

Shenzhen Airlines' Notice on Clarifying the Input of Valid Passenger Contact Information in Overseas Ticket Booking Channels

Dear Sales Partners:

In order to improve the information accessibility of abnormal flights in overseas channels and enhance passengers' service experience, we are now specifying the relevant regulations for inputting valid passenger contact information in ticket orders from overseas channels.

I . Scope of Application

(1) Applicable Tickets: Domestic and international tickets sold by Shenzhen Airlines in the international and Hong Kong, Macao, and Taiwan regions, as well as tickets for flights actually operated by Shenzhen Airlines and its codeshare flights (ZH/*ZH).

(2) Applicable Channels: Sales channels of Shenzhen Airlines in the international, Hong Kong, Macao and Taiwan regions.

II . Contact Information Input Requirements

(1) When selling Shenzhen Airlines tickets, the authorized sales entity must input the passenger's accurate and valid mobile phone number (CTCM) in the PNR. Along with inputting the passenger's information, the accurate and valid contact information of the agent (CTCT) may also be input;

(2) The mobile phone number needs to be input in the format of

international dialing code (00XXX)-area code (if applicable)-phone number, for example: 0086-755-12345678909, 0034-12345678.

(3) For passengers who are unable to provide a mobile phone number, it is also necessary to input the passenger's valid and accurate email address (CTCE);

(4) For elderly passengers (aged 60 and above), foreign passengers, families, and multiple passengers traveling on the same booking, the CTCM item in the ticket order allows for the input of the payer's contact mobile phone number or the combined input of the contact mobile phone numbers of fellow travelers. Passengers under 18 years of age may input the mobile phone number of their guardian. For group travelers, the CTCM item allows for the input of the mobile phone number of the group leader.

(5) If a passenger refuses to provide contact information, the passenger's preference (CTCR) should be noted in the PNR .

III. Operational Norms Requirements

(1) All authorized sales entities, when selling tickets, should proactively inform passengers that the contact information provided may be used to receive information about flight delays or cancellations, and should request passengers to provide valid contact information.

(2) All authorized sales entities should promptly handle Q messages and accurately inform passengers of any abnormal flight information in a timely manner. Additionally, they should follow our company's regulations to

provide after-sales service for passengers affected by abnormal flights.

(3) Authorized agents should input passenger contact information in the correct format (refer to the Appendix). If the GDS system has specific requirements, the GDS requirements should be followed.

(4) If incorrect contact information results in Shenzhen Airlines being unable to notify passengers of abnormal flight information, and Shenzhen Airlines has conveyed the need for assistance in notifying passengers to the authorized sales entity, the authorized sales entity should assist in notifying the passengers of the relevant information.◦

Notice is hereby given.

Appendix: Input Formats for Passenger Contact Information in Various
GDS Systems

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Appendix: Input Formats for Passenger Contact Information in Various GDS Systems

1. Input formats

GDS	Input formats
TravelSky (1E)	Mobile numbers: OSI ZH CTCM Mobile numbers /Pn Agent' s Mobile numbers: OSI ZH CTCT Mobile numbers Email address: OSI ZH CTCE Email address /Pn Agent' s Email address: RMK EMAIL Email address Refused: SSR CTCR ZH HK1 REFUSED TO PROVIDE
Amadeus (1A)	Mobile numbers: SR CTCM-Mobile numbers/Pn Email address: SR CTCE-Email address/Pn Refused: SR CTCR-REFUSED TO PROVIDE
Sabre (1S)	Mobile numbers:

<p>Abacus (1B)</p>	<p>3CTCM/Mobile numbers-n.1</p> <p>Email address:</p> <p>3CTCE/Email address-n.1</p> <p>Refused:</p> <p>3CTCR/REFUSED TO PROVIDE-n.1</p>
<p>Galileo (1G)</p>	<p>Mobile numbers:</p> <p>SI.Pn/SSRCTCMZHHK1/Mobile numbers</p> <p>Email address:</p> <p>SI.Pn/SSRCTCEZHHK1/Email address</p> <p>Refused:</p> <p>SI.Pn/SSRCTCRZHHK1/REFUSED TO PROVIDE</p>
<p>Apollo (1V)</p>	<p>Mobile numbers:</p> <p>3SSR CTCM ZH HK1/Nn/Mobile numbers</p> <p>Email address:</p> <p>3SSR CTCE ZH HK1/Nn/Email address</p> <p>Refused:</p> <p>3SSR CTCR ZH HK1/Nn/REFUSED TO PROVIDE</p>
<p>Worldspan (1P)</p> <p>Axess (1J)</p>	<p>Mobile numbers:</p> <p>3SSR CTCM ZH HK1/Mobile numbers-n.1</p> <p>Email address:</p> <p>3SSR CTCE ZH HK1/Email address-n.1</p> <p>Refused:</p>

	3SSR CTCR ZH HK1/REFUSED TO PROVIDE-n.1
Infini (1F)	Mobile numbers: 3CTCM/Mobile numbers-n.1 Email address: 3CTCE/Email address-n.1 Refused: 3CTCR/REFUSED TO PROVIDE-n.1

2. "CTCM" is the mobile number of the passenger, "CTCE" is the email address of the passenger.

3. "n" in "Pn", "Nn" and "n.1" denotes the passenger serial number in the PNR.

4. When entering the email address, use "." to replace the underscore "_", "@" with "/" /, and "-" with ". /".

5. If prefixes and special symbols are required by the input codes of GDS, the requirements of each specific GDS shall prevail.