

Lufthansa Time of Ticketing Incentive Program

ATTACHMENT C - Booking and Ticketing Instructions

1. Application: For incentive eligibility, travel may originate or terminate anywhere in the world provided that:

- a. Incentive is applied to a transatlantic segment marketed and operated by Participating Carriers (LH*, OS, SN, LX*). Transatlantic segments marketed and operated by Performance Measurement Carriers (AC, UA) may be included in one direction of a round trip itinerary; **AND**
- b. Travel on eligible transatlantic segments must be to/from USA or Canada; **AND**
- c. Ticket designators or Tour Codes unrelated to this program may not be used in conjunction with this Time of Ticketing incentive agreement, see Eligibility Fare Exceptions, page 6.

**Transatlantic flights operated by CityLine (CL), Edelweiss Air (WK) or SunExpress (XG) and marketed AC OS SN LH LX or UA are eligible for incentive and also included as an eligible transatlantic carrier as referenced in the remaining terms and conditions of this agreement.*

- Asia/Pacific origin/destinations may be included in the itinerary via Europe under provided that: The ToT conditions for the transatlantic portion of the journey, mentioned above, are observed between the US/CA and the European gateway; between the European gateway and the Asia/Pacific region only flights marketed and operated by Participating Carriers (LH/CL, EW, OS, SN, LX/WK) are eligible for incentive.
- In the event that an itinerary crosses both the Atlantic and Pacific oceans, the qualifying Atlantic ToT ticket designators will apply. Carrier eligibility for ToT incentive is limited to Participating Carriers (LH, OS, SN, LX) for the transatlantic and within the Atlantic Market region. Performance Measurement Carriers (AC, UA and ANA (NH)) must be used for the transpacific portion of the journey. (Please refer to paragraph 5 'Round the World Itineraries' for further conditions).

2. Eligible Fare Types:

- ToT Incentive eligible fare types begin and/or booking classes begin with F, A, J, C, D, Z, P, G, E, N, O, Y, B, M, U and H. Incentive eligibility is to be determined by the incentive levels specified in the *Entity Incentive* grid in attachment D, based on the fare type/booking class used, whether an exception market conditions exists and if interlining with OAL is included.
- ToT applicable fares must be applied according to normal fare construction and **only international through fares originating or terminating in the USA or Canada are eligible for incentive.**
- Sector fares, independent of the published international through fare, included in an itinerary will be eligible for the ToT incentive if marketed and operated by Participating Carriers and/or a regional carrier listed in attachment D. In order to be ToT incentive eligible a maximum 24 hours connecting time will be required when a sector fare condition exists to/from the transatlantic portion of the journey, in addition to adhering to the eligible fare type/booking class requirements.
- If each segment of the itinerary is not booked in an eligible booking class and/or carrier, the ToT Incentive will be limited to the eligible segments within a given itinerary.
- If the International fare rule permits, unlimited stopovers are allowed in USA/Canada and at/or beyond European gateway cities providing all carriers are Participating (LH/CL, EW, OS, SN, LX/WK), Performance Measurement (AC, UA), Regional Carriers or Star Alliance Carriers.

3. Exception Market ToT Incentive:

Itineraries that include a non-stop flight with a **fare break** in the fare construction between a designated Exception Market city pair will be eligible for the exception market incentive rate. Exception Market incentive applies to designated non-stop flights as listed on Exception Market grid on page 5 and are to be applied in both directions.

- Example: SFO-ZRH P cl (LX) 2%, ZRH-SFO P cl 8%
- If the Exception Market O & D is booked as a connection the exception market incentive level does not apply.
- Itineraries that include a non-stop flight with a **fare break** in the fare construction between a designated Exception Market city pair and are in conjunction with a connecting flight;
 - a.) Within 24 hours are not subject to the Exception Market incentive:
- Example: DEN-FRA M cl (LH) FRA Fare Break, Connection less than 24hrs FRA-DEL M cl = 18% commission
 - b.) Exceeds 24 hours the exception market incentive will apply:
- Example: IAD-VIE E cl (OS) VIE Fare Break, Connection greater than 24HRS VIE-CAI H cl = 2% commission on E fare and 0% on H fare

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ATTACHMENT C - Booking and Ticketing Instructions, Continued

Exception Market Incentive continued:

In the event that a round trip itinerary includes an exception market O&D in one direction only, the eligible incentive of each direction may be applied by direction.

