FOR HANDLING AGENTS

2024

The document defines and regulates the rules and conditions of using disruption transfer in Altea CM system for PLL LOT Handling Agents and Partners.

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## 1. BASIC RULE

### 1.1 BASIC RULES FOR THE USE OF DISRUPTED PASSENGER TRANSFER FUNCTION IN ALTEA CM SYSTEM

Disruption Transfer can be used under the following conditions:

- Only in the event of a disruption or irregularity of LOT Polish Airlines operational flight
- Only in the event of a disruption which affects – LOT Polish Airlines passengers

**It is forbidden to overbook a destination flight above the operational capacity of the aircraft.**

- In case of irregularity, handling agent is obligated to contact OCC PAX Department **+48 22 606 7712** or **+48 22 606 7749**
- The decision to propose an alternative flight is made on the basis of recommendations provided by the LOT Polish Airlines and / or the Passenger's request. If not specified by LOT representatives the transfer must be made in accordance with the records available in the Altea CM system.

### 1.2 DISRUPTION TRANSFER CAN BE USE:

Only in the event of a disruption or irregularity of LOT Polish Airlines operational flight:

- DELAY
- DIVERSION
- MISSED CONNECTION
- OVERBOOKING

### 1.3 COMPARISON OF THE FUNCTIONALITY OF DISRUPTED PASSENGER TRANSFER IN THE ALTEA CM SYSTEM

- Possibility to transfer a passenger from LOT Polish Airlines connections
- Transfer at passenger level
- Possibility to transfer SSR (additional services) to new connections
- Transfer possible to connections of other carriers
- Ticket automatically being reissued and revalidated
- Accurate reporting
- Processing of EMD exchanges (exchange of an EMD or reassociation document)

## 1.4 AVAILABILITY OF ALTERNATIVE FLIGHTS WITH THE DISRUPTION TRANSFER FUNCTION

LOT Polish Airlines have direct access settings to Inventory, which allows for precise accessibility with the following airlines: **LH, A3, AC, BA, SK, SN, OS, OU, LX, LG, TP, AF, AY, BT, EK, KL, LY, TK**

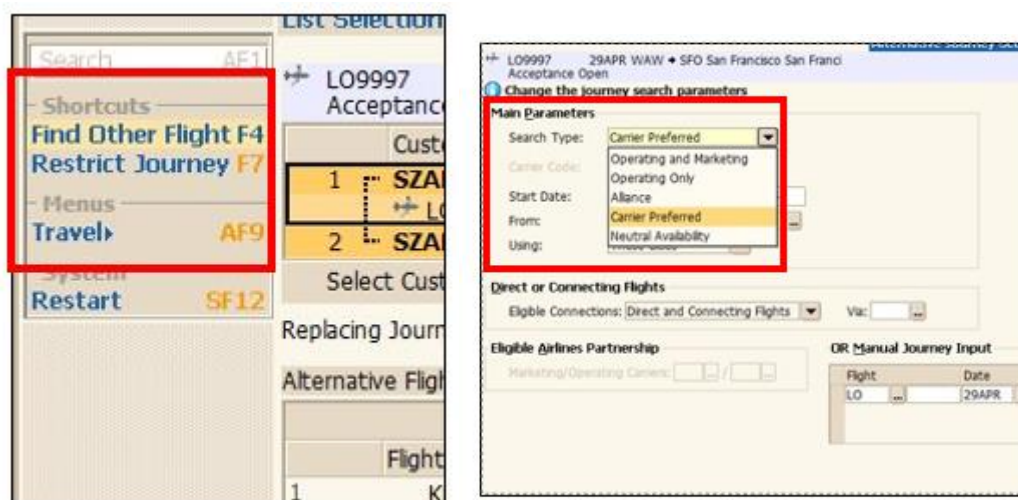
For other carriers displayed in the CPD view, availability appears in accordance with the LOT Polish Airlines booking system (Amadeus basic availability). It is worth mentioning, special attention must be taken when rebooking on/to THY/TK flights. Some of the seats will be only available by manual revalidation in Amadeus. In the meantime, airlines can change and be modified.

A3
AC
AF
AY
BA
BT
EK
KL
LG
LH
LO
LO
LX
LY
OS
OU
SK
SN
TK
TP

As part of the use of the Disruption Transfer function and the selection of alternative flights, the system always presents a proposal of alternative flights modeled by system administrators (Carrier Preferred Display). The system user can change the results presented each time by selecting the „ Find other Flight” function.

