



Topic: ITA Additional Labor & Arrival Services

Dear Supervisors,
Dear Lead Agents,

The SLA (Service Level Agreement) has changed on ITA, and on standard they are paying only 3 agents at the check-in and 2 agents at the gate.

Should Ece or Giulia request a 4th agent for the check-in or a 3rd agent for the gate, please send an email to Maryna, so she can put this additional labor into the invoice.

Furthermore, ITA would like to have an Arrival Agent in case the flight arrives late to FRA and there would be passengers who would miss the connection at FRA.

This agent should go to the aircraft when it arrives with a sign and inform the passengers about the new flight. Rebooking will happen by ITA, we just need to inform the passengers where they should go.

On a bridge position, this is no issue, we can approach the aircraft easily. However with remote positions it will get tricky. Please call Back Office, and the ramp agent who will meet the aircraft on arrival will need to drive the arrival agent to the position.

This arrival service is also an additional service what we will provide, and not paid automatically. Should we provide this, please also send an email to Maryna so we can charge ITA accordingly.

Giulia would also like to be informed if we provide arrival services. So please send a short email to FRAKK as well.

Thank you!

Norbert