This is a follow up for our bulletin # 201602282 dated 28/Apr/2016 regarding the above subject.

It is necessary that all Travel Service Providers (TSPs) enter the guest’s mobile number and email address in their correct format in their PNRs in order to enable SAUDIA to notify the guests in case of flight disruption or cancellation and also provide access to their travel service providers with the code for accessing the internet on-board their flights.

And in countries where the local law does not permit the guest’s contact information to be entered in the PNR, TSPs must enter their own mobile number and email address in their PNRs instead and it then becomes their responsibility to convey any notification from SAUDIA side to the guests.

In case that the above information is missing or incorrectly entered in the PNR, SAUDIA reserves the right to take any or all of the following measures:

1. Cancel that PNR if it is not already ticketed, and/or
2. Raise a debit memo to the Travel Service Provider, and/or
3. Block reservation and/or ticketing access for the Travel Service Provider, and/or
4. Pass any claim or compensation to guests due to the consequences of not entering the guest’s contact information in the correct format in the PNR to the responsible Travel Service Provider.

The below table shows the correct formats for entering the guest’s mobile number and email address for each GDS.

<table>
<thead>
<tr>
<th>Date/التاريخ</th>
<th>Reference/الرقم المرجعي</th>
<th>Effective date/تاريخ التطبيق</th>
</tr>
</thead>
<tbody>
<tr>
<td>01 May 2018</td>
<td>201805011</td>
<td>IMMEDIATELY</td>
</tr>
</tbody>
</table>

Note: entering the above information in any other format will not be acceptable and SAUDIA will apply the above measures against any PNR that does not contain this information in the above format.

If you have any questions or comments on this Bulletin, please contact: gdssupport@saudia.com

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GDS Procedures

The necessity of entering the Guest’s Mobile Number and Email Address in the PNR

<table>
<thead>
<tr>
<th>Date/التاريخ</th>
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### GDS Procedures

<table>
<thead>
<tr>
<th>GDS</th>
<th>Format and examples for entering the guest’s mobile number and e-mail address</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Amadeus</strong></td>
<td><strong>Recommended Formats:</strong>-&lt;br&gt;APN-M+&lt;mobile number&gt;/&lt;Language&gt;/P&lt;Pax No&gt;&lt;br&gt;APE-&lt;Email address&gt;</td>
</tr>
<tr>
<td><strong>Galileo</strong></td>
<td><strong>Recommended Formats:</strong>-&lt;br&gt;SISV*CTCM &lt;mobile number&gt;/&lt;Language&gt;</td>
</tr>
<tr>
<td><strong>Sabre / Abacus</strong></td>
<td><strong>Recommended Formats:</strong>-&lt;br&gt;3OSI SV CTCM &lt;mobile number&gt;/&lt;Language&gt;</td>
</tr>
</tbody>
</table>

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### Recommended Formats:

**Worldspan / Axess**

- 3OSI SV CTCM-<mobile number>/<Language>
- 3OSI SV CTCE-<Email Address>

**Examples:**
- 3OSI SV CTCM-966543210987/AR
- 3OSI SV CTCE- EMAIL/BUSINESS.COM

**Additionally supported formats:**
- 3SSR CTCM SV HK1/<mobile number>/<Language>-1.<Pax No>
- 3SSR CTCE SV HK1/<Email Address>/<Language>-1.<Pax No>

**Examples:**
- 3SSRCTCMSVHK1/966543210987/AR-1.1
- 3SSRCTCESVHK1/EMAIL/BUSINESS.COM-1.1

**Apollo**

- @:3OSI SV CTCM <Mobile No>/<Language>
- @:3OSI SV CTCE <Email Address>

**Examples:**
- @:3OSI SV CTCM 966543210987/EN
- @:3OSI SV CTCE EMAIL/BUSINESS.COM

**Additionally supported formats:**
- [:]3SSR CTCM SV HK1/N<Pax No>/<Mobile No>/<Language>
- [:]3SSR CTCE SV HK1/N<Pax No>/<Email Address>/<Language>

**Examples:**
- [:]3SSRCTCMSVHK1/N1/966543210987/EN
- [:]3SSRCTCESVHK1/N1/EMAIL/BUSINESS.COM

**Travelsky**

- 3OSI SV CTCM <mobile number>/<Language>
- 3OSI SV CTCE <Email Address>

**Examples:**
- 3OSI SV CTCM 966543210987/EN
- 3OSI SV CTCE EMAIL/BUSINESS.COM

**Additionally supported formats:**
- SSR CTCM SV HK1 <mobile number>/<Language>/P<Pax No>
- SSR CTCE SV HK1 <Email Address>/<Language>/P<Pax No>

**Examples:**
- SSRCTCMSVHK1 966543210987/EN/P1
- SSRCTCESVHK1 EMAIL/BUSINESS.COM/P1

### Notes:
- The mobile number must begin with the country code without “00” and without the leading “0” of the mobile number as shown in the examples above.
- `<Language>` can either be EN for English or AR for Arabic.
- For email addresses entered using OSI CTCE element, replace “_” (underscore) with “..” and “@” with “//” and “-” with “./”.

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