After selecting the indicated function, the user has a choice of options to choose from:

- Operating and marketing - indicate a specific airline
- Operating only - as above, but without marketing cruises
- Alliance - does not apply to LO (we do not participate in joint venture agreements, e.g. like the LHG group)
- Neutral Availability - the availability of flights is the same as in the case of a query from the booking system
- Carrier Preferred Display (CPD) - the preferred view containing availability directly from the airlines' Inventory systems



## 2. SCENARIO: SINGLE PASSENGER TRANSFER

The system shows in real time the planned ETD / ETA and the number of transfers, should there be a choice of flights with a stopover

Default: LO | Messenger (Q) | LO Customer (1) | LO Flight LO3943 (2)

Flight Information | Inbound Connection Summary | Customer List | Alternative Journey Selection

Search AF1

Shortcuts: Find Other Flight F4, Restrict Journey F7

Menus: Travel AF9, System SF12, Restart

LO3943 16JAN WAW → POZ Poznan Lawica  
Acceptance Open Codeshare: LY9299,SK8168,TP7089  
Gate: None STD: 13:15 Boarding: 12:45  
Number in List: Y3

Customer	Cabin	Class	Accept	Baggage	Onward Flight	Cabin	Final Dest	Services
1	Y	Y	✓		POZ	CTCE, OTHS		
2	Y	S	✓		POZ	CTCE, OTHS, OTHS		
3	Y	U	✓		POZ	CTCE, CTCE, CTCM, CTCM		

Customer Selection

Number of Customers to Transfer: (Maintains Links) OR Select Customers: (May Break Links)

Include Failed Transfer Customers in Selection: Yes

Replacing Journey Leg/Segment: WAW-POZ STD: 13:15 STA: 14:10

Alternative Flights for: WAW - POZ From: 16JAN 11:37 (Carrier Preferred)

Flight	STD	ETD	STA	ETA	Stops	First	Biz	Eco+	Eco	Eco-	Total	Acc
1 LO3947 16JAN24 WAW-POZ	16:45	17:45	0	-	-	-	-	24	24	Yes		
2 LO3941 16JAN24 WAW-POZ	22:55	23:55	0	-	-	-	25	25	Yes			

Yellow triangle next to the proposition means that the showed flight is for next day

Restrict Journey F7

Menus: Travel AF9, System SF12, Restart

Customer Selection

Number of Customers to Transfer: (Maintains Links) OR Select Customers: (May Break Links)

Include Failed Transfer Customers in Selection: Yes

Replacing Journey Leg/Segment: WAW-POZ STD: 13:15 STA: 14:10

Alternative Flights for: WAW - POZ From: 16JAN 11:37 (Carrier Preferred)

Flight	STD	ETD	STA	ETA	Stops	First	Biz	Eco+	Eco	Eco-	Total	Acc
1 LO224 17JAN24 WAW-POZ	09:25	10:40	0	-	1	-	36	36	Yes			
LO3801 17JAN24 WAW-RZE	13:25	14:20	0	-	-	-	83	83	Yes			
2 LO224 17JAN24 WAW-POZ	09:25	10:40	0	-	1	-	36	36	Yes			
LO3801 17JAN24 WAW-RZE	13:25	14:20	0	-	-	-	83	83	Yes			

### 3. SCENARIO: THE FLIGHT IS DELAYED ON ARRIVAL

The Inbound Connections Summary provide a detailed list of disrupted passengers due to the delay

<b>Schedule</b>			- Menu -		Accept. Figures	F2
Airport:	MAD	NCE	Acceptance>	SF3	Catering Figures	F9
Elapsed Time:	1h55		Disruption>	SF4	Customer Weight and Balance Details	SF5
Scheduled:	05:05	07:00	Flight>	SF7	Departure Plan	SF7
Estimated:	08:15	10:10	Lists>	SF9	Flight Contacts	SF8
Delay:	+3h10	+3h10	Seating>	SF11	Flight History	SF12
Total Elapsed Time:	01h55		- System -		Flight Update	SF2
			Refresh	F5	GenDec Information	SF11
			Restart	SF12	<b>Inbound Connections Summary</b>	<b>F4</b>
					Onload List	SF6
					Outbound Connections Summary	SF4

All connections displayed:

Search Flight > Flight List > Flight Information > **Inbound Connection Summary**

✈ 6X431 30JUL NCE (1) → LHR London Heathrow (1) STD: 08:45 Gate: None  
Acceptance Open ETD: 10:25 Boarding: 09:55

Codeshare Display: All Customers ▼

Connection	ETA	STA	Time	Customer Categories				Dest.	Term.	Gate
				Actual Connect	Booked	Accepted	Final			
1 6X433 MAD-NCE	10:10	07:00	0h15	0 1	1 0 0	0	0	JNB	1	

Select Connection: 1 Collapse [SF2] 1 of 2 selected

Select a flight to view a list of the customers on that journey.