- Example: SFO-ZRH P cl (LX) 2%, ZRH-DEN P cl 10%

4. Interline Inclusion (3% less incentive):

Star Alliance and any other carrier (OAL) may be included within the Atlantic Market Region with 3% points less incentive as long the transatlantic segments are marketed and operated by a Participating Carrier (LH/CL, EW, OS, SN, LX/WK) and/or Performance Measurement Carriers (AC and/or UA) as per conditions of paragraph 1.

The following conditions must be met:

- The connection is to/from a Participating Carrier (LH/CL, EW, OS, SN, LX/WK) and/or Performance Measurement carriers (AC, UA) transatlantic marketed and operated flight.
- An international published through fare to/from the USA or Canada is applied and begins with one of the eligible fare types or is booked in inventory detailed in paragraph 2.
- ToT Incentive shall not apply if an itinerary contains more than (2) non-transatlantic OAL Segments in either direction operated by a non-participating carrier (not to exceed a maximum of 4 OAL operated segments per qualifying itinerary)
- Connection is to/from a Participating Carrier (LH/CL, EW, OS, SN, LX/WK) or Performance Measurement Carrier (AC, UA) to/from OAL flight segment on a published international through fare.
- The interline deduction does not apply to itineraries or portions of itineraries that qualify for: F, A, incentive or exception market incentive or westbound all markets to USA/Canada incentive.
 Non-transatlantic LH, OS, SN, LX marketed flights operated by OAL carriers are subject to interline reduction.

5. Part 1 - Round-The-World Itineraries:

Itineraries must include transatlantic flights operated and marketed by Participating Carriers (LH/CL, EW, OS, SN, LX/WK). Transpacific flights must be operated by a Performance Measurement Carrier (AC and/or UA), Regional Carriers may be included.

- Itineraries may commence via the Atlantic or the Pacific.
- Applicable fares are based on constructed point to point published fares.
- Maximum eligible commission for entire itinerary is 12% when limited to fare types F, A, J, C, D, Z, P, G, E, N, O, Y, B, M, U and H. Ineligible fare types can be included at 0% commission except on the transatlantic portion of the itinerary. The applicable ticket designator is TZB2.
- Star Alliance Round-The-World-Fares are ineligible for a ToT incentive.

Example 1: JFK-FRA J cl (LH) / Stopover / FRA-TYO J cl (LH) / Stopover / TYO-IAH J cl (UA) IAH-CHI F cl (UA) = 12%

Example 2: DEN-FRA C cl (LH) / Stopover / **FRA-HKG K cl (LH)** / Stopover / HKG-SFO Z cl (UA) = 12%

Incentive only eligible on DEN-FRA and HKG-SFO portions (FRA-HKG 0% due to ineligible fare type)

Part 2 - Round-The-World Itineraries, Interline:

In addition to the conditions listed above, itineraries which include segments operated by OAL and Star Alliance carriers may be included in a Round-The-World itinerary under the following conditions:

- Only segments that are non-transatlantic, non-transpacific and non-North American feed are eligible
 Exception: All Nippon Airways (NH) is permitted transpacific.

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ATTACHMENT C - Booking and Ticketing Instructions, Continued

Round the World itineraries continued:

- A combined maximum of 4 segments operated by OAL and/or Star Alliance carriers are permitted
- Maximum eligible commission is 4% for the entire ticket. Ineligible fare types can be included at 0% commission except on the transatlantic portion of the itinerary. The applicable ticket designator is TZB2.
- Booking class restrictions do not apply to OAL or Star Alliance segments
- Example 3a: LAX-FRA F cl (LH) / Stopover / FRA-BOM F cl (LH) / **BOM-BJS J cl (AI)** / BJS-YVR J cl (AC) = 4%

Eligibility may also be based on the transatlantic fare component in order to maximize commission:

- 3b: LAX-FRA F cl (LH) / Stopover / FRA-BOM F cl (LH) / BOM-BJS J cl (AI) = 10% / BJS-YVR J cl (AC) = 0%
 - Through fare LAX-BJS "F" Fare Basis Code, max eligible commission = 10%, BJS-YVR = 0% eligible commission.

Example 4a: **SFO-NRT J cl (NH)** / Stopover / NRT-MUC J cl (LH) / MUC-EWR J cl (LH) / EWR-LAX J cl (UA) = 4%
Or

Example 4b: SFO-NRT J cl (NH) / Stopover / NRT-MUC J cl (LH) / MUC-EWR J cl (LH) / EWR-LAX J cl (UA) = 22%

- Eligible through fare – NRT-EWR "J" Fare Basis Code, max eligible commission = 22%, SFO-NRT eligible for commission only as in example 4A above.

