



BRITISH AIRWAYS STEPS UP NEW DISTRIBUTION COMMITMENT

British Airways today announces some exciting content and capability initiatives which confirm our commitment to NDC.

Great capability innovations

We have listened to your feedback and from the end of March 2020, connection to NDC now provides the following enhanced benefits:

- Improved complex servicing capability: Connected Travel Agents can now accept an alternative flight option or search between different flight options. This gives more control and eliminates the need to contact a call centre.
- When reservations are held for a period between booking and ticketing, British Airways' NDC APIs now enable full servicing prior to ticketing, allowing connected Travel Agents to change dates and times.
- A 24/7 NDC Service Escalation Process was launched during mid-February. This complements the existing support that is already in place.

These changes help to remove some of the operational challenges to connecting to NDC and we continue to enhance our product as we talk to you and listen to your valued comments.

Content enhancements

The following content is being made available via NDC and British Airways' direct channels: [ba.com](https://www.britishairways.com), our call centres and airport ticket offices

- We are rolling out Long Haul Additional Price Points across British Airways' entire Africa, South Asia, Middle East, Far East, Caribbean and South American networks, starting at the end of February with completion planned for the end of September.
- Our Short Haul Additional Price Points offering is increasing in Euro Traveller from 33 to 57, whilst we are adding three price points in Club Europe, on routes to and from London Heathrow, London Gatwick and London City. Available from the end of March 2020.
- Effective 23 March 2020, Short Haul Basic Fares in the lowest three fare classes will now only be available through NDC and British Airways' direct channels for itineraries commencing in the United Kingdom.



QUESTIONS AND ANSWERS

How can an agent register for NDC?

Travel Agents can go to ndc.ba.com where they can register for NDC and our easy to use NDC portal. In addition, if they will be connecting directly, there is written documentation to support NDC build and integration.

Will discounts apply off the LHAPP fares for agents with net content?

Yes, where agency net fare discounts have been agreed off parent classes, these discounts will apply to all corresponding additional price points off those parent classes.

What are the timescales for further LHAPP route rollouts?

LHAPP will start appearing on more routes from late February 2020, with the rollout continuing in phases, and completing in by the end of September 2020.

Which LHAPP routes are going live at the end of February?

The following routes to and from London will have LHAPP content added: SCL, GRU, DEL, BOM, SIN, SYD, and to and from SIN and SYD. Initially, the fares are available on a point to point basis, with expansion to connecting journeys in the second half of the year.

Which fares have LHAPP content?

Additional Price Points have been built off all classes in the World Traveller cabin (except Y class) and R and I classes in the Club World cabin. On selected routes (predominantly leisure routes from LGW) additional price points can be found off C and D class too.

Which fares have SHEAPP content?

Additional Price Points have been built off all classes in the Euro Traveller cabin (except Y class) and I class in the Club Europe cabin.

Are the LHAPP and SHEAPP fares visible in the GDS?

The fares are not bookable in the GDS. Some Amadeus subscribers may see LHAPP and SHEAPP fares when making a private fares entry, but they are not bookable.

How do I find out more about capability developments with NDC?

You can register for regular NDC technical updates via ndc.ba.com. These will keep you up to date with our latest functionality enhancements.

Which point of sales do the changes to Short Haul Basic distribution apply to?

The changes to Short Haul Basic distribution apply to itineraries commencing in the United Kingdom, regardless of point of sale. For example, all agents, globally, booking a LON-DUS Short Haul Basic itinerary will see the lowest three booking classes in NDC only. However, if they are booking DUS-LON, all booking classes are available in the GDS.