Display Customers Cancel



## 4. SCENARIO: THE FLIGHT IS DELAYED ON DEPARTURE

### 4.1 SCENARIO: THE FLIGHT IS DELAYED FOR DEPARTURE

The Outbound Connections Summary provide a detailed list of disrupted passengers due to the delay.

- Menu		Accept. Figures	F2
Acceptance>	SF3	Catering Figures	F9
Disruption>	SF4	Customer Weight and Balance Details	SF5
Flight>	SF7	Departure Plan	SF7
Lists>	SF9	Flight Contacts	SF8
Seating>	SF11	Flight History	SF12
- System		Flight Update	SF2
Refresh	F5	GenDec Information	SF11
Restart	SF12	Inbound Connections Summary	F4
		Onload List	SF6
		<b>Outbound Connections Summary</b>	<b>SF4</b>



Codeshare Display:

		Actual	Customer Categories									
		Connect	Booked	Accepted	Final							
Connection	ETD STD	Time	C	M	Total	C	M	Total	Bags	Dest.	Term.	Gate
<b>Inside Min Connection Time</b>												
1 6X312	LHR-CDG	11:02 -0h38	0	1	1	0	0	0	0			
2 6X908	LHR-FRA	11:40 0h00	0	2	2	0	0	0	0			
<b>Connection OK</b>												
3 6X55	LHR-JNB	17:50 6h10	0	1	1	0	0	0	0			

Select Connection:  ⬆ Collapse [SF2] 1 of 5 selected

**Select a flight to view a list of the customers on that journey.**

## 4.2 PASSENGERS WITH NEGATIVE CONNECTIONS OR BELOW MCT

The Inbound Missed Connection screen is displayed to initiate the process of transferring the passenger to another flight. The screen only includes passengers with negative connections or below the MCT.

Menus

- Acceptance» SF3
- Disruption» SF4
- Flight» SF7
- Lists» SF9
- Seating» SF11
- System Refresh F5
- Restart SF12

**Schedule**

- Disrupted Customers SF8
- Inbound Missed Connections F9
- Non-Operational Customers F6
- Outbound Missed Connections F10
- Send Electronic report to Aircraft SF3

Codeshare Display: All Customers

Journey	Final	Dest.	ETA	STA	Actual Connect Time	Customer Categories						
						C	M	Total	Special Needs	Without Bags	Total	
1 NCE-LHR												
6X433 MAD-NCE	JNB	10:10	07:00	0h15	0	1	1	0	0	0	0	

Select Journeys: 1

Select Customer Category: All Booked Customers

J Cabin Booked Customers  
 Y Cabin Booked Customers  
 All Booked Customers  
 Booked Customers with Special Needs  
 Accepted Customers Without Bags  
 All Accepted Customers

Advanced Options [F2] Find Flights Exit



## 5. SCENARIO: OVERBOOKING

### 5.1 SCENARIO: OVERBOOKING PASSENGER IS VOLUNTEER

In case of overbooking after confirmation with OCC department, you can use Disruption Transfer. If the passenger has a confirmed seat, the first step is to update status to Standby with reason denied boarding.

LO3924 16JAN KRK → WAW Warsaw Frederic Chopin  
Acceptance Open Gate: None Boarding: 16:40 Baggage: Not Open STD: 17:10

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 LO3924 16JAN KRK-WAW	Y(Y)	001	13C	✓	

Select Customer(s): 1 Expand [SF2] 1 of 1 Selected

**Enter the cancel acceptance details for this customer**

**Cancel Acceptance Details**

Update Status to: Standby Other Reason:

Reason: Denied Boarding

**Common Flights For All Selected Customers**

1	All flights on which selected customers are acce...
2	LO3924 16JAN KRK-WAW Y HK

Select: 1 1 of 2 selected

Basic Options [F2] Cancel Acceptance Exit

### 5.2 SCENARIO: OVERBOOKING PASSENGER IS ON STANDBY STATUS

In case of passenger with status standby (SBY) before using Disruption Transfer, first you need to change status of passenger to: Not Traveling with reason Denied Boarding.