6. Ticketing Procedures:

Validating carriers: LH (220), OS (257), SN (082) or LX (724)

- Tickets must be validated on the 'Participating Carriers' (LH, OS, SN, LX) ticket stock only. Tickets must be issued and paid for in the USA.
- Ticket Designator: Applicable code must be placed on any ticket claiming TOT commission. IATA ticketing rules apply.
- Failure to enter applicable Ticket Designator or incorrect application of the aforementioned terms and conditions will result in the issuance of debit memos to the ticketing agency location.
- Place TZB2 in one of the following positions, preferred in the order below:
 - Ticket Designator
 - Tour Code box

7. Eligibility Fare Exceptions:

- Commission may be claimed on fares using these Ticket Designators /QYxx (i.e. QYFF or any QYXX type fare) and the fare basis code begins with A*, B, C, D, E, F, G, H, J, M, N*, O, P, U, Y, Z (*AC "A" and UA "N" classes are ineligible for commission).

May be booked in or the first letter of the fare basis code is A*, B, C, D, E, F, G, H, J, M, N*, O, P, U, Y, Z and rules below are met:

Rules

- Fare must auto price. Debit memos will be issued for manually priced tickets
- The valid TD (i.e. QYFF) **must** appear on the applicable segments
- Include the valid ToT TD (TZB2) in the tour code box
- 0% commission on domestic sector fares using ticket designators listed above

8. Exclusions:

- ToT Incentives are applicable to revenue passengers only. The following are excluded from this Incentive Program: Industry reduced fares such as ID or AD tickets, Circle Europe fares, Senior Citizen fares, Embassy, emigrant, government, group, journalist, military, missionary, student and Web fares, in addition to any other discounted IATA fares.

9. Child/Infant/Senior/Wholesale:

- Children, infant, senior, wholesale or any other type of discounted fares are ineligible for commission.

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ATTACHMENT D – Partner Carriers

Effective 01APR18

Atlantic ToT Participating Carriers Information

Participating Carriers must be used at least one way across the Atlantic Ocean plated on ticket stock shown below. The use of any airline other than participating carriers (LH, OS, SN, LX) or performance measurement carriers (AC & UA) on the transatlantic portion of the journey is permitted at 0% commission for that portion of the journey.

<p>Austrian Airlines (OS): Ticket Stock (257)</p> <p>Brussels Airlines (SN): Ticket Stock (082)</p> <p>Lufthansa German Airlines (LH) Ticket Stock (220)</p> <p>Swiss International Air Lines (LX): Ticket Stock (724)</p>	<p><u>the below listed carriers qualify for full ToT incentive level</u></p> <ul style="list-style-type: none"> • PrivatAir flights operated by on behalf of Lufthansa or Swiss • Austrian Airlines (OS) • Brussels Airlines (SN) • Lufthansa German Airlines (LH) • Swiss International Air Lines (LX) • Air Canada (AC) • United Airlines (UA) • Lufthansa CityLine (LH), transatlantic, within and beyond Europe • Edelweiss Air (WK), transatlantic, within and beyond Europe • Eurowings (EW) / SunExpress (XG), transatlantic, within and beyond Europe • Including Regional Carriers listed further below
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Performance Measurement Carriers

<p>Air Canada (AC) / United Airlines (UA) (may be used one way across the Atlantic in conjunction with Participating Carriers on qualifying Participating Carrier's ticket stock)</p>
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Regional Carriers

<p>Plating on : LH (220) / OS (257) / SN (082) / LX (724)</p> <p style="text-align: center;">European Feeder</p> <p style="text-align: center;">USA, Canada & Trans-North America Feeder <i>(Marketed AC, OS, SN, LH, LX or UA)</i></p>	<p><u>the below listed carriers qualify for full ToT incentive level</u></p> <p><u>Marketed (AC, OS, SN, LH, LX or UA marketed and as operating carrier)</u> Adria Airways, Air Dolomiti, Air Malta, BMI Regional, Deutsche Bahn Eurowings Europe, Eurowings, Germanwings, Lufthansa CityLine, Luxair, CityJet operated flights on behalf of Brussels Airlines (marketed AC, EW, OS, SN, LH, LX, UA only)</p> <p><u>Marketed (AC, OS, SN, LH, LX or UA marketed)</u> Helvetic Airways, Edelweiss Air, PrivatAir, Swiss Global Air Lines, SBB Swiss Railways, OEBB Austrian Federal Railways</p> <ul style="list-style-type: none"> • Air Canada (AC), Air Canada Jazz (AC), Air Canada Rouge (AC), Air Georgian, Exploits Valley Air Services, Jazz Aviation, Sky Regional Airlines • United Airlines (UA), United Express (UAX, regional carriers DBA United Express), Amtrak marketed UA
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Star Alliance Carriers

Refer to www.staralliance.com for a current listing of member airlines.