LO383 06FEB WAW → FRA Frankfurt International (1)  
Acceptance Open Gate: None Boarding: 20:10 STD: 20:40

Customer	Bkg Tkt Cabin	Sec	Seat	Accept Baggage	Info
1 LO383 06FEB WAW-FRA	Y(Y)	001		SBY	

Select Customer(s): Expand [SF2] 0 of 1 Selected

**Cancel Acceptance Details**

Update Status to: Not Traveling Other Reason:

Reason: Denied Boarding

**Common Flights For All Selected Customers**

Select: 0 of 0 selected

### 5.3 SCENARIO: OVERBOOKING TRANSFER PASSENGER

Using Disruption Transfer in case of overbooking refers to transfer passenger from standby status and not travelling.

Search AF1

LO3924 16JAN KRK → WAW Warsaw Frederic Chopin  
Acceptance Open

Customer Bkg Tkt Cabin Sec Seat Accept B

Y(V) 001 SBY

Select Customer(s):

Select an action from the menu on the left to continue.  
Comments out of KRK

Customer Flags

- Update Disruption Status F3
- Update Volunteer Status SF1
- Transfer
- Backup Transfer CF3
- Disruption Transfer SF6

System Restart SF12

LO3924 16JAN KRK → WAW Warsaw Frederic Chopin  
Acceptance Open

Gate: None Boarding: 16:40 Baggage: Not Open

Customer Bkg Tkt Cabin Sec Seat Accept Baggage Info

LO3924 16JAN KRK-WAW Y(V) 001 SBY

Select Customer(s): 1 Expand [SF2] 1 of 1 Selected

Replacing Journey Leg/Segment: KRK-WAW STD: 17:10 STA: 18:05

Alternative Flights for: KRK - WAW From: 16JAN 15:19 (Carrier Preferred)

Flight	STD	ETD	STA	ETA	Stops	First	Biz	Eco+	Eco	Eco-	Total	Acc	
LO3922 16JAN24 KRK-WAW	21:30	22:20			0	-	-	-	82	-	82	Yes	
LO139 16JAN24 KRK-IST	17:10	21:30			0	-	2	-	108	-	110	Yes	
LO138 17JAN24 IST-WAW	08:00	08:35			0	-	2	-	76	-	78	Yes	
KL1996 16JAN24 KRK-AMS	16:50	18:50			0	J8 C8 D8 B8 Z8 O8 Y9 B9 M9 P9 U9 F9 K9 W9 H9 S9 L9 A9 Q9 TC E9 N1 RC VC XC GC	-	2	-	107	-	109	Yes
LO270 17JAN24 AMS-WAW	07:00	09:00			0	-	2	-	107	-	109	Yes	
KL1996 16JAN24 KRK-AMS	16:50	18:50			0	J8 C8 D8 B8 Z8 O8 Y9 B9 M9 P9 U9 F9 K9 W9 H9 S9 L9 A9 Q9 TC E9 N1 RC VC XC GC	-	2	-	108	-	110	Yes
LO266 17JAN24 AMS-WAW	10:30	12:25			0	-	2	-	107	-	109	Yes	
LO139 16JAN24 KRK-IST	17:10	21:30			0	-	2	-	108	-	110	Yes	
TK1265 17JAN24 IST-WAW	08:15	08:45			0	C1 D1 Z1 K1 J0 J0 R0 Y9 B9 M9 A9 H9 S9 O9 E9 Q9 T9 L9 Y9 P9 W9 U9 X9 N9 G8	-	-	-	-	-	No	

Select Journeys: 1

External System Flight. No Data Transfer. Rebooking Only.  
Flights not active in DCS. No automatic Data Transfer.

Transfer Options

Transfer Reason: Denied boarding (Oversales) Overbooking: Best Effort

Maintain Codeshare: No Select Target Class: No

Basic Options [F2] Transfer Exit

## 6. REPORT

Detailed reporting of results is available in the CM transfer report:

- Pre-check results (only in CM)
- Rebooking status
- ETKT results (result of exchanging ETKT documents)
- Chargeable services rebooking results
- EMD results (result of the exchange of EMD documents)
- CDT results (result of data transfer between connections)
- Possibility to obtain a list of disrupted passengers via the Customer List in Alteia CM

The screenshot shows the 'Transfer Report' window for flight 7S2003 on 07JUL NCE (2) to CDG Paris Charles De Gaulle (Aerogare 2 F). The interface includes a sidebar with shortcuts like 'Transferred List', 'View All Errors', and 'View Customer'. The main area displays a 'Transfer Summary' table and a 'Transfer Customers' table.

	Pre-check	Rebook	E-Ticket	Paid Service	EMD	Data Transfer
Error	0	0	0	0	0	0
OK	2	2	2	2	2	2

Customer	Pre-check	Rebook	E-TKT Result	Paid Service	EMD	Data Transfer	Info
To Flight: 7S2003 08JUL NCE-CDG STD: 05:55 STA: 07:30 Boarding:05:25							
1 WORKSHOP Testone	OK	OK	OK	OK	OK	OK	⚠ Data Transfer: 7S2003 08JUL16 NCE-CDG Hardcopy document checks required.
2 WORKSHOP Testtwo	OK	OK	OK	OK	OK	OK	⚠ Data Transfer: 7S2003 08JUL16 NCE-CDG Hardcopy document checks required.

Choose one of the actions on the left to handle transfer customers.

**Define Customer Lists with Criteria**

And/Or	Include/Exclude	Filter
And	Include	COP Transfer Status (CTS)

And/Or	Include/Exclude	Filter
1 And	Include	Transferred Customers (TP)

And/Or	Include/Exclude	Filter
1 And	Include	Transfer To Flight (TFF)

And/Or	Include/Exclude	Filter
2 And	Include	Disrupted Customers (DIS)

## 7. SPECIAL SERVICE REQUEST

### 7.1 SSR TRANSFER RULES IN CASE OF IRREGULARITY

Some additional services, including paid and free services, are limited due to availability, time until departure and operational conditions. The transfer conditions are presented below if the above conditions are met. If a service in the table below should have moved and has not, it means that one or more of the above conditions have not been met – service availability, time to departure or operational conditions. Each time a passenger is transferred with an additional service, it is the responsibility of the person making the transfer to ensure that the service has been transferred. Currently, LOT does not have an EMD Interline solution, which means that when transferring LO-OAL for paid services, a paper document must be issued (depending on the carrier) or, in the case of airlines with which PLL LOT has a "Charge and keep" agreement, it is possible to honor EMD PLL LOT document. In other cases, the service will not be possible on the OAL connection (it is necessary to inform the passenger).

SSR	Transfer LO-LO	Transfer LO-OAL
MEAL	Up to 24 hours before departure	No possibility
DEAF, CKIN, INFT, WEAP, XBAG, XBGA, WCHR, WCHC, WCHS, WEAP, PDVB, PDVA, FRAG, FQTV, EXBG, EXBA, UPGR, UPVC, UPVP, INAD, BLND	Transfer of the SSR service is always ensured on a new PLL LOT connection	Transfer guaranteed by LOT - refusal by the airline is possible
AVIH, PETC, UMN, SPEQ	Service transfer subject to service availability on the new flight	Service transfer subject to service availability on the new flight. Possible refusal from the airline
BIKE, WCMP, WCLB, WCBW, WCBD, DEPU, DEPA, SVAN	Service transfer subject to service availability on the new flight after confirmation with LOT	Service transfer subject to service availability on the new flight. Possible refusal from the airline
MEDA, EXST	No possibility	No possibility

## 7.2 ALTEA CM DISRUPTION TRANSFER MESSAGES AND RESPONSES AT SPECIFIC SSRS

For certain services, when a passenger is transferred via Disruption Transfer, the system may display a warning or block the passenger's transfer. Details are provided in the table below. For example:

SSR/SK	MESSAGE TYPE	CONTENT OF THE MESSAGE
MEDA /DEPU/DEPA/EXST	Blocking Disruption Transfer	Customer must be authorized to travel on a different flight.
SK STFD	Blocking Disruption Transfer	Unable to transfer cross carrier for a staff customer.
MEAL	Warning for the user	Customer holds a Special Meal. This meal will not be available on the new flight.
WCHR/WCHC/WCHS/SVAN/DEAF/ BLND/INAD/WEAP /UMNR	Warning for the user	Special Handling Authorization is required for customer to transfer.
DEAF/BLIND/WEAP/MEDA	Warning for the user	Customer has service elements. Transfer is not recommended.
UMNR	Warning for the user	Parent/Guardian Authorization is required for UMNR to transfer.
AVIH/PETC	Warning for the user	Action the service elements before transfer.