Star Alliance Carriers to be used with Participating Carriers marketing / operating flight numbers and ticket stock LH (220), OS (257), SN (082) and LX (724)

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Entity Incentive		Eligible Fare Types	Commission	Interline Commission	Ticket Designator
Origin	Destination				
DEN / IAD / IAH / SFO / Canada	All Markets	Z P	10%	7%	TZB2
		J C D G O E N * Y B M U H	12%	9%	
US / Canada	All Markets	F A *	10%	10%	
US		J C D	22%	19%	
		Z P	20%	17%	
		G O E N * Y B M U H	18%	15%	
Westbound All Markets	USA / Canada	F A * J C D Z P G O E N * Y B M U H	8%	8%	

*AC "A" and UA "N" classes are ineligible for commission

Bonus Market Incentive		Eligible Fare Types	Commission	Interline Commission	Ticket Designator
Origin	Destination				
US	UK	F A * J C D Z P G O E N * Y B M U H	22%	19%	TZB2
	BE	J C D Z P G O E N * Y B M U H			
UK / BE	US	F A * J C D Z P G O E N * Y B M U H	10%	10%	

*AC "A" and UA "N" classes are ineligible for commission

Exception Market <i>Applies to non-stop flights only</i>		Eligible Fare Types	Commission East Bound	Commission West Bound	Interline Commission	Ticket Designator
Origin	Destination					
DEN	FRA	F A * J C D Z P G O E N * Y B M U H	2%	8%	N/A	TZB2
EWR / JFK	GVA MUC					
IAD	FCO FRA GVA MUC VIE ZRH					
IAH / ORD	FRA MUC					
LAX	FRA ZRH					
SFO	FRA MUC ZRH					

*AC "A" and UA "N" classes are ineligible for commission

Applicable ticket designators must be included on each ticket.

Ticket Designator **TZB2** must be applied to all flight segments regardless of commission amount for a ticketed itinerary unless otherwise directed.

Combining UA Perks Plus or AC Corporate Rewards programs and TOT program is permitted. Please include the applicable program Tour Code and use Ticket Designator **TZB2**.

Round-The-World Incentives

Fare Type	Eligible Fare Types	Incentive	Interline Incentive	Ticket Designator
Round-The-World Itineraries	F A * J C D Z P G O E N * Y B M U H	12%	4%	TZB2

*AC "A" and UA "N" classes are ineligible for commission

Program Exclusions: Corporate Share Agreements, Contract Bulk, Convention and Meeting Agreements, Net Wholesalers-(Domestic and International), TMC Free and Reduced Tickets, Miles & More, Groups (Domestic and International), Incentive Zone Fares, Pass Plus, Government Contracted Fares, Web Fare and any other Reduced Fare. Special published fares which price with a mandatory ticket designator are ineligible for commission, see *Eligible Fare Exceptions* page 3.

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Carriers Included: As shown on "Atlantic ToT Participating Carriers Information" Grid

The preceding pages detail the basic conditions of the Lufthansa ToT program. Accurate adherence to these conditions / requirements must be observed when ticketing in order to avoid future debit memos and corresponding fees.

PERMITTED COMBINATIONS

- When combining qualifying incentive rates for the outbound and return segments, applicable commission on each transatlantic segment will apply with respect to the O/B trip.

Example: BONUS Market Incentive

DEN - LHR (C) 22% commission LHR - DEN (Z) 22% commission

- When utilizing qualifying sector fares in a transatlantic trip*, applicable commission on each segment will apply.

THE TRANSATLANTIC SECTOR FARE MUST QUALIFY FOR COMMISSION.

* This is a one-way true origin and destination flight segment.

Example: CID-ORD (Y) (18%) (connects within 24hrs) ORD-FRA (C) (22%) - true origin and destination CID-FRA

Example: IAH-MCO (C) (connects within 24hrs) MCO-FRA (C) - true origin and destination IAH-FRA with connection (12%)

- Non-qualifying segments (OAL, ineligible or non-qualifying classes) are permitted on ticket at 0% commission.

-When connecting from domestic USA on OAL to a qualifying transatlantic

Example: BUF – BOS (B6) (U) (0%) (connects within 24hrs) BOS – FRA (LH) (C) (22%) – true origin and destination BUF-FRA

-When utilizing qualifying sector fares on participating carriers with outbound connection over 24 hours/return connection within 24hrs

Example: EWR – MUC (F) (2%) (connection exceeds 24hrs) MUC – BRU (B) (0%) – exception market & MUC-BRU sector applies connection exceeds 24 hours