Example of system response when transferring SSR services

0E9011 30NOV FRA → LHR London Heathrow  
 Acceptance Open  
 Gate: None STD: 19:00 Boarding: 18:30

Transferred Customers  
 Number in List: 1 Failed: 1 In Progress: 0

Customer	To	Cabin Class	Seat	Accept	Transfer Status	Info
1	0E9010 30NOV FRA-LHR	STD: 15:00	STA: 16:30	Boarding: 14:30	Failed	Validation Failed

Errors exist for some customers. Select View Errors to display the error details.

**Transfer Information**  
 Original Journey:  
 0E9011 30NOV FRA-LHR

Continue Exit

Customer List Selection Customer List Alternative Journey Selection Transfer Result Transfer Errors

0E9011 30NOV FRA → LHR London Heathrow  
 Acceptance Open  
 Gate: None STD: 19:00 Boarding: 18:30

Pre-check: 1 Rebooking: 0  
 Data Transfer: 0 Ticket: 0 Acceptance: 0  
 Lost Service: 0 Lost Seat: 0

Number in List: 1

Customer	Cabin	Accept	Baggage	Final Destination	Error Type
1	LEG Broken Mr	LHR	Pre-check		



## 8. SUMMARY

### 8.1 ADDITIONAL NOTES APPLICATION OF DISRUPTION TRANSFER

- Some special services require manual confirmation or the availability of which is limited in time as the departure time will not be automatically confirmed on a new flight after using "Disruption Transfer" tools.
- All other procedures related to the handling of disrupted passengers remain the same (handling of checked baggage, catering availability, not withdrawing SBY passengers in the case of overbooking from a flight they have not flown, services, etc.)
- If passenger is not satisfied from the given proposition, he can contact our Contact Center Department
- It is forbidden to use Backup Transfer on LOT's flights**

### 8.2 CONTACTS

IT IS FORBIDDEN TO FORWARD INTERNAL CONTACTS TO CUSTOMERS

OCC PAX 24/7	ONN 24/7	IRR 24/7
UPON INFORMATION (ED MVT) ON DELAY FROM STATION AGENT CONTACTS LO OCC PAX UNIT AND RECEIVES INSTRUCTIONS HOW TO PROCEED	TECHNICAL ISSUES / SYSTEM PROBLEMS CONTACT LOT NUMBER PROVIDED ON LAST PAGE FOR ANY SUPPORT	PROBLEM WITH TKT OR SSR
<a href="mailto:OPS.PAX@LOT.PL">OPS.PAX@LOT.PL</a> +48 22 606 7712 +48 22 606 7749	<a href="mailto:ONN@LOT.PL">ONN@LOT.PL</a> +48 22 606 6301 +48 22 606 6302 +48 536 368 186	<a href="mailto:CC.IRR@LOT.PL">CC.IRR@LOT.PL</a> +48 536 364 120

### 8.3 QUICK REFERENCE GUIDE

#### 1. DISRUPTION TRANSFER CAN BE USE:

Only in the event of a disruption or irregularity of LOT Polish Airlines operational flight:

- DELAY
- DIVERSION
- MISSED CONNECTION
- OVERBOOKING

#### 2. IN CASE OF IRREGULARITY:

**Handling Agent is obligated to contact OCC PAX Department** to agree all possible steps for passengers who have onward connections from WAW airport. Any rerouting and rebooking directly from the outstation for these passengers first must be confirmed in cooperation with OCC PAX before flight departure.

OCC PAX 24/7	ONN 24/7	IRR 24/7
UPON INFORMATION (ED MVT) ON DELAY FROM STATION AGENT CONTACTS LO OCC PAX UNIT AND RECEIVES INSTRUCTIONS HOW TO PROCEED	TECHNICAL ISSUES / SYSTEM PROBLEMS CONTACT LOT NUMBER PROVIDED ON LAST PAGE FOR ANY SUPPORT	PROBLEM WITH TKT OR SSR
<a href="mailto:OPS.PAX@LOT.PL">OPS.PAX@LOT.PL</a> +48 22 606 7712 +48 22 606 7749	<a href="mailto:ONN@LOT.PL">ONN@LOT.PL</a> +48 22 606 6301 +48 22 606 6302 +48 536 368 186	<a href="mailto:CC.IRR@LOT.PL">CC.IRR@LOT.PL</a> +48 536 364 120

**IT IS FORBIDDEN TO FORWARD INTERNAL CONTACTS TO CUSTOMERS**